



“Within less than 24 hours of finding a lump, I’d had the tests done and was given the all clear.”

Zahra, 33, Bupa customer

Like a lot of people, when Zahra found a lump on her breast, her first thought was to ignore it. But knowing an early diagnosis could save her life, she gave our Direct Access team a call*. Here she shares her experience.

Booking an appointment for the day after finding a lump massively reduced the impact on Zahra’s mental health.

“I’d had some breast pain for several months, but thought nothing of it. Then one day I was in the shower and felt a really hard, big lump. If I’m being honest, my first thought was to ignore it. I didn’t have time for it. Not on top of everything else.

Thankfully, I have Bupa cover and I’d used them before, so I knew they were really good. It was around about the same time I found out about their cancer care. So I gave them a call.

Within 10 minutes, I had an appointment sorted for the next day. And within 24 hours of finding the lump, I’d had the tests done and was given the all clear.

I thought they might ask me lots of questions on the phone. But they didn’t. They were great. They don’t panic you. They’re just really nice, and they get stuff done. It completely surpassed my expectations.

The next day, I mustn’t have been in the hospital for more than an hour, probably less. In that time, I had an examination with a doctor, and an ultrasound. They told me what I was feeling was perfectly normal; cysts and tissue – but that I was absolutely right to come in.

In total, I spent less than 24 hours having it on my mind. I can only imagine how progressively worse that worry would get if you were having to wait two weeks, three weeks, four weeks to even be seen. The fact I could call straight up, get an appointment for the next day, massively reduced the impact on my mental health.

I genuinely cannot fault the service I received. To just know it’s there is massively reassuring.”

Find out more about Direct Access for cancer
bupa.co.uk/direct-access

This quote reflects the specific experience of one customer (as told to us in June 2020). The cover you choose will be subject to specific terms and conditions that may apply to your policy. Pre-existing conditions are normally excluded.

*Direct Access telephone services are available as long as the symptoms are covered under the policy. If your cover excludes conditions you had before your policy started, we’ll ask you to provide evidence from your GP that your symptoms are not pre-existing for a period of up to two years from policy start date before we can refer you to a consultant through the Direct Access service. Always call us first to check your eligibility.

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