



“It was a really great service. I didn't have to see anybody, it was COVID safe, and within 24 hours I felt so much better.”

Eve, 51, Bupa customer

When agonising shoulder pain started to keep Eve up at night, her husband was quick to say: “Why don't you ring Bupa?”. Eve then used her Bupa health insurance to quickly speak to a muscle, bone and joint expert from home without the need to see her GP first.



Don't put your health on hold

11 million people in the UK have injured their back, neck, hips, knees or wrists while working from home.¹ And 28% haven't sought help, meaning they're risking long-term damage.

With less ways to stay active during lockdown, people like Eve have run into trouble. While she'd normally attend Pilates and tai-chi classes to ease any aches, she turned to painkillers to help with a tender shoulder blade. No luck.

“I hadn't slept, I was crying, there was just no one to help me and I felt quite desperate. That's when my husband said, “Why don't you ring Bupa?”

Reaching out sooner can help you move forward faster

Once in touch, we arranged for an experienced physio to call Eve back.

“I was really impressed with the speed of the service. She was able to tell me exactly what was going on and told me that it's quite common. Honestly that made such a big difference.

“She sent me exercises with videos for each one which was brilliant, then she rang me back 24 hours later and I just felt completely different.”

With you, even if you're at home

By providing Eve with ways to manage her pain, she was able to take control of her health again.

“It's a great service, especially if people are fearful of going out. It was just so nice to have an alternative.

“If I feel anything similar coming on, I can go back to those exercises. I'm back to maintaining myself and it gave me a kickstart to do that.”

**Muscle, bone or joint problem?
Call us first to speak to a specialist,
usually without a GP referral[†]
0345 600 8277[^]**

These quotes reflect the specific experience of one customer (as told to us in July 2020). The cover you choose will be subject to specific terms and conditions that will apply to your policy. Pre-existing conditions are normally excluded. Please see the Policy Terms section of your Policy Benefits and Terms booklet for full details.

¹Opinium estimates the UK adult population is 52,079,000. According to research undertaken by Opinium 34% of adults are currently working or home schooling from home (or 17,706,860 individuals). Of home workers 63% reported aches, pains or injury, equating to 11,155,322.

[†]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. We can then refer you to a consultant through the Direct Access service. For rolling moratorium underwritten members we will ask for evidence each time you claim for a condition not claimed for before. Always call us first to check your eligibility.

[^]Lines are open Monday to Friday 8am to 8pm, Saturday 8am to 4pm. We may record or monitor our calls.