

Bupa. Better for business



Your guide to **Bupa Health Services**



Bupa's corporate wellbeing solutions



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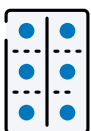


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Health Assessments

Tailored to your business needs, health assessments are more than just a check up. It's the start of a journey towards better employee health and engagement.

If your business has two or more employees, you could offer Bupa health assessments as an attractive addition to your benefits packages. This can help you to recruit and retain great people as well as contributing to other business goals, such as:

- Motivating, engaging and empowering your employees
- Boosting productivity
- Tackling absenteeism
- Managing anxiety and stress at work
- Improving health and fitness
- Meeting your duty of care

Our employee health assessments have an excellent NPS rating (79).*

*Data based on health assessments in 2025.

A person is shown from the side, looking down at a smartphone held in their hands. They are sitting at a light-colored wooden table. The background is a blurred office environment with a blue banner and some furniture. The smartphone screen displays a health-related app interface with a sunset image at the top and several buttons below.

Ongoing digital support

Everyone who has a health assessment gets 12 months access to a host of online resources to make wellbeing work for them.

- Over 1,500 live and on demand classes, from yoga to HIIT workouts
- Tailored exercise plans designed for all levels
- Guided meditations to help with breathing, sitting, walking and stretching
- Articles and videos filled with proactive wellbeing advice

Health Assessments



Be.Motivated

Helping your staff identify opportunities to make positive, lasting lifestyle changes.

Assessment length: 60 minutes
Session with: A health adviser.



Be.Ready

Empowering staff to make changes by providing expert insight and advice on any potential health issues.

Assessment length: Up to 1.5 hours
Session with: 60 minutes with a health adviser and up to 30 minutes with a doctor.

What's included?

Face-to-face consultation with a health adviser

- Lifestyle discussion to identify goals
- Core tests, including blood tests for type 2 diabetes and cholesterol
- Mobility and flexibility review
- Mental health and wellbeing discussion
- Use their health risk profile to define an area for focus

Ongoing support

- Two follow up coaching calls
- 12 months' access to the Anytime HealthLine, allowing your staff to speak to a nurse 24/7
- A choice of online wellbeing programmes
- 12 months' access to digital resources including:
 - Over 1,500 live and on-demand classes
 - Tailored exercise plans for all levels
 - Guided meditations
 - Articles and videos with proactive wellbeing advice

What's included?

Face-to-face consultation with a health adviser

- Lifestyle discussion to identify goals
- Core tests, including a heart rhythm screening and blood tests for type 2 diabetes, anaemia and cholesterol
- Mobility and flexibility review
- Mental health and wellbeing discussion
- Use their health risk profile to define areas for focus and behavioural change

Up to 30 minutes with a doctor

- Discussion of health concerns
- A closer look at mental health

Ongoing support

- Two follow-up coaching calls
- 12 months' access to:
 - the Anytime HealthLine, allowing your staff to speak to a nurse 24/7
 - A choice of online Mental Wellbeing Programmes
 - Digital wellbeing resources, as listed in Be.Motivated



Be.Reassured

Designed for staff who are concerned about a health risk that runs in the family, or who need extra confidence to make some lifestyle changes. They'll check out their health risks with a doctor and leave with lasting advice they can use.

Assessment length: up to 2 hours
Session with: 60 minutes with a health adviser
and up to 60 minutes with a doctor.

What's included?

Face-to-face consultation with a health adviser

- Lifestyle discussion to identify goals
- Core tests, including a heart rhythm screening and blood tests for type 2 diabetes, anaemia and cholesterol
- Mobility and flexibility review
- Mental health and wellbeing discussion
- Use their health risk profile to define areas for focus and behavioural change

Ongoing support

- Two follow-up coaching calls
- 12 months' access to:
 - the Anytime HealthLine, allowing your staff to speak to a nurse 24/7
 - A choice of online Mental Wellbeing Programmes
 - Digital wellbeing resources, as listed in Be.Motivated

Up to 60 minutes with a doctor

- Talk through health concerns
- The doctor may also recommend additional tests based on what's clinically appropriate
- A closer look at mental health
- Targeted cancer screening: prostate, testicular, breast, cervical and bowel

Add-on screenings

You can also add the following standalone screenings to a Be.Reassured health assessment for an extra cost:

- DNA Health Check
- Colon CT
- Coronary CT
- Mammogram

Be.Ahead

With the support of a health adviser, doctor insight and an advanced fitness test, staff will be armed with the right knowledge to take their wellbeing to the next level.

Assessment length: Up to 3 hours
Session with: 2 hours with a health adviser including an advanced fitness test and up to 60 minutes with a doctor.

What's included?

Face-to-face consultation with a health adviser

- Lifestyle discussion to identify goals
- Core tests, including a heart rhythm screening and blood tests for type 2 diabetes, anaemia and cholesterol
- Mobility and flexibility review
- Mental health and wellbeing discussion
- Use their health risk profile to define areas for focus and behavioural change

Advanced fitness test

- powered by Wattbike*
- 30-minute in-depth look at fitness using a Wattbike – an intelligent smart trainer

Add-on screenings

You can also add the following standalone screenings to a Be.Ahead health assessment for an extra cost:

- DNA Health Check
- Colon CT
- Coronary CT
- Mammogram

Up to 60 minutes with a doctor

- Talk through health concerns
- The doctor may recommend additional tests, depending on what's clinically appropriate
- A closer look at mental health
- Targeted cancer screening: prostate, testicular, breast, cervical and bowel

Ongoing support

- Two follow-up coaching calls
- 12 months' access to:
 - the Anytime HealthLine, allowing your staff to speak to a nurse 24/7
 - A choice of online Mental Wellbeing Programmes
 - Digital wellbeing resources, as listed in Be.Motivated

* Participants may not be able to go ahead with the advanced fitness test if they are taking certain medication or have certain clinical conditions. They can speak to a member of the Health and Wellbeing team about this before they opt in to this assessment.

Remote Health Assessments

Your employees don't have to visit one of our health centres to get a look at their current health. With our remote health assessments, they can complete a lot of the same tests as our in-centre options from the comfort of their own home.



Be.Healthy at Home

What's included?

Tailored advice

- Questionnaires build a unique health risk profile based on clinically validated tools, allowing us to recommend a health focus.

Home testing kit

- Blood sampling device
- Tape measure (to keep)
- Blood pressure monitor (to keep)

45-minute video consultation with a health adviser

- Lifestyle discussion to identify goals
- Talk through blood test results for type 2 diabetes, cholesterol and the risk of cardiovascular disease
- Mobility and flexibility review
- Mental health and wellbeing discussion
- Using their health risk profile to define areas for focus and behavioural change

Ongoing support

- Two follow-up coaching calls
- 12 months' access to:
 - the Anytime HealthLine, allowing your staff to speak to a nurse 24/7
 - A choice of online Mental Wellbeing Programmes

Digital Wellbeing Resources

- Tailored wellbeing content based on the employees' health risk profile
- Advice and support on nutrition, exercise, healthy guts and hearts, managing alcohol, stopping smoking, minimising stress and improving sleep
- 12 months' access to digital resources including:
 - Over 1,500 live and on-demand classes
 - Tailored exercise plans for all levels
 - Guided meditations
 - Articles and videos with proactive wellbeing advice



Be.Healthy at Home Plus

What's included?

Tailored advice

- Questionnaires build a unique health risk profile based on clinically validated tools, allowing us to recommend a health focus.

Home testing kit

- Blood sampling device
- Tape measure (to keep)
- Blood pressure monitor (to keep)

45-minute video consultation with a health adviser

- Lifestyle discussion to identify goals
- Talk through blood test results for type 2 diabetes, cholesterol and the risk of cardiovascular disease
- Mobility and flexibility review
- Mental health and wellbeing discussion
- Using their health risk profile to define areas for focus and behavioural change

Up to 30 minutes with a doctor by video or phone

- Discuss the results of the assessment or any other concerns
- An opportunity to take a closer look at mental health if required

Ongoing support

- Two follow-up coaching calls
- 12 months' access to:
 - the Anytime HealthLine, allowing your staff to speak to a nurse 24/7
 - A choice of online Mental Wellbeing Programmes

Digital Wellbeing Resources

- Tailored wellbeing content based on the employees' health risk profile
- Advice and support on nutrition, exercise, healthy guts and hearts, managing alcohol, stopping smoking, minimising stress and improving sleep
- 12 months' access to digital resources including:
 - Over 1,500 live and on-demand classes
 - Tailored exercise plans for all levels
 - Guided meditations
 - Articles and videos with proactive wellbeing advice



87%
of customers felt
confident in the advice
and information given
within their health
assessment.

Internal data - March-May 23, Practitioner feedback





Specific Health Checks

We're here to help give employees peace of mind on specific health concerns too. That way, they can keep working at their best worry-free.

104.9
million

days lost to sickness absence
for those with long-term
health conditions.

Source: ons.gov.uk/employmentandlabourmarket/peopleinwork/labourproductivity/articles/sicknessabsenceinthelabourmarket/2022



Targeted Cancer Screening



These appointments are designed for people who don't have any specific symptoms but are still concerned about cancer. We'll focus on spotting signs of the most common types and support with the next steps - without the need for a GP referral.

Times

In-centre consultation with a GP – up to 30 minutes

Testicular cancer

Advice on the signs and symptoms of testicular cancer.

- Review of medical history relating to testicular cancer
- Testicular examination*

Prostate cancer

Advice on the signs and symptoms of prostate cancer, plus an examination if needed.

- Review of medical history relating to prostate cancer
- PSA – Prostate cancer screening blood test 50+ (or from age 45 if clinically indicated)*
- Prostate examination*
- Onward referral during the appointment or once the PSA results are in, if needed

Breast cancer

A picture of current breast health and a discussion of any potential concerns with a GP.

- Full consultation including medical history review related to breast cancer
- Breast examination* if clinically indicated
- Onward referral during the appointment or upon receipt of any test results, if needed
- Option to include a mammogram **at an additional cost**

Cervical cancer

A picture of current cervical health and a discussion of any potential concerns with a GP.

- Full consultation including medical history review related to cervical cancer
- Cervical examination^ if clinically indicated
- Test for human papilloma virus (HPV) for those aged 25 and over*
- Onward referral during the appointment or upon receipt of any test results, if needed

* Based on the results of the health questionnaire, depending on risk factors and medical history. Some tests may only be provided if considered appropriate by the doctor.

^Smear will be carried out if HPV virus is present, in line with NHS guidelines for best practice.

Add ons at additional cost

Mammography:

Suitable for age 40+

Bowel cancer screening test (stool):

Suitable for age 45+

Colon CT (Computerized Tomography):

Suitable for age 45+

Specific Health Checks



Mature Health

When people reach 65, different health concerns can play on their mind. We'll give them reassurance on how they're doing by looking at their health and lifestyle.

Recommended for:

- Anyone age 65 and over

Times

- Health adviser – 60 minutes
- Doctor – 60 minutes

What's included?

- Body Composition – height, weight, waist to height, BMI
- BP, resting ECG, heart rhythm screening
- Bloods – HbA1c, cholesterol, FBC, Biochemistry, Vit B12 and folate, kidney function, thyroid, anaemia
- Urinalysis, Bowel FOB test
- MSK – touch toes, walk corridor
- Grip strength
- Physical examination – testicular and prostate, breast and cervical

Mammogram

Mammograms are available as a standalone check. They can also be added to the following health assessments for an additional cost:

- **Be.Reassured**
- **Be.Ahead**
- **Targeted Cancer Screening**
- **Mature Health**

This check is suitable for those aged 40 and over.



Coronary Health

We'll look for risk of heart disease and identify the main risk factors contributing to it. Participants will leave with practical advice on making positive lifestyle changes.

Suitable for:

- Anyone age 45 and over
- Those with a strong family history or who have a raised cardiac risk with no current cardiac symptoms

Times

- Radiographer – times may vary
- Health adviser – 30 minutes
- If added on to a health assessment, this is an extra 15 minutes doctor time

What's included?

- Key measurements, including: height, weight, BMI, body fat, waist, waist-height, basal metabolic rate, dual arm blood pressures and an ECG, if clinically needed
- Heart rhythm test to detect atrial fibrillation
- Bloods taken to check cholesterol levels
- An action plan to reduce risks through positive lifestyle choices
- Doctor consultation to talk through any concerns and your suitability for the scan
- CT coronary calcium scan of the heart to more accurately assess cardiac risk. (Note: this may take place at a different location and on a separate day to their consultation)
- If it's not possible to go ahead with the scan, the doctor will offer advice and a referral if needed
- Conversation with a Bupa doctor to run through the test results, treatment options and next steps if necessary



Colon Health

Using a specialised CT scan to create images of the bowel, we look for signs of bowel cancer and polyps. Polyps are small growths that may need monitoring and sometimes removing.

Suitable for:

- Anyone age 45 and over*
- Those who are low risk (used as an initial screening)

*Not recommended for those with symptoms and/or a strong family history of bowel cancer. Alternative tests may be more appropriate.

Times

- In-centre consultation – up to 30 minutes
- Scan – times may vary
- Phone or face-to-face conversation with a Bupa doctor (around two weeks later) – 15 minutes

What's included?

- Pre-check information pack
- Doctor consultation to talk through any concerns and their suitability for the scan
- CT scan of colon and rectum if appropriate. (Note: this may take place at a different location and on a separate day to the consultation)
- A liquid dye that participants need to drink a day or two before the test to help identify any abnormalities in the large bowel
- If it's not possible to go ahead with the scan, the doctor will offer advice and a referral if needed





Be.Well at Work

Employees can get practical advice, tests and results from our health advisers, and be back to work in under an hour.



Onsite health checks

All the convenience of the workplace



Be.Healthy at Work Express

Up to 36 employees per day

Health adviser

- 10 minutes

Key Tests

- Blood pressure check
- Height
- Weight
- BMI
- Waist measurement
- Waist to height ratio



Be.Healthy at Work

Up to 18 employees per day

Health adviser

- 20 minutes

Be.Healthy at Work Express tests PLUS

- Full cholesterol check
- Diabetes blood test



Be.Healthy at Work+

Up to 2 employees per day

Health adviser

- 30 minutes

Be.Healthy at Work tests PLUS

- Body composition
- Cardiovascular risk assessment
- Diabetes risk assessment
- 5 steps to Wellbeing
- Lifestyle advice



Be.Motivated at Work

Up to 8 employees per day

Health adviser

- 45 minutes

Be.Healthy at Work+ PLUS

- Lung age assessment for current smokers
- Mobility and flexibility review
- Mental wellbeing assessment
- Depression and anxiety screening questionnaire
- Goal setting

Be.Lifestyle coaching at work

Expert lifestyle coaching on areas chosen by the employee. Available for up to 20 employees per day.

Health adviser

20 minutes of tailored advice

Follow-up support

Two lifestyle coaching calls

Follow-up support

- Two lifestyle coaching calls
- A personalised health report
- 12 months' access to Bupa wellness app
- Access to our health and wellbeing support email series

Workplace wellbeing talks

Our health talks are the perfect entry point or refresher to introduce staff to healthcare in the workplace. Delivered by a series of expert health advisers and professionals, these 60-minute sessions give more than just the facts. They're your team's chance to get their burning questions answered.



Hot topics in health

Whether you're raising awareness or just encouraging a healthy lifestyle, there's no better way to give your people and business a bite-sized boost.

We've pulled together some of our most popular talks, broken down into three handy categories. If there's one you're particularly interested in, speak to your Account Manager to book a session.

Employee health and wellbeing

- Male health
- Female Health
- Menopause
- Improving sleep
- Exercise and nutrition for healthy living
- Optimising your musculoskeletal health

Employee mental health

- Mental health awareness
- Building resilience
- Men's mental health
- Managing stress
- Preventing burnout
- Creating healthy habits: setting yourself up for success

Effective management and wellbeing

- Managing team wellbeing
- Managing working relationships
- Resilience in leadership
- Preventing burnout in leadership
- Emotional intelligence
- Supporting working parents

1 in 3

employees say their job negatively impacts their physical wellbeing.

Let's change that.

Source: Deloitte, 2023.

49%

of all work-related ill health is due to stress, depression, or anxiety.

Don't let that be true for your business.

Source: Health and Safety Executive, 2023.

1 in 3

managers feel out of their depth supporting their team with mental health concerns.

We're here to help.

Source: Mental Health First Aid England, 2023.

DNA Health Check

Working alongside a health assessment, our DNA Health Check combines genetic insights with your employees' current health profile to offer them a more personalised understanding of these risks:

- **Breast or prostate cancer**
- **Cardiovascular disease**
- **Type 2 diabetes**



Am I eligible?

You're eligible for a DNA Health Check if you:

- Were assigned female at birth and are 40 to 69 years old
- Were assigned male at birth and are 45 to 69 years old
- Have no personal history or symptoms of breast or prostate cancer
- Are not pregnant or breastfeeding
- Have never had a bone marrow or stem cell transplant
- Haven't had a blood transfusion within the last four weeks
- Live in mainland UK (excluding Northern Ireland)

Please note that if you are type 2 diabetic or have a history of cardiovascular disease, the health assessment GP may request that they don't test for these conditions.

What's included?

- A test to understand the risks of breast or prostate cancer, cardiovascular disease, and type 2 diabetes
- Saliva kit sent home
- Digital GP appointment
- Summary for the employee
- Clinical report for their healthcare professional

Good for health, good for business

A DNA Health Check empowers your people by giving them a clearer picture of their current health and future risks. By supporting your team to take charge of their health, you can help keep your business growing.

Employee benefits

- A holistic picture of their health and wellbeing
- A personalised understanding of specific health risks so they can positively impact their health
- Specific focus areas to keep taking the right steps for them

Business benefits

- Protect current and future team health
- Empower staff to stay healthier for longer
- Attract top senior talent with standout healthcare benefits
- Shape your overall wellbeing strategy



Medication Check

Unlock employee health with DNA-driven insights

Every employee brings something unique to your organisation. Now you can offer them healthcare as unique as they are, with DNA-driven insights that empower individuals to help positively influence their health, both now and in the future.

This is **personalised health**.



Introducing Medication Check

Bupa gives your employees access to the Medication Check, powered by **My Genomic Health** – a DNA test that reveals which medicines are likely to work best for them, and which to avoid, based on:

- **How effective they are likely to be**
- **What dose they might require**
- **How likely they are to suffer side effects**

This is powerful information for any employee, particularly if they have a health condition which requires taking regular medicine. With the information from the Medication Check, they're empowered to manage their long-term conditions in the most effective way.



You can be among the first to bring the benefits of the Medication Check to your workforce.



Did you know?

In 10-45% of people, commonly prescribed drugs don't work as they should¹

¹National Library of Medicine, 2021

99% of people

have a genomic variant that affects how they respond to certain medicines²

²Bupa My Genomic Health data, 2025

Good for health, good for business

We all process medicines differently. This affects how well medicines work and how likely they are to cause unwanted side effects.

Bupa's Medication Check, powered by My Genomic Health, helps each individual discover what works best for their body. By helping your people take charge of their health, you're also helping to keep your business growing:

- **Attract top people** with a standout healthcare benefit that enhances your appeal as an employer
- **Boost employee health** by empowering them to avoid trial and error and get immediate access to the medicines that keep them at their best
- **Boost team wellbeing** by eliminating the frustration that comes with enduring ineffective treatments
- **Reduce absence and presenteeism** so your employees feel ready to power your business, even while managing a long-term condition
- **Move towards more efficient healthcare** leading to reduced healthcare costs over time

Am I eligible?

The Medication Check is suitable for all UK residents aged 18 and over. It's not suitable for anyone who's ever had a bone marrow, stem cell, liver or kidney transplant, or anyone who's had a blood transfusion within the last four weeks.



On-site earwax removal

Bupa's fully trained and accredited health advisers will come to your place of work and carry out earwax removal treatments for up to twelve employees per day.

According to the LFS, there were an estimated

11,000

prevalent cases of hearing problems each year over the last 3 years which were caused or made worse by work.

Source: hse.gov.uk/statistics/causdis/deafness/index.htm



Fast, safe, effective

Microsuction is a treatment for the build-up of earwax, and can help to relieve discomfort and hearing problems. This service is a useful addition to your employee wellness programme, offering multiple benefits for your business.

Once you've signed up, your employees will be able to book their 30 minute appointments directly through the dedicated online booking tool. Our health adviser can treat up to 12 employees in one day, and multiple days can be booked to treat all staff who want to use the service.



Helps fulfil your duty of care towards employees who:

- must wear earphones, earpieces, headsets or earplugs at work
- have some hearing loss and/or wear hearing aids
- need frequent hearing tests
- have problems with the build-up of earwax



Benefits for your people

- A fast, safe and effective treatment
- Relieves discomfort and hearing problems
- An easy and convenient service



Benefits for your business

- Minimises time off work
- Helps fulfil your duty of care
- Improved hearing can enhance productivity
- A helpful addition to your employee wellness programme



Workplace talking therapy solutions

A holistic, long-term solution.

We leverage extensive clinical expertise to deliver preventative, personalised and evidence-based support and treatment services, tailored to your workplace needs.

A photograph of a man with short brown hair, wearing a dark green sweater, holding a young child with long brown hair in a grey hoodie. The child is crying and has their arms outstretched. They are in a park with autumn trees in the background.

Stress, depression or anxiety and **musculoskeletal disorders** accounted for the majority of days lost due to **work-related ill health** in 2022/23: **17.1 million** and **6.6 million** respectively.

Source: www.hse.gov.uk/statistics, 2023.

Mental wellbeing – a business imperative

Dedicated psychological support provided onsite or remotely by CBT Practitioners and Counsellors.

A range of webinars, podcasts and health talks delivered onsite or remotely covering mental health awareness topics.

Scan the QR code to watch an overview of our Corporate Mental Health products and services.





Your Employee Assistance Programme

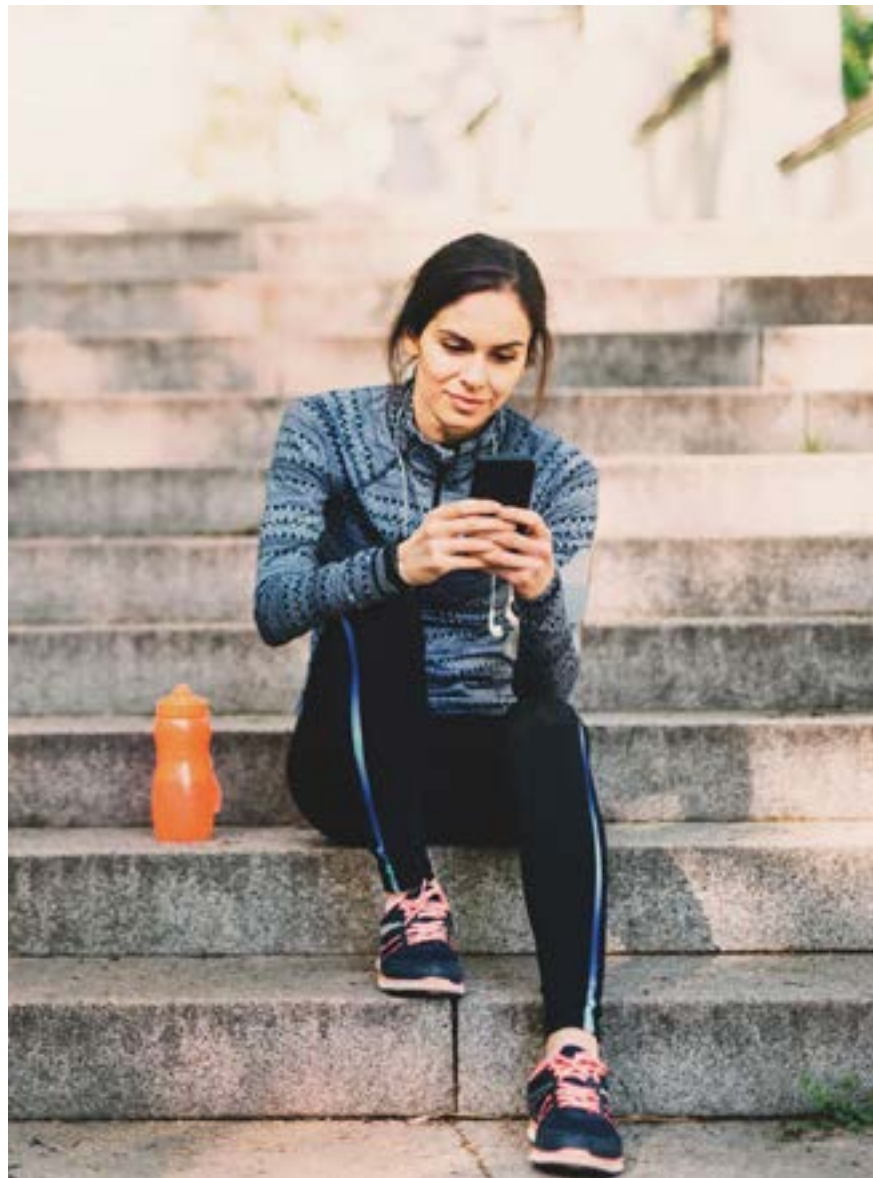
Home life, work and world changes can all bring new stresses and strains. Giving people a way to talk about how they're feeling can help relieve pressure and improve their mindset. With our Employee Assistance Programme (EAP), we'll provide them with 24/7 wellbeing and mental health support to help address issues early.

Over the last 30 years, our EAPs have supported almost 550,000 employees from over 3,700 businesses.

80%

felt confident in the information and advice given, and 83% felt the practitioner listened and understood their needs.

Source: Internal Bupa data, 2025



24/7 access to online and over-the-phone help

Healthy Minds

Our top level offering which includes access to online, telephone and face-to-face support, advice, guidance and information for a wide range of work and personal issues.

Key benefits:

- 24/7 Helpline always answered by a qualified, registered Clinician for one-off support or a mental health assessment and triage
- Where appropriate, referral to brief counselling delivered remotely or in person
- Access to Legal, Financial and Family helplines for information and guidance¹ plus access to qualified nurses for medical concerns via the Anytime HealthLine
- Access to a clinically effective online CBT service, which where appropriate is supported by a Therapist and Emotional Wellbeing Online for managing stress and building mental resilience
- Access to a wide range of regularly updated online wellbeing resources

Key EAP

Our lower cost, entry-level offering includes access to online, telephone and face-to-face support for a wide range of personal issues. It provides basic but essential advice and guidance for businesses and their people.

Key benefits:

- 24/7 Helpline always answered by a registered Clinician for one-off support and signposting
- The option to upgrade to Key Plus, which includes up to five sessions of telephone counselling per presenting issue, per year
- Access to Legal and Financial helplines for information and guidance¹
- Access to a wide range of regularly updated online Wellbeing Resources

An optional add-on also allows employees to get quick and convenient access to psychological services (e.g. CBT and Clinical Psychology) via our clinically effective Talking Therapies team which is supported by our national network provider.

What can the EAP be used for?

Mental health

- Mental Health and Wellbeing Assessment over the telephone or online
- Access to solution-focused counselling over the telephone or face to face
- Access to a clinically effective online CBT service supported by a Therapist
- Access to other Psychological Services, for example face-to-face or telephone CBT and Clinical Psychology (optional extra cost)
- Line manager support

Family

- Postpartum
- Parenting
- Teen mental health

Financial¹

- Debt
- Investments
- Mortgage
- Pensions
- Managing money

Legal¹

- Motoring
- Consumer
- Property
- Family
- Wills
- Commercial

HealthLine

- Vaccinations
- Diabetes
- Symptoms of flu
- Sports injury
- Taking medication
- Operations
- Aches and pains

¹Information only services. For legal, financial or debt management advice, customers will need to engage external advisers separately.



Musculoskeletal services

Easing the impact of muscle, bone and joint problems.

Bad backs, stiff joints and aching muscles can affect your team's overall wellbeing – both inside and outside work. We offer a range of services for people with musculoskeletal injuries whether your business has Bupa insurance or not. Our robust treatment pathways can provide treatment plans to suit your employees' needs.

95%

of customers seen
within 48 hours.

(other 5% were customer choice).

Physioline referred

16%

of customers to Self
Management after
physiotherapist triage.

Source: Internal Bupa data, 2025



We offer a range of services for all those aches and pains

✓ **PhysioLine**

Telephone-based physiotherapy triage service supported by our Bupa Physio App. 19% of customers were supported through a self-managed programme in the comfort of their own home.*

✓ **Physiotherapy Bundle**

Includes an initial assessment with appropriate follow-up consultations. These appointments are face to face.

✓ **Virtual Physiotherapy treatment** (Video conferencing)

✓ **Face-to-Face Physiotherapy** (onsite and clinic based)

✓ **Sport and Exercise Medicine/MSK Physician Services**

Our specialist doctors treat acute or chronic sports injuries and musculoskeletal conditions. They can help prevent further injury and guide a rehabilitation programme to aid a full recovery.

✓ **Face-to-face Osteopath services** (available at specific centres)

✓ **Ergonomic advice**

✓ **Tailored preventative on-site services**

✓ **Shockwave Therapy** (available at specific centres)

*Source: Bupa internal data, 2024

Example Preventative Services

Introducing the wellbeing basics

Providing tips and advice on a range of topics, from 'The Importance of Keeping Active' to 'Manual Handling'.

Wellbeing workshops

We offer a range of bite-sized talks and interactive workshops to educate on common musculoskeletal problems, such as back or shoulder injuries and how to prevent them.

Physiotherapy on-site awareness days

Mini consultations with a physiotherapist for advice on posture, the benefits of regular breaks, exercise or how they may benefit from seeing a physiotherapist now, before any small niggles become bigger health problems.

Benefits for business

- Reduce sickness-related absences (and in some cases remove them completely) by intervening early
- Use the insight generated to inform your ergonomic strategy
- Minimise time taken off work for appointments by taking travel out of the equation



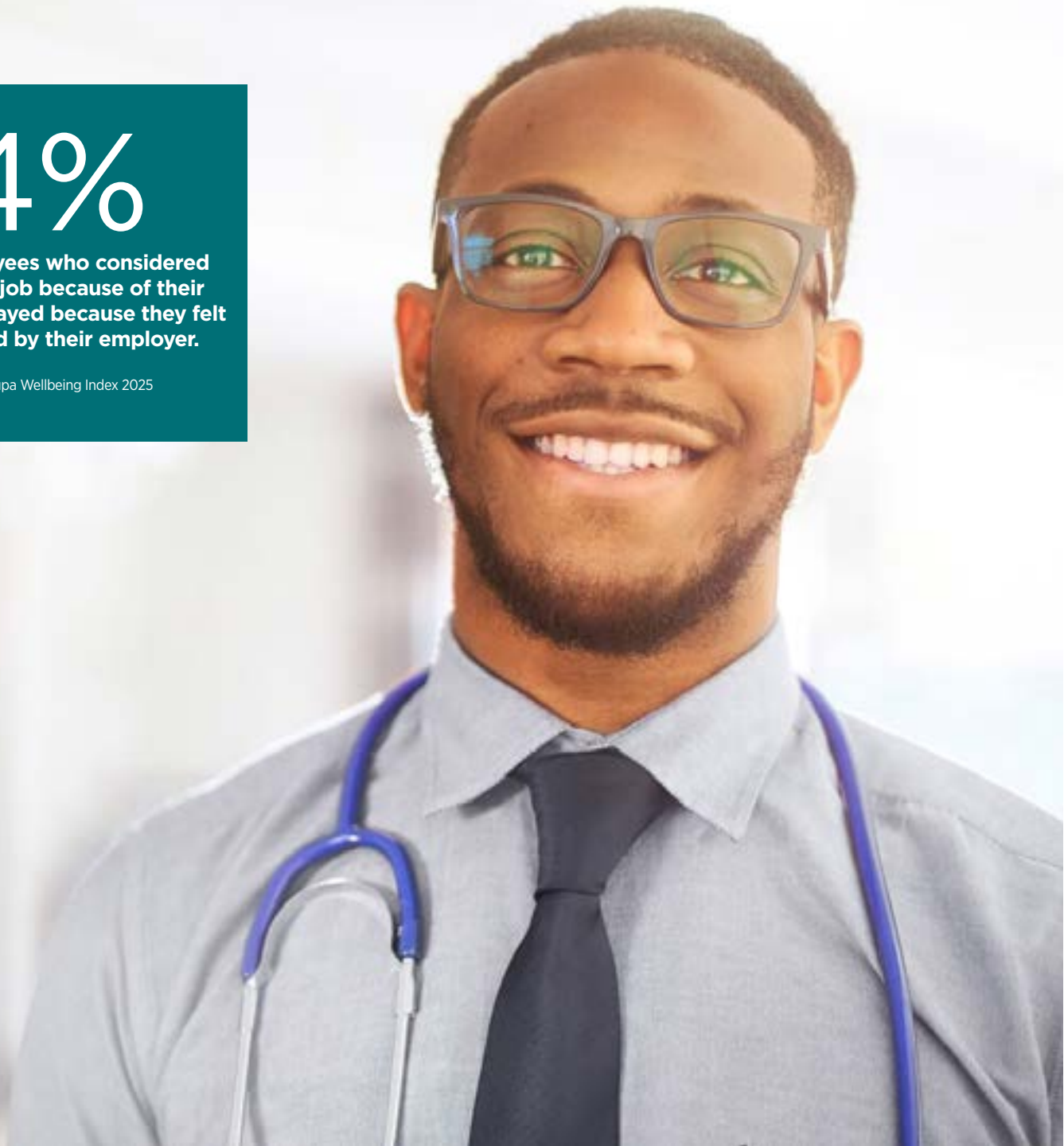
GP services

Our Private GP and nursing services help to improve the health of your employees and reduce the impact of absenteeism to your business. Your employees can get quick access to doctors or nurses when they need it most.

14%

of employees who considered leaving a job because of their health, stayed because they felt supported by their employer.

Source: Bupa Wellbeing Index 2025



Seeing the GP, made simple

We offer flexible GP services:

- Face-to-face in a Bupa Centre
- By video or telephone
- Any time your employees need them

Specialised services:

- Menopause Plan
- Sexual health services
- Period Plan
- Men's Sexual Function Plan

Flexible payment options:

- Employees pay per appointment
- Employers pay per appointment
- Block booking or onsite fixed fee

Accessible and reliable care

- Access to private prescriptions that can be delivered free of charge or collected from a pharmacy of choice
- Access to basic diagnostic tests either in one of our Bupa Centres or through our remote diagnostic service
- Continuity of care between our remote and face to face services
- Access to employees' NHS medical records to assist with continuity of care. (Only with employee consent.)

The benefits to your staff:

- Fast access – we aim to make routine GP appointments available within 48 hours.
- Confidential and professional services with experienced Bupa GPs.
- Services available in our conveniently located centres or from wherever you are by video or phone.
- Our Primary Care services receive excellent customer feedback with a NPS rating of 80 across our GP, menopause, ear wax removal and sexual health services.

Period Plan

The period support your team is looking for.

Heavy, painful and irregular periods can be severely disruptive to your employees' mental and physical wellbeing. It means they're less likely to feel and perform at their best and are more likely to take time off. Fast access to expert period support could help to boost your team's engagement and reduce absence.



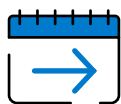
What's included in our Period Plan



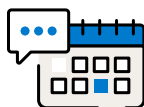
45 minutes with a GP
who will listen, advise and support employees' specific needs.



Physical Checks
around the tummy, plus a full blood count and/or pregnancy test, if clinically required*



Help navigating next steps
be that treatment, a prescription[^], further diagnostic tests or an onward referral.



A 15-minute follow-up GP appointment when needed.[†]
Plus, 12 months' access to our 24/7 Anytime HealthLine for ongoing support.

Your employees don't have to face period problems alone. We'll provide fast access to tailored guidance from empathetic GPs who really understand their symptoms and concerns.

*Full blood count and/or pregnancy test is included if clinically indicated. There will be additional charges for any other tests required.

†Follow-up GP appointment available up to 12 months from the initial appointment.

[^]The cost of the prescription isn't covered by the health scheme.

16.7
million

sick days are estimated to be taken annually due to periods.

Source: Bupa Wellbeing Index 2024.



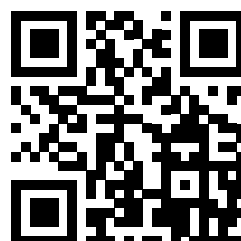
Menopause Plan

The menopause is different for everyone. That's why we offer personalised support to help your employees manage the menopause alongside their working life.

88%

of people saw an improvement in their menopause symptoms after accessing the plan.

Source: Menopause Impact Report 2024



Scan here to read our Menopause Plan Impact Report

Empower your team to perform at their best

Most people who experience the menopause do so during their working life. For some, symptoms can become so unmanageable, they're forced to leave their job.

With our Menopause Plan, we'll offer your employees tailored menopause support so they can feel confident managing symptoms.

Fast diagnosis, first time

We train our GPs to spot and act on the signs of menopause right away. This opens up quicker access to treatment and limits the time spent away from work.

No one size fits all

With varied symptoms like joint problems, hot flushes, fatigue and sleepless nights, everyone's menopause experience is different.

Support at the right time

There isn't a set age when menopause starts, and sometimes there are reasons it starts early. Whenever employees feel they are experiencing symptoms of the menopause our plan can help them.



Menopause Plan

Your people will receive:

- 45 minutes with an experienced, menopause-trained GP – face to face or by video – identifying symptoms, discussing concerns, and advising on any next steps
- A 30 minute follow-up appointment that can be taken when needed within 12 months of the first appointment
- A private prescription if needed*
- 12 months' access to our nurse-led Anytime HealthLine

*cost of medication is not included.

Menopause support that protects your business too



Hold on to valuable talent

Employees struggling with symptoms may already be considering leaving your business.



Get the best out of people

Keep your people happy, engaged and reduce their time spent away from work.



Be an employer of choice

Show you value your people and stand out in a tough market.



Menopause Continued Care Plan

Ongoing support for a complex issue



53%

**of menopausal women
can recall times they
were unable to go
into work due to their
symptoms.**

Source: cipd.org.uk/knowledge/reports/menopause-workplace-experiences/

Menopause symptoms don't always end after 12 months. So neither should the support plan. That's why employees can benefit from an additional 12 months' support with our Menopause Continued Care Plan – an annual care package – as often as they need it.

This makes sure they're managing their symptoms well and bringing their best selves to work.



Menopause Continued Care Plan

- 30-minute annual review appointment with an experienced, menopause-trained GP
- Two 15-minute follow-up appointments that can be booked when employees need them within 12 months of the annual review*
- An additional repeat prescription if required within 12 months
- Help navigating next steps if required, which might be an onward referral to additional care
- 12 months' access to our nurse-led Anytime HealthLine

*These can be used to obtain a repeat prescription if required.

Men's Sexual Function Plan

Many people struggle with erection problems and don't know where to turn. With this plan on offer to your employees, they'll have an accessible, safe and confidential way to get to the root of the problem - giving them one less thing to worry about.

According to a UK study, the productivity of men with erectile dysfunction was impaired

**2.66
times**

more than those without.

Source: National Library of Medicine: Characterisation, prevalence, and consultation rates of erectile dysfunction, John Dean. <https://pubmed.ncbi.nlm.nih.gov/16156418/>

Direct access to the people who can help

Our Men's Sexual Function plan means your staff will be quickly put in touch with a GP. The plan can help people with any of the following symptoms:

- Loss of libido or reduced sex drive
- Loss of early-morning erections
- Difficulty achieving and/or maintaining an erection
- Ejaculation earlier than desired during sexual activity
- Delayed ejaculation or inability to ejaculate during sexual activity
- Any other concerns around sexual function

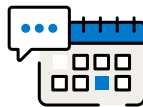
The comfort of all users matters, so appointments can be in-person or remote. They'll have all the privacy they need to treat the issue confidentially.

What's included in our Men's Sexual Function Plan



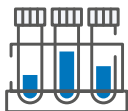
30 minutes with a GP

who can support this specific need and discuss concerns.



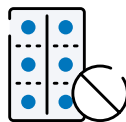
A 15-minute follow-up appointment when needed

plus, 12 months' access to our 24/7 Anytime HealthLine for ongoing support.



Checks for underlying causes

including tests for diabetes, cholesterol, and testosterone.



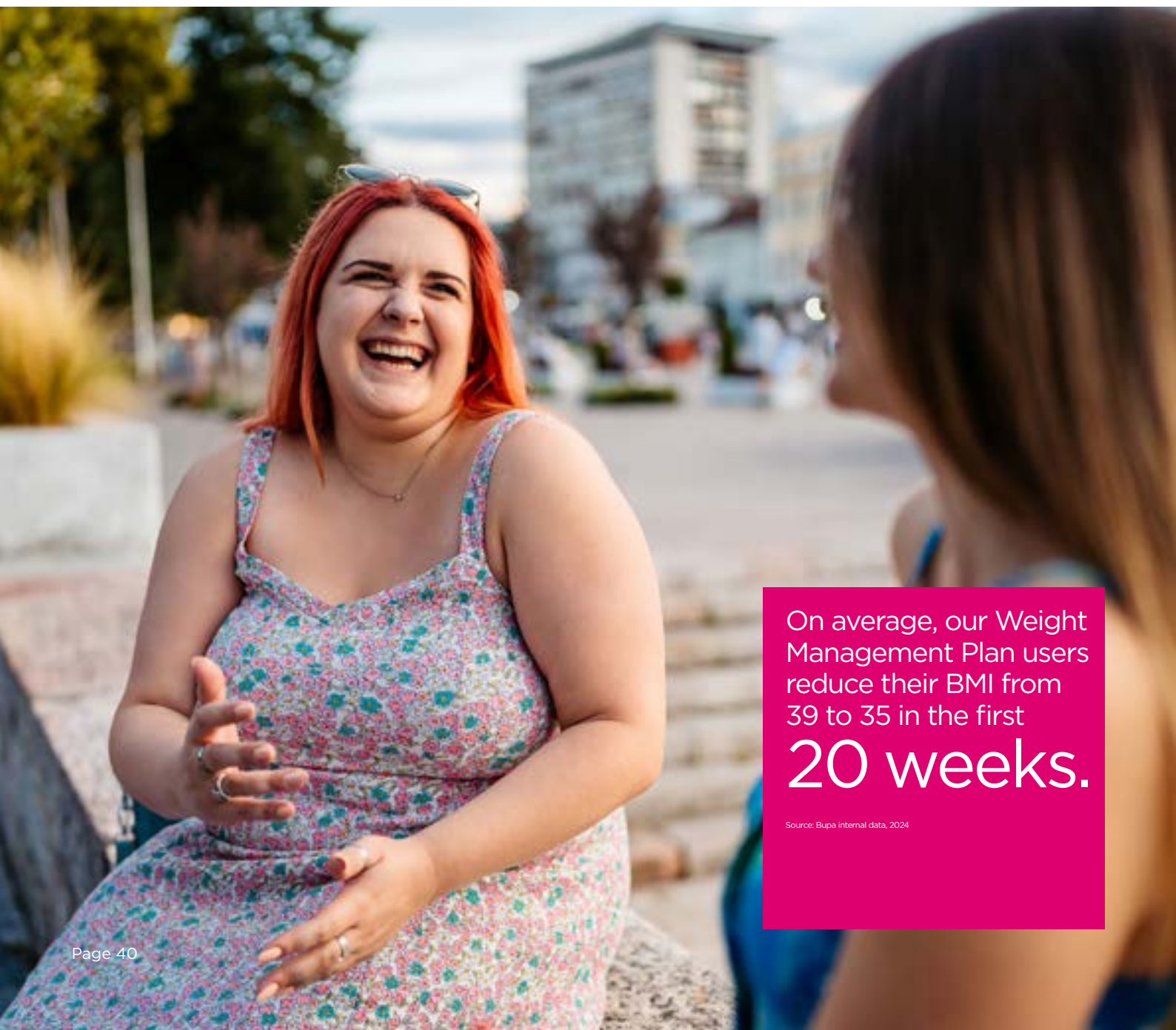
Help navigating next steps

be that prescriptions, further diagnostic tests or an onward referral.



Weight Management Plan

Help your employees lose more weight, improve their mental health and keep the weight off.



On average, our Weight Management Plan users reduce their BMI from 39 to 35 in the first
20 weeks.

Source: Bupa internal data, 2024

Medication and more

By combining medication with healthcare support, this plan will help eligible employees manage their weight safely and sustainably.

The plan starts with a pre-appointment questionnaire and 30-minute GP appointment, where potential users get the chance to discuss their medical history and whether weight loss medication is right for them.

There are some exceptions, but people may be eligible if they are:

- Over 18 with a BMI over 30
- Over 18 with a BMI over 27 and a weight-related condition, such as cardiovascular disease, hypertension, obstructive sleep apnoea or pre diabetes.

What's included in our Weight Management Plan



Weight loss medication prescription

Depending on which plan users choose, Wegovy® or Mounjaro® medication is included in the cost. This is paid for every 4 weeks.



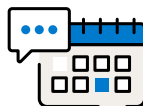
Lifestyle coaching

Every four weeks, users will receive a questionnaire that will be reviewed by a clinician, and have the option to speak to a lifestyle coach. This is designed to help them overcome any challenges, achieve their weight loss goals and improve their mental health. After their questionnaire has been reviewed, their next four weekly doses of medication will be released.



Nurse support, anytime

Throughout the plan, users have access to the Bupa Anytime HealthLine. This means nurses are available at any time to answer any questions they may have.



Follow-up GP appointments

Every six months, users will check in with the same doctor to see how they're progressing.

Sexual Health

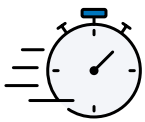
We offer a range of different checks to make sexual health services easier to access for your employees. Whether people are experiencing symptoms of an STI, may have been at risk of contracting one or don't have symptoms but are worried, our experts can help.



Let us take care of your employees' sexual health

Our health advisers and GPs provide confidential testing, fast results and ongoing support for anyone who needs it. It's expert reassurance for your employees - whether they have symptoms or not.

Why choose our sexual health checks?



Fast results

Most of our test results come back in two working days.



Pain-free testing

We make sure our tests come with as little discomfort as possible, especially if there are no symptoms showing.



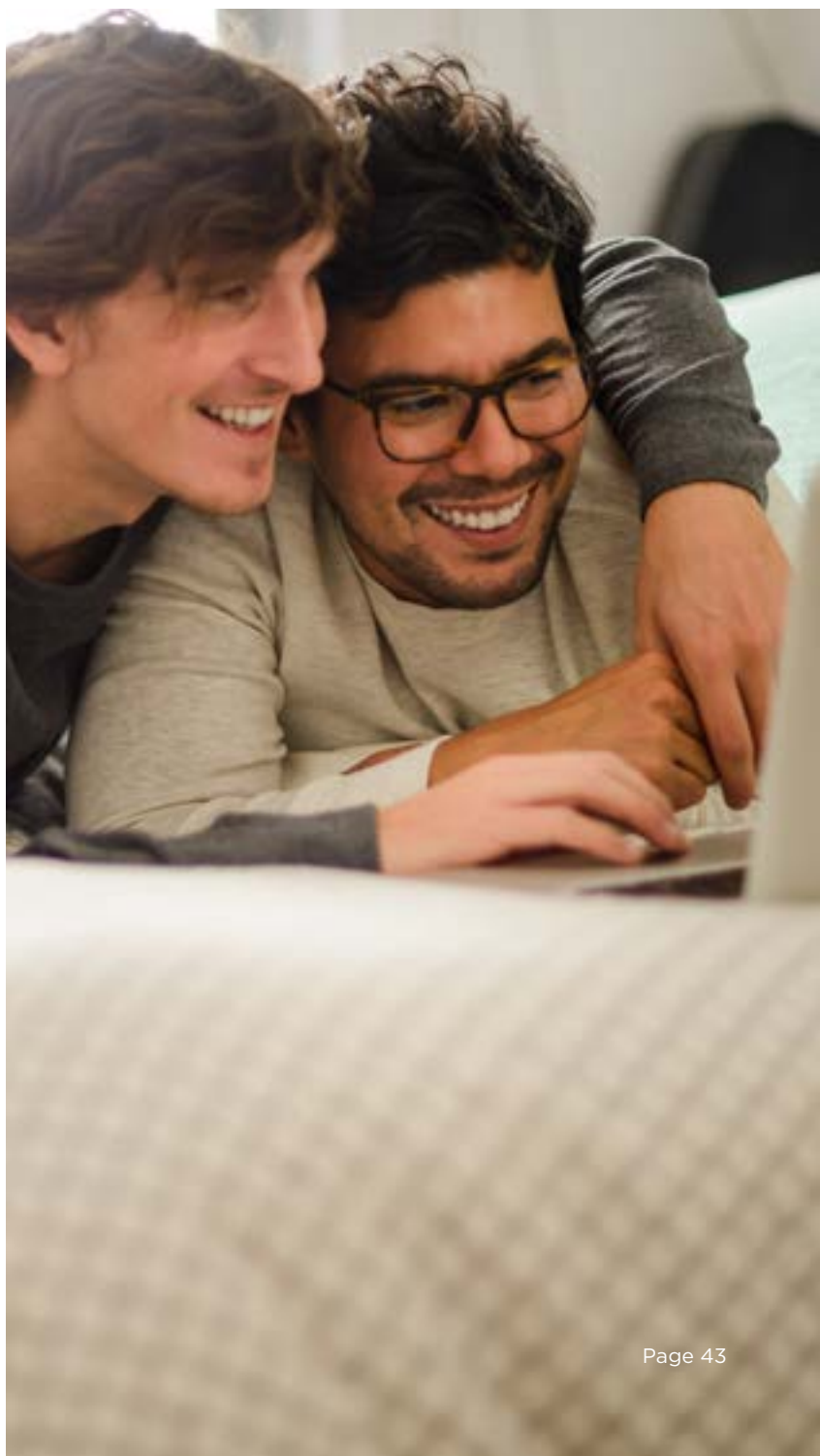
On-going support

If anyone does test positive, we'll be there every step of the way with a GP follow-up appointment and our 24/7 Anytime HealthLine.



No discrimination

We'll never judge anyone on their age, identity or sexual orientation.



Flu vaccinations

Helping to protect against the spread of flu.

We've been providing businesses in the UK with vaccinations for the last 10 years.

In 2025 alone, we provided

**50,000
vaccines**

for businesses and gave out
130,000 vouchers to employees.



Keeping the team flu-free

- ✓ Ten years' experience in providing flu vaccination programmes to businesses throughout the UK.
- ✓ Clear and transparent pricing
- ✓ Online booking
- ✓ Online pharmacy finder for voucher users
- ✓ We offer the quadrivalent vaccine
- ✓ Post vaccination access to our team of nurses at the Anytime HealthLine for any medical queries.

Voucher service

Redeemable across all major supermarkets and a number of pharmacy chains. No minimum or maximum order number.

Nurse Clinics

We'll provide all of the equipment and an online booking system, allowing our nurses to deliver up to 104 flu vaccines a day.

On-site fitness facilities

Westfield Health Partnership –

We're extending our partnership with Westfield Health to give your employees convenient access to fitness resources.



A blurred background image of a gym interior, showing several treadmills and exercise equipment.

**11.9
million**

**people do an average of less
than 30 minutes of physical
activity a week.**

Source: Gov.uk 2023 - <https://www.gov.uk/government/publications/get-active-a-strategy-for-the-future-of-sport-and-physical-activity/get-active-a-strategy-for-the-future-of-sport-and-physical-activity>

Enhancing employee wellbeing through exercise

Physical activity works to reduce depression, anxiety and stress – and can help prevent chronic conditions. That's why we've strengthened our partnership with Westfield Health to bring fitness and wellness spaces to your workplace.

A range of different options are available, so you can introduce a fully equipped gym or a smaller area designed for yoga and relaxation. Convenient access to facilities like these help to attract and retain the talent in your business – while allowing your company to promote mental health through exercise. Additionally, if an employee is identified as being at risk of a condition such as diabetes during their health assessment, we're able to direct them to these spaces for easily accessible support.

Together with Westfield Health, we'll work with your business to understand your needs, identify focus areas and create the right space for your people. Speak to your Account Manager for more information on how you can get started.

[Westfieldhealth.com](https://www.westfieldhealth.com)

On-site health services

Always accessible for your employees

With our dedicated onsite services, Bupa experts are always on-hand – so it couldn't be easier for your team to take care of themselves. And by establishing healthcare as a permanent presence, you'll inspire and encourage change to create a healthier workforce.



Bring healthcare into your business

We offer a range of onsite services, and will work with you to provide the care your employees need most.

- Primary care, including GP and nurse appointments
- Muscle, bone and joint care, including physiotherapy and massage
- Mental health treatment: clinical psychology, cognitive behavioural therapy and business support
- Health assessments
- Women's health services, such as menopause and period plans
- Travel-related health services
- Consultant-led services

Different funding options

Fixed fee management, health insurance funded or a mixture of both.

Tailored to your environment

Can be delivered in a single consultation room and within large, 20-room health centres.

Part of your team:

Our healthcare experts become an extension of your wellbeing team, adopting your business' culture and principles.

Benefits for the whole business

- Attract and retain the best talent
- Save employees' time by eliminating travel to appointments
- Encourage the use of prime workplace real estate
- Improve employees' physical and mental health
- Enhance employee engagement



Contact us

We're happy to help.



If you're new to Bupa, you can get started by calling:

0371 346 0485

Lines are open Monday to Friday 9am to 5pm. We may record or monitor our calls.

or email **healthclinicsnewbusiness@bupa.com**



Or scan here
to send us an
enquiry

**If you're an existing client please
contact your Account Manager.**

