

Direct access

Why wait to see a GP?

Speak to us about signs of cancer, mental health concerns, muscle, bone and joint conditions or cataracts.



Bupa 

We're here when you need us



When you're worried or experiencing symptoms of any of the conditions below, it's reassuring to know you can speak to someone quickly.

As long as your symptoms are covered under your policy, our direct access service means you can get the advice you need when you need it, usually without visiting your GP.*

Fast access to our support

Mental wellbeing

If you're concerned about your mental health, we're here to listen. Talk to our team about your symptoms and they can arrange for a telephone appointment with a counsellor to discuss your options and get you on the road to feeling better[^].

Muscles, bones and joints

You rely on your body for every move you make, so any issues need to be dealt with as soon as possible. If you call us with a muscle, bone or joint problem, we'll arrange for you to have a telephone consultation with a senior physiotherapist[^].

Cancer

Evidence suggests that acting quickly, at the point of first noticing a symptom, can make a real difference to beating cancer. That's why, if you have a concern, we can assess your symptoms over the phone and if necessary, book you an appointment with an approved specialist there and then.

Cataracts

For problems with your eyesight such as cloudy or misty vision, your optometrist can usually refer you to our specialist eye care team without the need to see your GP. They can arrange an appointment with a consultant to talk through the treatment options[^].

For direct access and to check your eligibility, please call



We may record or monitor our calls.

*Direct access telephone services are available as long as the symptoms are covered under the policy. Direct access services may not always be available for some underwriting methods. Please call us to allow us to check your eligibility for the direct access service.

[^]Any out-patient allowance will be used to fund treatment after your direct access telephone consultation.

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