

No Nuffield Healthcare cover. Access to Free of Charge Triage

Step One.
Call the dedicated telephone Number: 0345 045 4845



Step Two.
Arrange a suitable time with the booking agent as well as providing key detail of Payroll number (Found on Payslip)



Step Three.
Depending on the outcome of the triage call next could either be:
Face-to-Face
Self Management
Referral to GP



Step Four.
(if face-to-face is selected) Book into Nuffield Health site at £22 per session, including initial consultation of £45 minutes

With Nuffield Healthcare cover (BUPA)

Step One.
Call the dedicated telephone number 0800 028 7687. Please have your membership number to hand



Step Two.
Advise current condition and what action you have taken to deal with the issue. Whether you have self-referred or not you will be offered a triage call for MSK conditions. Arrange an appropriate time for call*



Step Three.
Depending on the outcome of the triage call, next steps could either be:
Face-to-face Physio/Osteo or Chrio
Referral to consultant
self-management of your condition with exercises



Step Four.
If Face-to-face is proposed you have the option to self fund or have the sessions as part of the scheme. If you elect the latter, you will be subject to the £100 excess charge.

*Using the triage service when you are a member of the Nuffield Health Care scheme will not trigger your excess and remains Free of Charge.