

Member of the public 25

11 March 2013

Hello

I have been insured with BUPA for upwards of [X] years.

I have a problem with eye ducts and have been referred to a well-known ophthalmic surgeon in this area (south of [X]). He is [X], based at [X] Hospital.

A small operation was scheduled for this Wednesday ([X]) and now, at the last minute, Bupa advise me that they no longer approve this surgeon and that they will not pay for the treatment if he carries it out.

I believe Bupa now has a policy of only using surgeons who will operate at the least cost to themselves. This is quite outrageous and can in no way be of overall benefit to their policyholders.

My operation, whilst only minor, has now been cancelled and I will have to start all over again with a further consultation and rescheduled procedure. The recommended Doctor (not surgeon!) apparently lives and works out of Brentwood in the S of England. I find it hard to believe that he can be the cheaper option, compared to the local man.

What a disgraceful way for Bupa to treat their clients. All the more so, as in this case the surgeon mentioned above was until very recently approved by Bupa and was only dropped after my consultation with him in Feb.

I hope this experience of mine will be of benefit to others in a similar situation

Further email of 11 March

Further to my earlier email, I have now been advised by the above that their preferred choice of surgeon does, in fact, live and work in this area. However, this seems to me to make little difference to my overall complaint