

Member of the public 29

28 March 2013

Dear Sirs,

I am writing to you regarding a complaint I have against BUPA and a recent foot operation I had on [X]. My complaint is not about the operation but about the lack of assistance from BUPA regarding firstly the surgeon I wanted to actually do the operation and secondly the fact that they have now said I have gone over the limit with my benefits. I will explain the situation below.

In [X] I was referred to [X] Consultant Orthopaedic and Specialist Foot and Ankle Surgeon by my GP covered by BUPA through my employer. The procedure was for a [X]. On seeing [X] and having an x-ray he diagnosed the problem as above and said he could carry out the procedure using open surgery to the big toe area but using key-hole surgery for the remaining toes.

This was sent through to BUPA who insisted I had a second opinion by [X] Consultant Orthopaedic and Specialist Trauma with Limb Reconstruction Surgeon. I reluctantly did this because BUPA insisted and [X] confirmed to me that he did not do key-hole surgery and consulted [X] while I was there regarding the operation. I received a letter from [X] confirming that having surgery under [X] sounded an excellent plan.

BUPA agreed to fund the operation, however, on seeing [X] again for a consultation after my successful operation have said I have now gone over my benefit limit, which I would not have done if they had not insisted on me having the second opinion at a cost of £140.

Subsequently I had another consultation with [X] today to check my foot is healing well as also because I did have a little infection in it a week after the operation. I am and [X] is pleased to say that the infection has gone and my foot is healing really well.

However, I am really annoyed and upset with BUPA and would like to formally complain about their attitude to my operation and aftercare treatment.

I will be writing to BUPA also to complain about this, but wanted to make you aware of my situation and I trust you will act on this accordingly. People like myself pay good money to Private Medical Companies like BUPA and we should not be treated this way otherwise we might as well just use the NHS and that our chances.