

Member of the public 32

2 April 2013

Hi,

I understand there is an on-going enquiry into to the private healthcare market and in particular where it is felt the insurance side of the business is not operating in the best interests of its patients.

With this in mind I would like to highlight and provide a summary of my personal case and trust you will contact me should you require further details or questions.

As a long standing member of BUPA I have historically received “paid for” treatment for a very complex ear complaint, resulting in very specialised surgery carried out by my BUPA recognised consultant [X] who is one of very few consultants in my region / country who has the required skill-set.

Following the surgery ([X] years ago) I continued to see [X] for follow-up sessions which were paramount to avoiding further long-term complications, with the cost being met by BUPA as per my membership.

However when I was subsequently required to see [X] at the end of [X], I was informed by BUPA that they would no longer authorise me to see [X] as he did not meet the criteria for an undisclosed reason, despite his circumstances not changing over the 3-4 year period e.g. same hospital / same type of work / same fee structure.

As a result they suggested that I should see an alternative consultant who I have since learnt that despite having some experience of ear complaints actually specialises in head and neck complaints.

Subsequently he is not suitably qualified to treat my more “complex” symptoms and should he contemplate doing so, would be putting my health at risk compared to the expertise that [X] has already demonstrated.

As a result I have been forced to utilize the NHS and hope that I can be seen by [X], whilst BUPA continue to take my ever rising premiums!

Putting the financial aspect aside I think it's shocking that BUPA can force me into seeing a specialist, who by his own admission would advise he is not best qualified to treat my symptoms.

If they do not have sufficient coverage from a consultant perspective..... then why are they allowed to continue to operate in the health business where patient safety should be priority is a question I would like to see answered via this enquiry.

I'm more than happy to discuss my case in more detail should you require, so please do not hesitate to contact me [X].