

## Consultant 25

2 May 2012

Dear Sir/Madam

I am a consultant Gastroenterologist. I have been registered with all the healthcare insurance companies, including BUPA since [redacted]. I did not sign up to BUPA's fee assured scheme, but do charge patients BUPA rates. Over the last few months patients have told me that BUPA have been advising them to see alternative Gastroenterologists because I am not one of their recommended specialists. This is despite the fact that the patients' GPs have referred them specifically to me. This week a patient cancelled an appointment with me because of this advice from BUPA. In my view, this is unacceptable behaviour for an insurance company.

I am happy to expand on this if necessary.