

Consultant 92

31 July 2012

To whom it may concern

Bupa recently contacted me regarding changes in their osteopathic fees. They told me the new osteopath network fees of £40 for a new patient and £30 for an old patient were part of a standardised contract price for the whole of the UK. There was no room for negotiation regarding these prices. Property prices vary greatly throughout the UK and it seems unreasonable that the amounts of coverage for osteopathic treatment should be the same nationwide. As most of BUPA's patients are in Central London, I am not sure what they are telling clients, but I am concerned at these low fees and question what sort of low quality of osteopathic care their patients receive. Any experienced osteopath in Central London cannot afford to charge £30-£40 for an appointment unless it is a 10-15 minute appointment which would of course lower the quality of care we can give.

In contrast to the above, I have recently learnt that the BUPA clinics in Canary Wharf and the Barbican are charging £84 for a new patient and £59 for a follow-on appointment.

As a result my only option in the clinic is to recommend that our patients find other insurance companies who will give them proper cover.

I hope you can influence BUPA in their decision, whilst we certainly do not rely on our clinic receiving referrals from BUPA I would like our referred patients from Consultants and GPs to have cover.