

Consultant 102

16 August 2012

Dear sir/madam

I wish to make a complaint against BUPA Healthcare Plc and their enforced fee capping proposed for the "Osteopathy & Chiropractic Network". I am a member of the British Osteopathic Association and support their recent submission.

Having spoken to a Bupa representative today it was evident that she has been scripted to offer no negotiation whatsoever, with respect to fee structure, and that they are capping the fee I can charge patients to well below the professional standard and most certainly for my area of [X]. If I do not agree to these terms I will no longer be eligible to treat patients who wish to use their Bupa Private Medical Insurance, from September 2012.

I am a self-employed Practitioner of [X] years' experience, whose business has been established on excellent service and personal recommendation. Good, effective healthcare comes from continuity of care, establishing patient:practitioner trust and facilitating patient autonomy at all times.

This fee structure has the potential to undermine all by removing patient choice and is discriminatory: If I don't accept it, BUPA members will be forced to accept treatment by a practitioner who may not be their preferred choice i.e. one with whom they have built a relationship of trust or have been personally recommended to see. If I do accept their terms, there will be a two-tiered fee scale, where non-BUPA members will continue to pay the standard fee structure, which raises all manner of concerns with regard to transparency and fairness.

If I decide not to commit to the new network terms, not only will it be potentially damaging commercially, but it could adversely affect my reputation. The inference of a 'non approved provider', as I would be designated if I refuse these Draconian and ill-thought out measures, is of a sub-standard practitioner.