

## Consultant 172

19 November 2012

Hi,

I know you are currently looking into the best practices in the private health insurance sector. I have some concerns about the company BUPA's biased procedures, which I thought I should bring to your attention.

I am an audiologist from [X]. I have been working as an Audiologist in various NHS hospitals since [X] and am currently the [X]. I have a doctorate degree in audiology and [X] experience in Audiology.

I recently started practising in a private capacity with [X]. For this, I had to get registered with the medical insurance providers. I had no problems in that but with BUPA.

First of all, BUPA asked me to supply the reference of two consultants already registered by them. I only knew one of them as I had just started my private practice. They would not bend on this condition. I advised them that I could provide the reference from Consultants working in NHS on very senior level. However, they would not listen and would not allow me to see patients that were BUPA registered. As you would know, they have a large number of patients on their customer list and therefore, they tried to dictate their terms to register me as a provider. I had sent them my degree certificate and was able to provide them one reference from BUPA registered consultant and one from NHS consultant.

This very illogical and unreasonable demand, did not allow me to register with them and helped my competition a lot.

Secondly, when I finally got a reference from another BUPA registered consultant recently and applied for the registration with them again, they asked me to show evidence of British Academy of Audiologist (BAA) registration. I informed that by law, I am not accountable for my clinical actions to BAA as it is not a body like General Medical Council. Therefore, I did not see the point of asking me to show the evidence to their membership. On the contrary, I gave them the evidence of my registration with Health Professional Council UK (HPC, UK) and membership of voluntary registration to Registration Council of Clinical Physiologists (RCCP, UK). These are two main bodies of the recognition of audiologists in UK. As a matter of fact, HPC can even prosecute its members if they have been involved in professionally inappropriate practice.

Despite this, they insisted that I should give them the evidence to BAA registration, otherwise they would not allow me to register with them. I finally had to give up to their demand and pay money to BAA for registration. I sense a nexus between two bodies therefore.

Also, I feel that BUPA is trying to dictate their terms on the providers, exploiting them through unfair processes just because of the fact that they have got a large customer base. I have a long, bright record of NHS practice and qualifications. This was readily recognised by all other industry health insurance providers.

Therefore, I urge you to take some action on BUPA

Many thanks.