

Consultant 41

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I wonder if you can help me with an enquiry. I run a private physio business that is in a very competitive market. We have recently learnt that some of the larger health care providers such as BUPA and AXA have entered into an agreement with Nuffield healthcare to triage all their physiotherapy patients by phone and then refer them or not to their own (Nuffield) physiotherapy clinics. These are referrals that other clinics in London as well as me, would have normally received.

It looks like Nuffield health are trying to corner the physiotherapy market by being the gatekeeper for the insurance companies. In London, insured customers account for 70% of our work.

Is this a practice that the CC would approve of? It seems rather like the HCA hospital group trying to corner the private health market.