

## Consultant 16

4 February 2014

Dear Ms Hawes,

I write having seen the Provisional Report to express my disappointment and dismay. My disappointment stems from the order to HCA to sell off two hospitals. I work at the Lister and The Princess Grace. HCA run hospitals of genuine excellence here in London and in my experience work to extremely high standards of governance. Their theatres are well run and superbly appointed.

My dismay stems from the easy ride the CC are giving the insurers, particularly BUPA. BUPA are going to be allowed to continue with their "bully boy" tactics towards consultants and small businesses. They operate just on the right side of the law and regularly give patients a terrible time. I work as a gynaecological cancer surgeon (NHS and Private) and have been appalled at BUPA's treatment of their clients. Young vulnerable patients are told that they are being offered wrong operations etc, this with a view to BUPA saving money.

BUPAs desire to control the profession is highly dangerous in the long term for patient care and choice. Please can it at least be made explicit that "top up" fees for consultants are OK. BUPA are relying on young consultants with small practises who run their offices on very low margins often using NHS secretaries to effectively subsidise BUPAs poorly run business.

It seems a travesty that HCA should get the criticism for doing a great job for patients whilst BUPA are once again erroneously allowed to look like the "good guys".

I would be grateful if this letter could be shown to Mr Roger Witcomb and would very much value a response. I honestly believe that there is a real danger of destroying London Private Practice which rightly has a world-wide brilliant reputation.