

Member of the public 7

11 October 2012

Dear Sir/Madam,

I am writing to raise a complaint regarding the recent policy changes that Bupa have made regarding the registration of Osteopaths that fall under my Bupa health care.

Effectively this policy change removes my ability as a patient to choose which General Osteopathic Council registered Osteopath I wish to visit and as such calls into question the value of my Bupa cover.

I am currently 33 weeks pregnant and suffering from PDP. Treatment of this condition is an area of specialism that very few Osteopaths can offer.

Having looked into this, I can confirm that my current osteopath at [X] and [X] osteopath's is one of only two local Osteopaths who treat this condition, but [X], offers more of a specialism in this area and has 8 years more experience in this field.

I therefore strongly feel that by not agreeing to their proposal to allow patient top up to the proposed fees is effectively removing my choice and opportunity to be treated effectively for my condition.

This is against all recent moves with legislation allowing patient choice and feel strongly that this significantly devalues my Bupa cover and puts my effective treatment at risk.

I would appreciate it if you could address my concerns