

Bupa Provider Number: 03453955

Dear Dr Wong

We're getting in touch to give you some information about our Open Referral network and let you know what it means for your practice.

I'm pleased to let you know that you're currently one of our valued consultants in our Open Referral network. This means that you can treat our customers with named as well as open referrals.

We value consultants like you because you demonstrate more cost efficient, higher quality care and a better customer experience than many of your peers who specialise in Cardiology.

When customers with an open referral call us to pre-authorise their consultations, we're highly likely to include you in the choice of clinicians we offer to those patients looking for a consultant with your specialty in their area.

- While we ask all Bupa recognised consultants to meet our cost efficiency, quality and customer experience criteria, we choose Open Referral consultants specifically because they demonstrate better results in these criteria compared to their peers.
- We use peer-group risk-adjusted comparisons to see whether consultants meet the network criteria. We do this by comparing their clinical practice, patient feedback and the cost of the care for customers under their care with other consultants in the same specialty and subspecialty. We specifically choose them for the quality and value for money they offer. More information about the criteria is attached.
- Professor Elias Mossialos, Professor of Health Policy and Management at Imperial College London, and Professor Alistair McGuire, Professor of Health Economics at of the London School of Economics, have confirmed that the way we choose consultants in our Open Referral network is rigorous and fair.

There's no need for you to change anything – please keep doing what you're already doing. We continually analyse information about our customers' care and we'll let you know about any changes.

If you've any questions please email consultantnetwork@bupa.com or call us on 0345 600 5422* and press option 2. We're here between 8am and 4pm Monday to Friday.

Thanks again for everything that you do for your Bupa patients and for being one of our valued consultants in our Open Referral network.

Yours sincerely

James Sherwood



Director of Health and Benefits Management

* We may record or monitor our calls.