
Q&A



Removal of Bupa recognition from hospitals following Care Quality Commission reports – May 2013

Which hospitals are we removing recognition from and when?

We are removing recognition from the following hospitals with immediate effect:

- Basildon University Hospital, Essex
- Stoke Mandeville Hospital and Amersham Hospital, Buckinghamshire
- Broomfield Hospital, Chelmsford, Essex
- Kettering General Hospital, Northamptonshire

BMI Mount Alvernia Hospital remains derecognised for the time being, until we are completely satisfied that the issues identified by the CQC have been addressed. We hope that this will happen in the very near future.

Why are we removing recognition from these hospitals?

- **Basildon University Hospital** – We are removing recognition following recent concerns expressed by the Care Quality Commission (CQC) about treatment, safety and management at Basildon University Hospital and a NHS Commissioning Board investigation into mortality rates there.
- **Stoke Mandeville Hospital and Amersham Hospital** - We are removing recognition following recent concerns expressed by the Care Quality Commission (CQC) about the suitability of staffing at Stoke Mandeville Hospital. We are also removing recognition from Amersham hospital, which is part of the same trust - Buckinghamshire NHS Trust, because of concerns about similar staffing issues.
- **Broomfield Hospital** – We are removing recognition following recent concerns expressed by the CQC about the management of medicines and care and welfare of patients.
- **Kettering General Hospital** - We are removing recognition following recent concerns expressed by the Care Quality Commission (CQC) about care pathways and infection control.

What about Bupa members calling to pre-authorise treatment at one of these hospitals?

Patient welfare is always our first priority so we have stopped new pre-authorisations at the hospitals until we have evidence to confirm that the CQC are satisfied the issues have been addressed.

What about Bupa members who have pre-authorized and are due to go to one of these hospitals for treatment?

Patient welfare is always our first priority so we will contact members who are booked in for treatment in the near future to discuss the options available to them. If they are concerned, they should contact their Bupa helpline and our member service advisers will be able to help.

What about Bupa members midway through in-patient treatment at one of these hospitals?

We take these issues very seriously and, while we have decided to suspend recognition at these hospitals, the CQC is still allowing them to treat patients. Having considered the additional risks of moving patients we believe the risks of transferring them far outweigh those of them staying at the hospital. However, if any patient is concerned, they should contact their Bupa helpline and our member service advisers will be able to arrange a transfer for them.

What about Bupa members midway through out-patient treatment at one of these hospitals?

Patient welfare is always our first priority so we are asking consultants to see Bupa members who are midway through out-patient treatment at alternative Bupa recognised hospitals where possible until we have evidence to confirm that the CQC are satisfied the issues have been addressed. If the Bupa member has any questions they should contact their Bupa helpline and our member service advisers will be able to help.

Are these hospitals permanently removed from Bupa's recognised hospitals list?

These hospitals will not be Bupa recognised again until we have evidence to confirm that the CQC are satisfied the issues have been addressed.

What does Bupa do to make sure that hospitals are safe for patients?

We have a robust rolling hospital inspection programme to enable us to ensure that our members receive high quality healthcare. Where serious concerns about a particular hospital or clinician are raised, an inspection will be triggered. Where we have significant patient safety concerns or where hospitals or clinicians do not take our concerns seriously we notify the relevant regulator eg CQC or GMC. We also monitor customer feedback, complaints and the outcomes of CQC inspections.