

GP/Referral Letter



Bupa Health Clinics
www.bupa.co.uk

Below is a copy of your referral letter and appointment information.

Ref: 2115071

11 September 2025

STRICTLY PRIVATE AND CONFIDENTIAL

T&O- Knee

Dear Colleague,

Re: Maya Mccutcheon DOB: 01/05/1999

Address: 3 The Mill, 194 Dewsbury Road, Ossett, WF5 9QG, UK

Thank you for seeing Maya, who attended Bupa for a GP appointment on 11 September 2025 regarding the following;

Presenting Complaint: No access to NHS records.

Not on app so called via five9– explained calls are recorded for training and monitoring purposes. Patient is happy to continue.

PC;

Something else --- I'd like an appointment for a knee issue that's started in the past few months. My knee locks while bent, then clicks painfully when straightened. After this, I can't bear weight properly for hours and have pain lasting several days, with a feeling it might lock again. It's happening more often and affecting mobility. I'm on etoricoxib for seronegative RA, but this feels more mechanical than inflammatory. I'd appreciate advice on imaging or referral.

HPC 3m hx intermittent sudden painful locking of R knee in flexion.

Knees are fine in between - no pain or loss of function.

Locks whilst flexed and on extending will click and be painful (9/10 in intensity for 45mins) then 7/10 for hours during which time she cannot bear weight.

Persists at a 2-3/10 for a few days.

No preceding trauma,
no swelling or heat or redness.

Looks normal, symmetrical.

L knee is fine.

PMH;

Sero- negative RA- lower back, ankles and my wrists.

ADHD

Autism

Chronic Migraine

Overactive Bladder

Meds;

Estrogen 2mg 2 patches twice weekly (indication gender reassignment)

Leuprolin 11.75mg once 3 monthly.

Candesartan 8mg once daily

Solifenacin 10mg once daily

Elvance 40mg once daily

Etoricoxib 90mg once daily

Lansoprazole 15mg once daily

NKDA

FHx Grandma had type 2 diabetes

Occupation/social;

Desk based job

Netball

Climbing

Examination: On remote audio examination.

Sounds well, alert and chatty and cheerful. Is speaking in full sentences without SOB or evidence discomfort. No audible wheeze, stridor or evidence of any discomfort.

Temperature, sats, HR unknown.

Treatment: ? meniscal tear or bone fragment

As discussed I have referred you to an orthopaedic knee specialist for their opinion.

I have sent your referral directly to Bupa insurance on your behalf so that they can check if this would be covered by your policy. They will then contact you directly by email regarding the next steps within one working day, so you do not need to contact them. Bupa will have this referral information about you whether you go on to receive treatment or not.

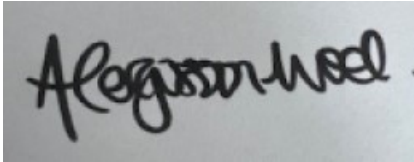
If, in the meantime things change and you feel you are deteriorating please seek a medical review.

YOUR NHS GP ONLY receives these notes / information if you pass this on to them – This is recommended so they are aware of your full medical picture.

The GP 'consent' requested from you in the pre-appointment questions, and confirmed in the consult, is only with regard to consent for us to contact the GP in an emergency. Please be aware this letter is auto-populated by software from the consulting clinician's note

Thank you for accepting our referral. In line with good information governance practices, please provide a copy of your report to the customer and notify their NHS GP (including any follow-up actions), ensuring that necessary consent is in place.

Yours sincerely

A handwritten signature in black ink, reading "Alex Fergusson-Wood". The signature is written in a cursive, flowing style. The first name "Alex" is prominent, followed by "Fergusson-Wood". The signature is set against a plain, light-colored background.

Dr Alex Fergusson-Wood

REMOTE BLUA GP APPOINTMENT

Bupa Remote Primary Care Services

4th Floor, Bupa Place

102 The Quays

Salford Quays

Manchester

M50 3SP