

SP 22

EAST AFR. PROT
6844

C C
6844
REC
FEB 23 1914

270

Union Castle Mail
S. I. C. H.

1914

21 Feb.

Last previous Paper.

Gov
6248
mga

Charges for medical attendance

Explains reasons for adopting system complained of, & states that similar regis are at force on other lines. Will refund paym case of officer referred to. Regrets tone;

Mr B. ~~Atkinson~~ W. H. Fiddes

The last para. of the E. A. P. despatch (300/34) could not have been pleasant reading for the
① Now? ackn recd of 3942 send copies of official coms with U. C. Co say that in view of the explanation furnished by the Co The Supt does not propose to carry the matter further showing (as proposed in minutes on 2942) that we have no ground for protest under the terms of the agreement with the Co and suggest that the officer referred to in para 3 of the despatch should complain personally to the Co who will no doubt give him satisfaction in view of the last para of the Co's letter.

② Ack. recd of Ag 300/6270/Uganda send copies of coms with S. I. C. H. and U. C. Co and say that the Supt does not consider that the Supt has any ground for protest in view of the explanation given by the Co.

Copy for East Africa
Copy for Uganda
Copy for S. I. C. H.

Next subsequent Paper
u 9
25861

1/3 Ask to pay... H. F. D. 20.2.14
N. J. K.
what similar complaints...

He
The Union-Castle Mail Steamship Company, Limited.

Telegraphic Address
UNION-CASTLE, LONDON.
Telephone
AVENUE 2413 (8 Lines).

ALL COMMUNICATIONS TO BE
ADDRESSED TO THE COMPANY.

C 5
6844
REC
FEB 25 1914

3 and 4, Fenchurch Street.

London 21st February 1914.
E.C.

*In reply
please quote*
G.

271

The Under Secretary of State,
COLONIAL OFFICE, S.W.

Sir,

In acknowledging the receipt of your letter of 19th instant, No. 3942/1914, giving cover to copy of a despatch from the Governor of the East Africa Protectorate, we must express the regret with which we observe the tenour of some of the remarks made by Sir H. Conway Belfield with reference to our East African service, the efficiency of which is a matter which is engaging, and will continue to engage, our most careful consideration and earnest efforts.

As regards the charges for medical attendance recently instituted by us on all our South and East African passenger steamers, we beg to assure you that the decision to adopt this scale of charges was come to after the most careful consideration of this question in relation to our Medical Officers and to our passengers alike. It has frequently been brought to our notice that many passengers who had availed themselves during the voyage of the services of the ship's Surgeon were embarrassed by uncertainty

as to the fees which they should properly pay, while, on the other hand, free medical attendance has often in the past led to the time and attention of our Doctors on board being unduly claimed by many passengers whose ailments were more or less trifling, if not imaginary. The scale of charges now in force, 5/- per visit for First Class passengers and 2/6d for Second Class passengers, with free medical attendance for Third Class passengers, cannot, we think, be said to be at all too high, and we may add that since the new arrangement came into force many of our Commanders have reported that passengers have again and again voluntarily stated that they prefer the present system to the previous uncertainty as to what fees they should tender to the ship's Surgeon.

In this connection, we think the following extract from a letter received by us a few days ago from the British Medical Association will be of interest to you :-

"The Association is informed that some Shipping Companies already sanction a fixed scale of charges with great advantage to their passengers, who now know exactly what they are expected to pay for any medical services rendered to them, and with a distinct increase of comfort to the Ship Surgeon, who is thereby placed in a proper relationship with his patients. The Association has good reason to believe that the universal adoption of such a system would do much to raise the status of Ship Surgeons in the eyes both of the public and of the profession, and would obviate many exceedingly awkward situations which arise when the amount of the fee is left to the discretion of the patient and subject to the Commander's approval. The present system in fact places all parties - the patient, the Commander and the Doctor - in a position which in the opinion of the Association is indefensible from either a business or a professional point of view."

We have of course informed the Medical Association that a settled scale of fees for First and Second Class passengers has already been adopted by us. Similar regulations have been in force on the steamers of many Companies, particularly in the trans-Atlantic trade, for several years past, and are now, we believe, being adopted by nearly all the important Passenger Lines.

As regards paragraph 3 of His Excellency's letter, under date Nairobi 6th January last, we gave instructions when the new system was inaugurated that, in the case of passengers whose passages had been booked under the conditions of the arrangement formerly existing, they should not be pressed for payment of medical fees, and we shall accordingly give instructions that anything paid on behalf of the holder of the return ticket referred to by His Excellency should be refunded by our Agents on application.

We have the honour to be, Sir,

Your obedient servants,

For THE UNION-CASTLE MAIL STEAMSHIP COMPANY LIMITED,

Wm. Walker
Secretary.

Mid. 6844/1914

C.B.
R-20 FEB
C. 2

Est. H.C.

27

2 March 1914

Gentlemen,

I am &c to acknowledge
the receipt of your letter
of the 21st of February
~~and to inform you that~~
on the subject of the
charges for medical
attendance on passengers
by ~~ship~~ medical officers
on the Company's steamers,
and to inform you that a
copy has been forwarded
to the Gov. of the East?

2. A copy of your
letter has also been forwarded
to the Governor of Uganda.

DRAFT.

The Union-Castle Mail
Steamship Company Limited.

MINUTE.

- Mr. Harpur 27/2/14
- Mr. Bottomley 2-7/2/14
- Sir G. Fiddes.
- Sir H. Just.
- Sir J. Anderson.
- Lord Emmott.
- Mr. Harcourt.

3 drafts

P.T.O.

who had made a similar complaint to Mr. Harcourt on the subject.

J

(Signed) H. J. READ.
for the Under Secretary of State

M.S. 6824/1914
E.A.P.

275

2 March 1914.

DRAFT.

Uganda
to
Mr. Sir G. Jackson

MINUTE.

- Mr. Harpur 27/2/14
- Mr. Bottomley 27/2/14
- Sir G. Fiddes.
- Sir H. Just.
- Sir J. Anderson.
- Lord Emmott.
- Mr. Harcourt.

M.P. 18-6 Jan (for 3942/14 E.A.P.)
 U.C. Coy 19 Feb
 U.C. Coy 21 Feb (M.S. 6824/14)
 for E.A.P. (agreement)

Sir,

I have the honour to acknowledge the receipt of Mr. Jarvis's despatch, No. 47, of the 21st of January, and to inform you that transmit to you the accompanying copies of copies relating to the fees charged for medical attendance on passengers by steamers of the Union Mail Company. In view of the explanation furnished by the company

I do not consider that
the Gov. has any ground
for protest in the matter.

L

(Signed) L. HARCOURT.

M.S. 6844/1914
E.A.P.

S

2 March 1914.

Sir,

DRAFT.

E.A.P.
No 184

S. H.C. Belfield.

MINUTE.

Mr. Storer 27/2/1914

Mr. Bottomley 27/2/1914

Sir G. Fiddes.

Sir H. J. J. J.

Sir J. Anderson.

Lord Emmott.

Mr. Harcourt.

[Ser. 3942
E.A.P.]

I have the honour to
acknowledge the receipt of
your despatch, No 18,
of the 6th of January, and to
~~inform you that~~ transmit
to you, for your info,
the accompanying copies
of copies with the Union-Castle
Mail Steamship Company,
on the subject of the
fee charged for medical
attendance on passengers
on the steamer of

Copies for Mr. B. 2 March 1914

C. Coy. 19 Feb (3942)
M. Coy. 21 Feb (6844)

draft

the company.

2. I have to observe that there is no ground for protest in the matter under the terms of the agreement entered into with the company.

3. With regard to the case referred to in paragraph 3 of your despatch I have to suggest that the officer concerned should complain personally to the Coy. who will, I have no doubt, give him satisfaction in view of the last para. of their letter.

(Signed) L. HARCOURT.