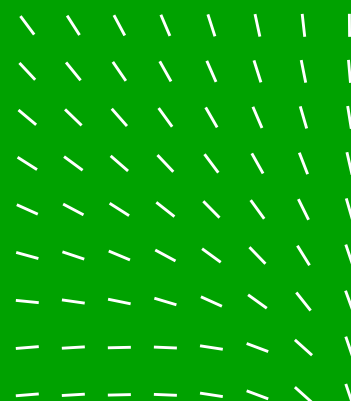




# NHS Quality Account Report 2019/20



# We are the UK's largest healthcare charity

Our family of award-winning hospitals, fitness and wellbeing clubs, medical centres and workplace wellbeing services are united behind our purpose to build a healthier nation. For the past 60 years, our team of experts has been working together to make the UK fitter, healthier, happier and stronger, all for the public benefit.

As a charity, our income is invested into delivering our purpose, whether that's through outstanding day-to-day services, flagship programmes designed to support unmet health needs, or by collaborating on research and innovation to improve health outcomes. Our members, customers and patients always come first, in everything we do.

## Our network



**31**  
hospitals



**113**  
fitness and wellbeing clubs



**153**  
corporate fitness and wellbeing sites



**5**  
medical centres



**1.55m**

People reached



**219,000**

Hospital procedures



**832,000**

Physiotherapy sessions



**360,000**

Gym members



# Our services

## Fitness services

Where health meets fitness. With industry leading gym floors and personal trainers, we offer free Health MOTs, varied fitness classes and services from emotional wellbeing to physiotherapy.

## Flagship programmes

Supporting people through different stages of their life, our unique programmes expand our ability to reach those who would not normally be able to afford or access our services.

## Personal Training

Motivation and advice, to help people reach their fitness goals faster and more effectively, from our CIMPSA accredited PTs. Ensuring time is spent on the right type of physical exercise for each individual's needs.

## Health MOTs

One-hour health checks carried out by specialist health mentors or skilled wellbeing personal trainers, depending on need, to give a full picture of a person's health and fitness.

## Hospital services

Highest standards of clinical care, in state-of-the-art facilities, for a range of conditions. Treatment is Consultant-led delivering care to patients referred from the NHS, private medical insurers and those who pay for themselves.

## Physiotherapy

Treatments to heal and prevent injuries that stop people leading active lives. As the UK's largest provider, outside the NHS, we combine physiotherapy with fitness and emotional wellbeing for long-term benefits.

## Emotional wellbeing

Tailored therapy plans supported by accredited BABCP and BACP therapists, through preventative and curative treatments, including cognitive behavioural therapy; counselling and stress management.

## Workplace wellbeing

As a connected provider, we can uniquely meet employee health and wellbeing needs, through onsite clinics and gyms. Services include health assessments, emotional wellbeing, physiotherapy and GP services.

## Diagnostics

State-of-the-art scans, imaging and wellbeing services, giving immediate insight into a person's health, and assisting in the diagnosis of early signs of disease in order to help plan ongoing treatment.

## HSSU

Seven modern, efficient, purpose-built hospital sterilisation units (HSSU), delivering accredited decontamination and sterilisation services for reusable medical devices.

## Health assessments

A comprehensive range of face-to-face and digital assessments covering key health concerns such as diabetes, heart health, cancer risk and emotional wellbeing.

## GP services

Access to a range of private GP services, offering people the flexibility to fit appointments around busy schedules, including during the evenings.

# Chief Quality and Assurance Officer statement

**Caroline Smith,**  
Chief Quality and  
Assurance Officer



the renovation of the oncology unit and presented the patient viewpoint to clinicians. This is a great example of best practice and I would like to see Patient Forums taking place in more of our hospitals during 2021. (See case study page 12)

We're committed to being an inclusive employer and supporting a working environment that allows all our people to flourish and be part of our success, regardless of personal characteristics. We're dedicated towards the creation and maintenance of an inclusive environment and deliver equality, diversity and inclusion education to all of our people to help achieve this aim.

We offer our people the highest standards of education and support to help them achieve their career goals and aspirations. We ensure our training resources are accessible and inclusive. By using a variety of teaching styles and modifying them to match different learning preferences and abilities, we support career development for all. During the year, we have continued to enhance our educational offering, delivering clinical updates to our nursing and physiotherapy teams, and upscaling our Nurse Associate and clinical apprenticeship offering.

Our preceptorship programme is a nine-month learning module designed to meet the needs of newly qualified nurses entering employment for the first time. It aims to develop an understanding of the hospital environment and enhance clinical skills. In 2020, this programme was awarded Preceptorship Programme of the Year by the Nursing Times Workforce Awards. This accolade recognises our commitment towards our Nursing workforce and ensuring that all of our newly-qualified Nurses have the very best start to their clinical careers.

Sustainability is critical for all but for a leading healthcare provider, committed to building a healthier nation, it has to be top of the agenda. It's a fundamental principle of our

As an independent healthcare provider, our aim is to deliver the highest levels of Clinical Quality, care and service. To do this, we believe our people must be the most highly-skilled professionals; our processes and procedures must meet or exceed healthcare sector standards; and our equipment should be leading edge.

In 2019, Nuffield Health carried out 49,000 procedures (to the nearest thousand) for NHS funded patients. This represented 22.4% of all relevant activity.

Quality is at the heart of everything we do, so even in areas such as data protection and information security we aim to maintain the highest standards to ensure patient trust and confidence. Out of our 31 hospitals, 29 are rated good or outstanding by national regulators and our Patient Satisfaction Survey reports 96% satisfaction with overall care; an excellent achievement. We are always looking for opportunities to enhance and improve and our Quality Improvement Plan for 2020 can be read on page 11 of this report.

The way we communicate and take on board feedback is essential in maintaining our position as a market leader. A Patient Forum operating at our Wolverhampton hospital is making a difference in helping to plan and shape our care for the future. During 2019, the forum contributed to discussions around



## Chief Quality and Assurance Officer statement continued



strategic planning and will create long-term value and have a positive impact on society.

During 2019, we had a number of successes and met our key targets. Our energy now comes from natural renewable sources – wind, solar and hydro energy, meaning 95% of the electricity we use across the Charity is carbon neutral. We ended 2019 with a 64% reduction on e-carbon emissions year-on-year. We met our 40% recycling general waste target by encouraging best practice amongst our people, patients and members. When looking at how we could reduce our plastic usage, our hospital in Newcastle upon Tyne successfully trialled Bio Systems' reusable sharps containers. Between July and September 2019, 66 containers were saved from incineration. Trials will continue in further hospitals.

At the beginning of 2020, the Covid-19 pandemic took the world by surprise and the Nuffield Health team responded immediately to the crisis. From the front-line in our hospitals to the support office functions, people's speed of response, sense of community and team spirit have shone through as we've asked them to adapt to ever-changing circumstances.

It was clear the NHS needed extra capacity and support to help deal with the upcoming surge of infections. We immediately made our 31 hospitals, teams and over 1,000 beds

available to patients fighting the virus, as well as those needing urgent elective cancer care.

Our strength and resilience will be further tested as we cope with, and adjust to, the huge global impact of the virus, the true scale of which is still unknown. Our purpose is to build a healthier nation and with the healthcare system in the midst of its biggest ever challenge, I believe we will fulfil our purpose as a responsible organisation in a time of national crisis.

**Caroline Smith,**  
Chief Quality and Assurance Officer



The Nuffield Health Quality Account provides the statements on Quality improvement, accuracy and assurance that apply to all our products and services and shows data and information over the reporting period. The information included is the format prescribed by NHS England for 2019/20 for the indicators that are most relevant to the services provided by Nuffield Health's hospitals.



# Quality assurance and outcomes

Our aspiration is to be the best, the safest, most effective health and wellbeing provider there is – an organisation where our patients, members, customers and partners have a truly exceptional experience and feel confident in recommending us to family and friends.

To underpin our Quality aspiration, we believe our people must be the most highly skilled professionals; our processes, procedures and practices must be evidence-based and meet, or exceed, healthcare sector standards; and our equipment must be leading edge.

Our Quality Assurance Framework, launched in 2018, continues to support our planning, delivery, monitoring, and continuous improvement, ensuring that we deliver the highest levels of care and service to our patients, members and customers. Quality and safety are always prioritised over financial performance and everything we do is evaluated against the following criteria:

- ◆ **Safety** – meeting the highest possible standards by avoiding harm, upholding professional standards, and acting responsibly.
- ◆ **Effectiveness** – providing evidence-based health and wellbeing expertise and services that lead to excellent outcomes
- ◆ **Experience** – being a trusted partner to our patients, members and customers by giving them a positive and reassuring experience.

HOW WE EVALUATE SAFETY AND CARE

## Overview

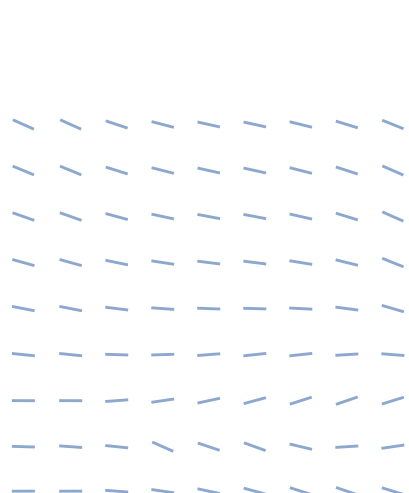
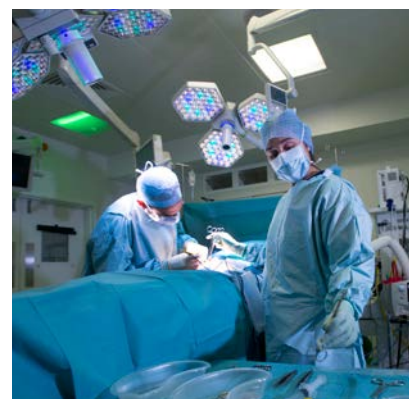
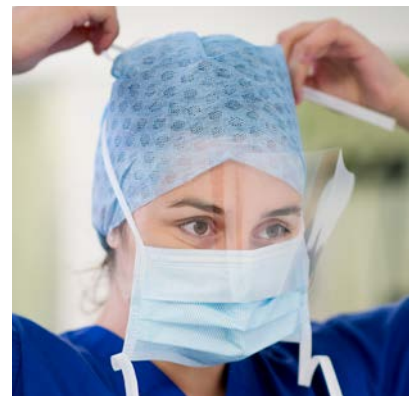
External organisations monitor the quality and safety of the care we provide. In England, the Care Quality Commission (CQC) regulates our hospitals and clinics. In Scotland and Wales, our regulators are Health Improvement Scotland (HIS), and Health Improvement Wales (HIW).

In 2019, we continued to receive industry recognition in several significant areas:

- 94% of our hospitals rated 'good' or 'outstanding' by national regulators, demonstrating our sector leading quality and safety of care.
- 97% of knee replacement and 99% of hip replacement patients saw an improvement six months following surgery, both of which are on or above the industry averages of 95% and 99% respectively.\*
- We featured in the NHS's Top 10 UK hospitals, with all hospitals achieving, or exceeding, improvements to patient quality of life following knee and hip replacement surgery.
- For the third year running, we won both HealthInvestor and LaingBuisson Private Hospital Group of the Year awards.

These results are testament to the steadfast focus we've placed on clinical outcomes.

\*Based on Private Healthcare Information Network (PHIN) publication November 2019.







94%

of our hospitals have been  
rated 'good' or 'outstanding'  
by national regulators



In 2019, our primary care sites, (medical centres, and registered fitness and wellbeing clubs), were rated by CQC for the first time. All achieved 'Good' as their overall rating, further underlining our commitment to quality in everything we do.

We're one of the first independent hospital groups to proactively pilot the Get it Right First Time (GIRFT) programme. Initially set up in 2017 as a partnership between the NHS Royal National Orthopaedic Hospital Trust and NHS Improvement, the aim is to help NHS foundation trusts improve care quality by examining and standardising clinical practices.

During 2019, the GIRFT team, led by Professor Tim Briggs, visited the 29 hospitals within GIRFT's jurisdiction (excluding Scotland and Wales) to give their expert opinion on the standard of clinical care provided by Nuffield Health. The results validated some of the excellent clinical practice we know exists within our hospitals and the insights provided will help inform our further improvement.

### Quality of care

Over the last two years, we have invested in our people, hospitals, medical centres, and fitness and wellbeing clubs to ensure the Quality of care we provide to our patients, customers and members is of the highest standard.

### Cancer care

Our personalised approach to cancer treatment means a patient's individual needs are at the heart of everything we do. During 2019, following the recruitment of a Quality Lead for Cancer Services, a review was carried out at our 11 cancer treatment hospitals to ensure all were operating to the same high standards in quality.

A number of areas were identified for enhancement, including the installation at all sites of iQemo, an electronic chemotherapy prescribing system, which provides automatic dose calculations, allergy and sensitivity alerting, and drug-to-drug interaction support. In addition, the appointment of a Quality Lead for Oncology Pharmacy, and the creation of dedicated dispensary areas, allow close collaboration between specialists.

The creation of a Cancer Development Group (CDG), brings together our most senior cancer nurses and pharmacists, and a Chemotherapy Lead Group (CLG) addresses issues, risks and incidents. The CDG and CLG provide a robust governance structure for cancer care across Nuffield Health.

Our Quality Lead for Cancer Services was instrumental in setting up the Independent Sector Cancer Network (ISCN), providing a dynamic forum for the sector to discuss issues and share best practice. A 'Standards for cancer care in the independent sector' paper, written by the ISCN, covers diagnosis to end of life care.

### Gender affirmation

For more than 20 years, our Nuffield Health hospital in Brighton has proudly been at the forefront of gender affirmation surgery, demonstrating our commitment to inclusivity and care for everyone across our diverse population.

Brighton has a long-standing relationship with the NHS and recently won a further five-year contract for both male to female, and female to male, gender affirmation care. Before surgery can take place, patients, both self-referrals and NHS, follow the two-year NHS pathway protocol, to ensure they're emotionally, physically and psychologically prepared for the journey ahead.

# 96%

customer satisfaction across our hospitals

# 219,000

hospital procedures in 2019

# 3 years

Nuffield Health has won both HealthInvestor and LaingBuisson Private Hospital Group of the Year awards.

2019 HIGHLIGHTS





Using a multidisciplinary approach involving the patient, the team has introduced a surgical pathway that has significantly reduced the amount of time patients spend in hospital. The innovative programme focuses on awareness, and providing patients with comprehensive information in the run-up to surgery on what to expect and how to manage recovery at home. The premise is that the more information patients have, the better the outcome when they go home. Feedback has been positive and patients are comforted to know that clinical and emotional support is always available from our team, when and if they need it.

Although attitudes towards the transgender community have changed in recent years, there's still progress to be made. Recognising this, the Brighton team proactively coaches its people, including housekeeping, catering and the different nursing groups, on the importance of acceptance and understanding the unique mental health and anxiety issues that gender-affirmation patients experience.

We are proud to support the transgender community and champion the care of patients requiring gender affirmation surgery. We're, therefore, delighted that our hospitals in Newcastle, Leicester and Portsmouth have joined Brighton in this specialist field, focusing on female to male chest reconstructions, all winning NHS five-year tenders.

### Patient deterioration

During the course of 2019, attention focused on enhancing the ability of our hospital teams to promptly recognise the early signs of patient deterioration and provide rapid acute response. Following a comprehensive review, conducted in collaboration with our resuscitation partner, A to E Solutions, a new emergency trolley was deployed across all hospitals with standardised content, equipment (defibrillators), and consumables such as masks and airways.

Associated policies were developed to inform best practice, and training and simulations were aligned accordingly. The programme was completed by the end of the year.

This area of quality improvement focused initially on the management of our adult patients. The same principles are now being applied to our services for children and young people. These will flow through to our primary care and wellbeing services during 2020.

### Assessing people for surgery

In 2019, we concentrated on embedding our streamlined preoperative assessment (POA) process across the hospital network. Introduced in 2018, the process aims to standardise POA procedures and ensure best practice guidelines are following, as outlined by the Royal College of Anaesthetists.

POA is underpinned by the clinical expertise and specialist education of our nurses. Accordingly, we doubled the number of attendees for the 2019 Preoperative Association's training course from 10 to 20. In 2020, as well as making sure patients are as fit for surgery as they can be, we'll be giving guidance on nutrition, exercise and lifestyle decisions to optimise clinical recovery and deliver long-term health benefits.

### Safety culture

Since 2016, we've focused on improving our safety culture and encouraging our people to report concerns, near misses and incidents – however minor. This activity was made easier following upgrades to our Datix reporting system. We're pleased, therefore, that safety reporting overall has improved year-on-year.

Our hospitals are subject to the same level of scrutiny and review as NHS facilities. We choose to report all serious incidents to our regulators, even though we're only required to

report those incidents affecting NHS patients. We contribute to relevant national clinical audits, such as the National Joint Registry (NJR) and patient reported outcome measures (PROMS).

Never Events are defined by NHS England as 'patient safety incidents that are wholly preventable where guidance or safety recommendations that provide strong systemic protective barriers are available at national level and have been implemented by healthcare providers'. At Nuffield Health, they are investigated by a senior clinical leader and reviewed by our Quality Committee. Four Never Events were reported in 2019, a 33% decrease from six in 2018. Findings are cascaded to all sites and improvement implementation is monitored. This robust process has helped decrease and maintain low incident counts.

We were proud to be finalists in the HSJ Patient Safety Changing Culture award. This recognised our 'Be Bold, Be Brave, Speak Out' scheme, which embeds the World Health Organisation (WHO) safety checklist, considered the gold standard in operating theatre safety. The scheme encourages openness and a spirit of advocacy amongst our teams, irrespective of role and grade. It contributed to a reduction of Never Events, and has received positive feedback.

### Avoidable infections

2019 saw an increase in the overall number of infections on the previous year, from 16.6 to 18.3. One case of MRSA was recorded, which was disappointing as we'd been free of this infection for seven years. The patient was a known carrier of the infection and, once identified, was isolated appropriately.



#### Above:

We are proud to hold ISO standard certification in all key areas relevant to the Charity, demonstrating we go above and beyond best practice minimum requirements



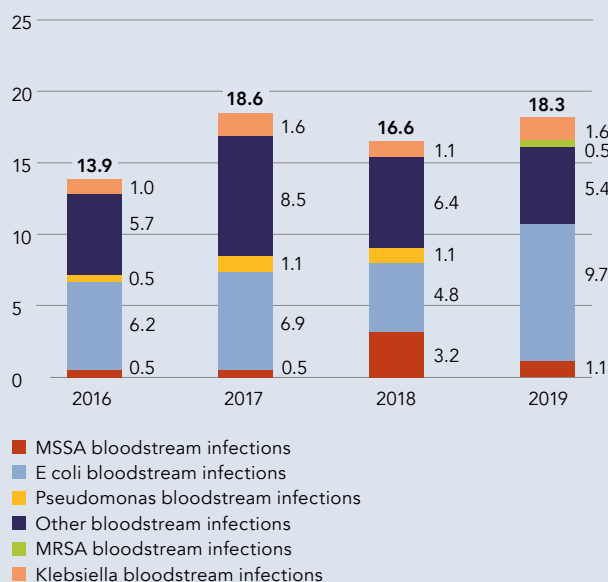
**Working together to share knowledge and support each other is a critical success factor in delivering a consistent level of quality across our services**

Carol Kefford, Clinical Director



### Bloodstream infections

Number of infections per 100,000 bed days



Following investigation, there was no evidence of cross-infection to other patients, demonstrating effective infection prevention practices were in place.

Nine cases of Clostridium Difficile were identified, seven of which were seen in outpatient departments, with no prior history of care or intervention within our hospitals. The remaining two were attributable to healthcare interventions within a Nuffield Health hospital, linked to the use of pre-operative antimicrobials – a known risk of usage.

Encouragingly, a significant reduction in MSSA infections was recorded, from 3.2 in 2018 to 1.1. And, for the first time in five years, no cases of Pseudomonas BP were recorded. We continue to focus on driving robust infection prevention and maintaining our high standards.

### Governance

Our Quality and Assurance function oversees systems across the Charity to support our purpose. The team is independent of day-to-day operations and responsible for overseeing and embedding all Quality, governance and compliance matters.

In 2019, a standardised reporting framework was introduced to our hospitals, providing template agendas and terms of reference. This facilitates a consistent approach towards governance, and the management of risk across all our sites, with clear lines of escalation.

Quality always tops the agenda for our monthly Board of Trustees and Executive Board meetings. A report, presented by our Clinical Director, is shared with all sites and, in line with our commitment to transparency, we voluntarily send a copy to our regulators.

In addition, a number of other boards and meetings are held across the Charity, including:

- Our dedicated Board Quality & Safety Committee (BQSC) monitors and reviews clinical governance. As well as regulatory oversight, it considers clinical risk and health and safety matters. BQSC meets quarterly, at different hospital locations around the country.
- Regular meetings, and clinical engagement events, are held for clinical specialists, including matrons, theatre managers and pharmacists.
- Expert advisory groups (EAGs) meet to scrutinise clinical key performance indicators in areas such as infection prevention and primary care services.
- A Medical Society in each hospital brings together consultants and local leadership teams to discuss central business developments and topics of interest.

### The Paterson Inquiry

We're committed to supporting the recommendations of the Paterson Inquiry, which followed the conviction of former surgeon Ian Paterson for malpractice. Proactive action was taken before and since the inquiry to review and, where appropriate implement the lessons learned. We'll continue to work with, and support, the Independent Healthcare Providers Network (IHPN) as they ensure the delivery of first class, safe and efficient healthcare, across our industry.



## GDPR

During 2019, General Data Protection Regulation (GDPR) principles were embedded throughout the Charity, overseen by our Information Risk Expert Advisory Group (IREAG). New governance procedures ensure a solid process for the management of data, and compliance with regulations and guidelines. Datix and ICO (Information Commissioner's Office) incidents have reduced year on year, and risk areas identified and provided with additional resources.

Our focus in 2020 will be on greater compliance in data retention and storage; implementation of 'privacy by design' across the Charity; and greater alignment between our internal teams to allow end-to-end supplier assurance.

## Quality assurance and outcomes continued

### Improvement plan for 2020

#### Enhance our safety culture

- ◆ Sustain and monitor excellent standards of practice in operating theatres.
- ◆ Implement and enhance the iQemo system at all sites.
- ◆ Sustain and monitor standardisation of hospital emergency equipment. Further develop training and simulation activities.

#### Be recognised for our commitment to professional development

- ◆ Develop and deploy the Nightingale Programme for Nurses.
- ◆ Deliver the Theatre Manager Development Programme to a second cohort.

#### Develop specialist services in line with best practice

- ◆ Deliver our clinical enhancement plan within cancer services and demonstrate evidence-based best practice.
- ◆ Translate improvements made in adult care records, vital signs monitoring, early warning systems, and sepsis triggers, to children and young people.

#### Enhance our governance

- ◆ Refresh our clinical policies, ensuring that our policy library is up to date and fully aligned with current UK regulation and evidence-based practice.
- ◆ Implement an audit schedule across all hospitals that meets regulatory and clinical standard requirements, thereby providing heightened assurance.



CASE  
STUDY

**“My experience in care hopefully means I can assist the debate. I like to think I’m making a difference for the benefit of all patients”**

Glenis Mitchell,  
Forum member



## “Nothing beats honest feedback”

“We see the wallpaper every day,” says Matron, Sarah Turner-Brown, explaining the benefits of the Patients’ Group Forum that has been running at our Wolverhampton Hospital since 2018.

A strong advocate of ‘the patient’s voice’, Sarah believes listening to the views and ideas of those who’ve experienced care is the best way to make improvements.

“The hospital team is so close to things that, often, we don’t notice the obvious,” she says. “Forum members provide us with a fresh pair of eyes, whether it’s to do with signage, menus, pre-admission or, as happened recently, the renovation of the oncology suite. And, early in 2020,

an expanded forum will help shape the endoscopy pathway.”

Forum member Glenis Mitchell had a hip operation at the hospital three years ago, referred through the NHS. She says she couldn’t fault the care she received. So, initially, when invited to join the forum, she didn’t think she would have much to offer. But, as a former NHS nurse, who works part-time for Marie-Curie, Glenis now feels that she’s able to give a balanced view. “Some people are looking for perfection,” she says. “My experience in care hopefully means I can assist the debate. I like to think I’m making a difference for the benefit of all patients.”



Sarah Turner-Brown certainly thinks Glenis and the other volunteers are making a huge difference. “Nothing beats honest feedback,” she says. “The forum plays a key role in helping the hospital continually improve things for the people who trust us with their health care.”



# Prescribed information 2019/20



## NHS England prescribed information

The data made available to the provider with regard to:

- (a). The value and banding of the Summary Hospital-level Mortality Indicator (SHMI) for the trust for the reporting period; and
- (b). The percentage of patient deaths with palliative care coded at either diagnosis or specialty level for the trust for the reporting period.

## Nuffield Health statement

Four NHS patients unexpectedly died during the reporting period\* (a rate of 0.005%) - an increase of 0.002% compared against 2018/19. Following local and independent review, no significant findings pertaining to clinical Quality were identified in any of these cases.

Nuffield Health strives to continually improve the safety, effectiveness and Quality of its services year on year. All patient deaths are independently reviewed and clinically appraised by our Learning from Deaths Committee and subject to further investigation if any care issues are identified.

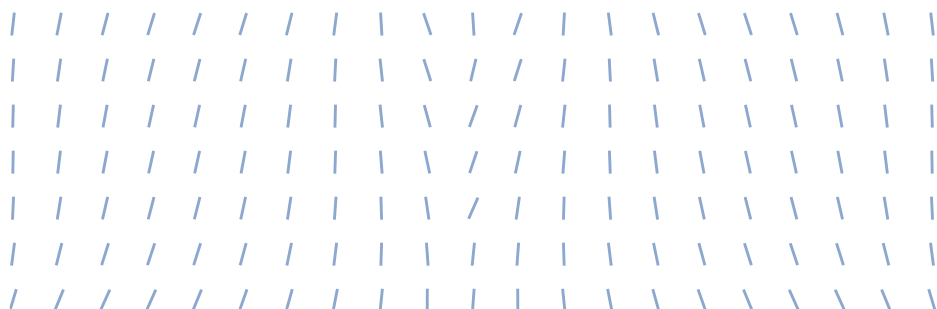
Comprehensive Care Appraisal (utilising the Royal College of Physicians' Structured Judgment methodology) and thematic review of all patient deaths enables us to assure that our care delivery meets the highest standards and facilitates continuous learning, quality improvement and clinical risk reduction.

In 2020, Nuffield Health intends on taking the following action as part of its Quality Improvement Plan, which aims to improve the safety and Quality of its clinical services:

- continuing to improve the safety and Quality of our cancer services in line with our Cancer Plan
- continued focus on theatre safety, robust pre-operative assessment, VTE prevention, falls reduction and medicines management (in line with current evidence-based guidance)
- enhancing the competence of our clinical teams through training and simulation to facilitate increased clinical reasoning and skills proficiency e.g. recognition and acute response of the deteriorating patient
- continuing to evolve our incident management processes with continued focus on high-Quality, accurate incident reporting, investigation and learning\*\*.

\*During 2019 we refined our incident reporting processes to improve the capture of palliative vs. non-palliative episodes. As this was implemented mid-reporting period, any palliative percentages would be inaccurate hence the focus of this section is upon collective episodes.

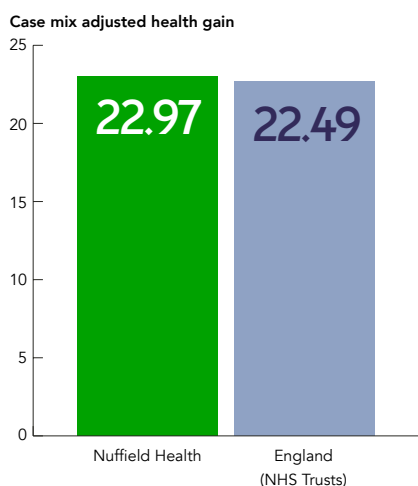
\*\*Improved incident reporting has been a key quality initiative implemented during the reporting period, ensuring that all incidents are accurately reported and appropriately categorised.



## NHS England prescribed information

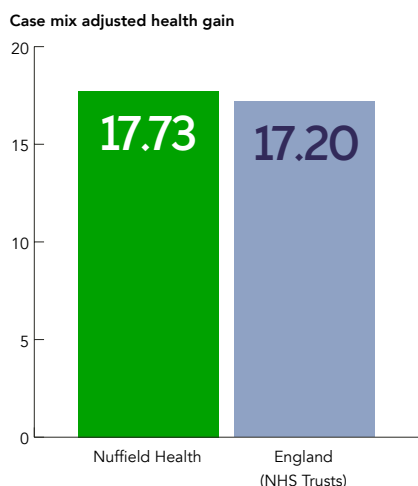
The data made available with regard to the provider's patient reported outcome measures core, during the reporting period, for (i) hip replacement surgery.

### Primary Hip Replacement - Adjusted Health Gain (OHS)



The data made available with regard to the provider's patient reported outcome measures core, during the reporting period, for (ii) knee replacement surgery.

### Primary Knee Replacement - Adjusted Health Gain (OKS)



## Nuffield Health statement

On average, NHS funded patients treated at Nuffield Health reported improvements 0.48 higher than the NHS average. Newcastle Hospital was rated 3<sup>rd</sup> in England whilst York Hospital reported outcomes in the upper 95% confidence limit (i.e. significantly better versus the national average).

Nuffield Health considers this positive performance to be a result of the continual investment into PROMs, theatre safety and staff development. Patient outcomes remain a fundamental part of our business strategy, a core principle of our approach to providing sector-leading outcomes and it remains an area where we intend to continually invest for the benefit of future patients.

On average, NHS funded patients treated at Nuffield Health reported improvements 0.53 higher than the NHS average. Both Brentwood and Plymouth Hospitals were rated in the top 10 whilst three Nuffield Health hospitals reported outcomes in the upper 95% confidence limit (i.e. significantly better versus the national average).

Nuffield Health considers this positive performance to be a result of the continual investment into PROMs, theatre safety and staff development. Patient outcomes remain a fundamental part of our business strategy, a core principle of our approach to providing sector-leading outcomes and it remains an area where we intend to continually invest for the benefit of future patients.

\*\*Based on data published by NHS Digital (Feb 2020). Available at <https://digital.nhs.uk/data-and-information/publications/statistical/patient-reported-outcome-measures-proms/finalised-hip--knee-replacements-april-2018---march-2019>



## NHS England prescribed information

The data made available to the provider with regard to the percentage of patients readmitted to a hospital which forms part of the provider within 28 days of being discharged from a hospital which forms part of the provider, during the reporting period, for patients aged:

- (i) 0 to 15 years; and
- (ii) 16 years or over

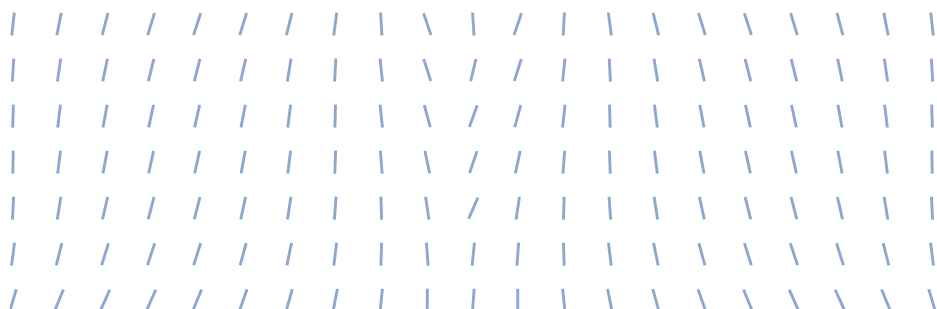
## Nuffield Health statement

The percentage of NHS patients readmitted to a Nuffield Health hospital within 28 days of being discharged from a Nuffield Health hospital for the reporting period was:

- 0 to 15 years: not applicable
- 16 years or over: 0.1% (an increase of 0.03% from 2018/19)

Nuffield Health intends to take the following action to continually improve its readmission rate, and so the Quality of services, through:

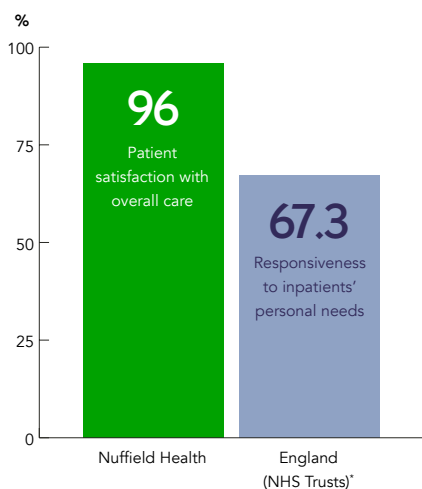
- continued focus on the early recognition and acute response of deteriorating patients through the NEWS2 algorithm, staff education and simulation and the use of evidence-informed discharge protocols that facilitate a safe and effective discharge
- systematic risk assessment and evaluation, ensuring that inpatient and outpatient pathways and protocols are clinically effective, and the patient journey is seamless
- continued focus on patient optimisation and enhancement of existing pre-assessment services via process standardisation, staff education and skills training, and service development (in line with evidence-base guidelines)
- independent review of readmission episodes, ensuring that the trends and learnings from case and thematic analysis are understood and used to inform patient safety and Quality improvement activity.
- enhancing our perioperative pathways, ensuring that these are evidence-based and informed by best-practice standards and guidelines



## NHS England prescribed information

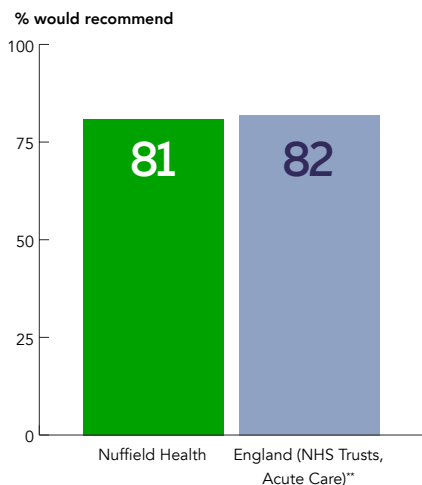
The data made available to the provider with regard to the provider's responsiveness to the personal needs of its patients during the reporting period.

### Patient satisfaction measures 2019–20



The data made available to the provider with regard to the percentage of staff employed during the reporting period who would recommend the provider as a provider of care to their friends or family.

### Staff friends and family recommendation (2020)



## Nuffield Health statement

Nuffield Health's Patient Satisfaction Survey (PSS) is provided to all in-patients (NHS and Private) and measures the responsiveness to the personal needs of our patients. During the reporting period, this score confirmed:

- 96% satisfaction with overall care

Nuffield Health considers this excellent feedback to be the result of our continued focus on patient experience and is committed towards ensuring that we provide people with a positive experience of care.

Nuffield Health intends to take the following action to maintain this percentage, and so the Quality of its services, by:

- continuing to engage with and listen to patients in a range of ways (digital, patient forums) and continually striving to exceed their expectations
- focusing on how we respond to concerns and complaints and seeking to identify innovative and effective ways in which we can share lessons learned from poor experiences of in-patient care (as defined in the NHS toolkit)
- transitioning our PSS from paper to online. The benefits of this allow for more detailed analysis and increased interaction. Live reporting also enables us to be more responsive and adapt our methodology quickly in response to emerging issues eg. Covid-19.

\*Aug 2020 data, as reported by NHS England. Source: <https://digital.nhs.uk/data-and-information/publications/statistical/nhs-outcomes-framework/august-2020/>

Nuffield Health's 'Your Voice' Survey is an engagement tool that measures staff satisfaction and engagement. This includes a broad range of questions, including: 'How likely are you to recommend our products and services to friends and family?':

- During the reporting period, 81% of our hospital staff responded that they were 'likely' or 'very likely' to recommend our products and services to friends and family.

Nuffield Health considers this positive score to be the result of our concerted efforts to engage staff in our purpose and aspiration to build the best health and wellbeing brand. Nuffield Health is committed towards ensuring that people have a positive experience of care; this is acknowledged by our staff and is likely to have contributed towards

the overall percentage captured in the survey. Nuffield Health intends to take the following action to improve this engagement score, and so the Quality of its services, by:

- continuing to engage with and listen to our staff in a range of ways (pulse surveys, staff forums) and continually striving to improve the quality of their experience
- continuing to engage with, and listen to our patients and staff, seeking opportunities to improve the experience of care delivery at all stages of the patient's journey
- continuing to engage with our staff, ensuring that they feel connected to our purpose and that they recognise and understand our achievements eg. Awards and accolades, Inspection data.

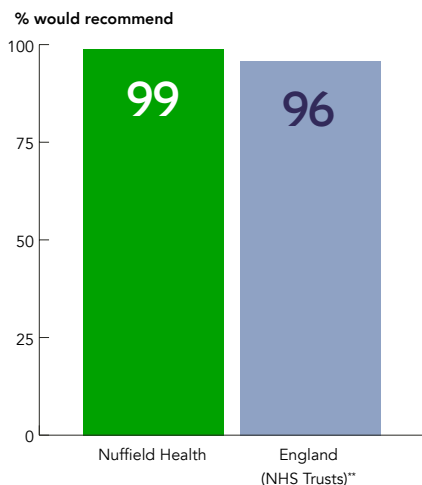
\*\*Q2 2019 – 2020 data, as reported by NHS England. Source: <https://www.england.nhs.uk/publication/staff-friends-and-family-test-fft-data-quarter-2-2019-20/>



## NHS England prescribed information

Friends and Family Test – Patient: The data made available to the provider for all acute providers of adult NHS funded care, covering services for inpatients and patients discharged from Accident and Emergency (types 1 and 2)\*

### Patients' friends and family test outcomes 2019–20



## Nuffield Health statement

Nuffield Health has a specific patient Friends and Family Test (FFT) that is consistent with the questions asked of all NHS patients. At the end of the reporting period:

- 99% of our in-patients would recommend us to their friends and family.

Nuffield Health considers that this data is as described for the following reasons; Nuffield Health strives to ensure that people have a positive experience of care; friends and family recommendations (and a willingness to recommend) are suggestive of a positive experience.

Nuffield Health intends to take the following action to maintain this score, and so the Quality of its services, by:

- continued focus upon patient experience and the embedding of our service standards
- enhancing the capability of our leaders, ensuring that they embed our WE CARE values in our hospitals, which strive to ensure that we put patients, customers and colleagues at the heart of everything that we do
- continued focus upon Quality improvement activity that contributes towards patient experience and the delivery of seamless clinical care

\* Accident and Emergency discharges are not applicable

\*\* February 2020 Inpatient score (response rate 24.4%) as reported by NHS England.

Source: <https://www.england.nhs.uk/publication/friends-and-family-test-data-february-2020/>

## NHS England prescribed information

The data made available to the provider with regard to the percentage of patients who were admitted to hospital and who were risk assessed for Venous Thromboembolism (VTE) during the reporting period.

## Nuffield Health statement

- 100% of our patients admitted to hospital received a VTE risk assessment during the reporting period.
- we have continued to develop our assessment tools and are currently piloting a revised risk-assessment which reflects best practice guidance

Nuffield Health considers that this data is as described for the following reasons; Nuffield Health is committed towards treating and caring for people in a safe environment and protecting them from avoidable harm.

Nuffield Health has undertaken a significant amount of Quality improvement activity during the reporting period, with the aim of enhancing the clinical effectiveness of care that is delivered across our hospitals. This has included:

- an audit tool has been developed to review our progress. The tool measures compliance to completion of the risk assessment and associated record keeping, but crucially now includes patient questions which are asked during their stay. This allows us to immediately identify any areas of practice that require further training and development, and ensures that we actively involve our patients in their own care
- we continue to risk assess all of our patients who are admitted for care in line with Nuffield Health Policy. We recognise the importance of assessing the level of risk for patients undergoing treatment in our hospitals and how this process serves to reduce the level of risk and resulting harm caused by VTE events
- working with our consultants we continue to monitor and review all VTE events and identify further opportunities to improve the quality of care provided.

The data made available to the provider with regard to the rate per 100,000 bed days of cases of C difficile infection reported within the provider among patients aged 2 years or over during the reporting period.

Nuffield Health's rate of cases of C difficile infection is:

- 3.3 per 100,000 bed days.

Nuffield Health considers that this data is as described for the following reasons; Nuffield Health treats and cares for people in a safe environment and protects them from avoidable harm by having clearly defined infection control policies and procedures, high standards of infection prevention and control training and continued investment in our hospital facilities.

Nuffield Health intends to take the following actions to maintain this rate, and so the Quality of its services, by:

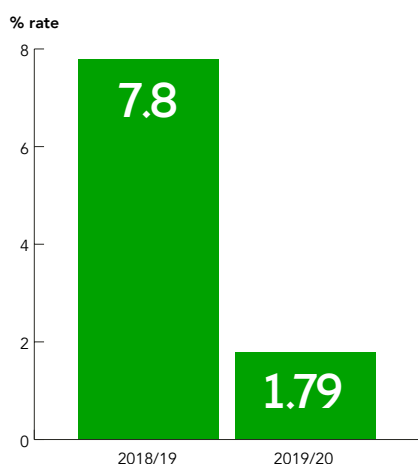
- continuing to seek opportunities to enhance our existing high standards of Infection Prevention (IP) through staff training and education, clinical effectiveness activity e.g. audit, and engagement in IP initiatives that facilitate improvements in care delivery and management.



## NHS England prescribed information

The data made available to the provider with regard to the number and, where available, rate of patient safety incidents reported within the provider during the reporting period, and the number and percentage of such patient safety incidents that resulted in severe harm or death.

Percentage of patient safety incidents



## Nuffield Health statement

Nuffield Health had the following patient safety incidents relating to NHS patients during the reporting period:

- number of total patient safety incidents (including those that resulted in severe harm, moderate harm, low harm and/or death): 3944, an increase of 127 incidents compared against 2018/19 (3817). **746 of these incidents pertained to NHS patients**
- rate (percentage of episodes): **1.59% NHS cases only.** (1.79% group-wide)
- number resulting in severe harm/death: 6 (4 patient deaths and 2 severe harm events) compared against 35 reported in 2018/19
- rate (percentage severe harm/death): 0.013% (0.025% group-wide).

Nuffield Health continually strives to build a just safety culture that is grounded in openness, transparency and accountability. Although our incident rate continues to remain low, our incident count and percentage of episodes have increased from the previous reporting period. This is deemed a result of a concerted effort to build a reporting culture in which incidents of all severities are accurately reported, investigated and utilised as opportunities for learning and preventative action.

Nuffield Health continues to prioritise patient safety and intends to take the following actions to improve this rate and so the Quality of its services, by:

- continuing to utilise robust internal assurance mechanisms that facilitate the delivery of safe and clinically effective care e.g. Audit, Benchmarking, Quality Assurance Reviews (QARs)
- continuing to drive an open and transparent reporting culture where all incidents (including near misses) are accurately reported, and systematically investigated with key learnings captured and cascaded eg. Through 'Share & Learn' events
- acting with integrity, being open and honest when things do go wrong
- continuing to develop and refine our reporting infrastructure, incident management system (Datix) and reporting processes, ensuring that these are fit for purpose and facilitative of high-quality incident reporting and investigation
- continuing to empower our staff as advocates of patient safety and clinical Quality, ensuring that they feel confident to speak up and raise concerns, and actively encouraged to contribute towards care and Quality improvement initiatives.

## NHS England prescribed information

Details of ways in which the provider's staff can speak up (including how feedback is given to those who speak up) and how they ensure staff do not suffer detriment.

# Nuffield Health statement

Nuffield Health is committed towards facilitating a climate of openness where all staff feel able to engage with us and raise concerns. We utilise various systems and processes to enable this.

Nuffield Health understands the importance of providing appropriate feedback to our employees when issues are raised. All individuals will be provided with an outcome report, whether they raised their concerns via Safecall, via our Freedom to Speak Up Guardian or through our grievance process if concerns are raised formally.

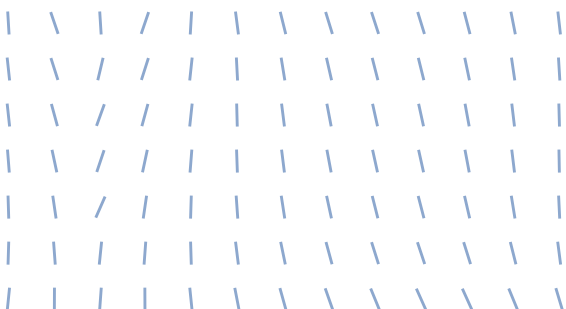
Our grievance policy confirms that where concerns or complaints are identified they will be dealt with promptly, fairly and consistently and that no individual will be disadvantaged for raising a grievance. All managers are expected to follow this policy and we have an Employee Relations team in place to provide support to grievance managers on the application of the grievance policy and process. Should a team member feel they have suffered detriment for speaking up, they should raise this with the grievance manager and their concerns would be investigated by an impartial manager.

Patient safety is paramount in all areas of clinical practice. In 2018, we launched our 'Be Bold, Be Brave & Speak Out' initiative. We have continued to embed this during 2019 and 2020, ensuring that all staff, irrespective of grade are empowered to Speak Up and raise any concerns that they have.

We have also actively encouraged our staff to report any instances where concerns have been raised and harm has been prevented as a consequence (near miss events). This ensures that these events are used as a source of clinical and organisational improvement, with any key thematic learnings extrapolated and disseminated. The raising and reporting of concerns relating to 'prevented harm' incidents ensures that we learn, without harm and actively encourages our staff to be patient safety advocates.

Nuffield Health continues to prioritise patient safety and intends to take the following actions to further embed a speak up culture by:

- undertaking an external review of our current Speak Up infrastructure by a Subject-Matter Expert, and developing a robust 2021 Speak Up Strategy that enhances our systems, processes and culture
- reviewing and investigating all Speak Up incidents, ensuring that all concerns are appropriately investigated and used as a driver for clinical and organisational improvement
- continuing to foster and embed a culture of openness and transparency in which staff are empowered to Speak Up and voice concerns, and can truly advocate and champion clinical Quality.



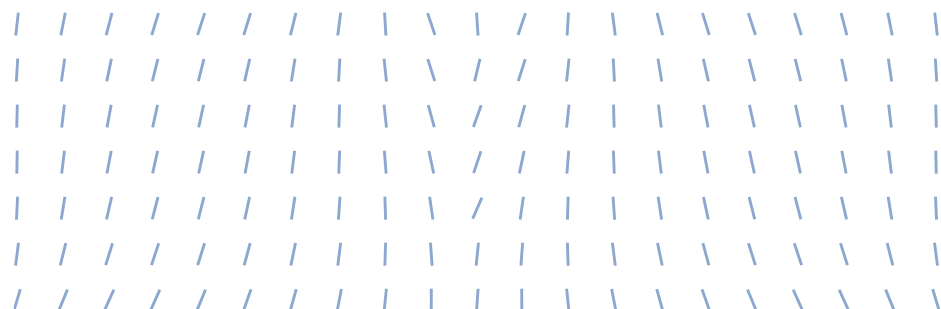


## Prescribed information

# National and local Audit

The reports of national clinical audits and local clinical audits were reviewed by the provider in 2019/2020 and Nuffield Health intends to take the following actions to improve the Quality of healthcare provided:

- continue to evolve our engagement approach, seeking opportunities to engage and involve patients in all aspects of the pathway that support and the provision of individualised care and Equality & Diversity best-practice
- continue to facilitate high-quality incident reporting and investigation, with detailed completion of action plans
- refine our consultant governance arrangements and continue to facilitate a more consistent approach towards the management, review and renewal of practising privileges
- continue to evolve our data protection practices in line with GDPR requirements e.g. password protection and encryption
- implement training and performance plans following audit of clinical records and identification of weaknesses in record keeping and documentation
- Deploy local action plans in sites where audit has demonstrated weaknesses in the utilisation of Policies/procedures and evidence-based guidance e.g. WHO Checklist.







# Our hospitals

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# Bournemouth Hospital

## About the hospital

Established in 1957, Nuffield Health Bournemouth was the first hospital acquired by the Charity. The original building in Owls Road was called Strathallan and was previously a nursing home.

We have an excellent reputation for the delivery of a wide range of services and treatments with a specialist focus on orthopaedics, cardiology, ophthalmology and paediatrics. We have 41 beds, three operating theatres, an endoscopy suite and a catheter laboratory, as well as two minor ops theatres and a physiotherapy gym including a hydrotherapy pool. We offer a full range of diagnostics on site, including MRI, CT, mammography and DEXA scan. Our state-of-the-art facilities enable us to offer first class healthcare to our patients in a safe and caring environment.



## Highlights

- ◆ Our cardiac interventional suite, is the first dedicated private cardiac facility in the UK to use Artis Q
- ◆ We have invested in the pioneering Mako® robotic-arm assisted technology for hip and knee replacements
- ◆ Our GP Education Programme has been attended by over 500 GPs in the last year
- ◆ Last year the team won an award for their commitment to our SWAP schools project



I have been Hospital Matron here for four years after joining from the NHS. I am very proud of the team, we are all passionate about delivering excellent patient focussed care in a safe and welcoming environment.



Louise Dennington,  
Matron

## Voice of the Customer score

97%

Are likely to recommend our hospital to friends and family if they need similar care or treatment

94%

Patient satisfaction with their experience at our hospital

# Brentwood Hospital

## About the hospital

Our modern Brentwood Hospital specialises in orthopaedics, general surgery, men and women's health, children's services and cosmetic surgery. We offer a wealth of exceptional clinical services for both patients who have private medical insurance and the self-pay market with a large team of consultants and specialised children's nurses that can see children of any age, for a variety of conditions.

Unique in the local area, our dedicated endoscopy unit performs a wide range of camera-led procedures to investigate conditions. Our new unit has dramatically improved our patient experience, offering significantly reduced time spent in hospital, state-of-the-art diagnostic equipment and dedicated, skilled staff who look after patients before, during and after the procedures.

## Highlights

- ◆ The Hospital is one of the only local facilities offering a full range of services for children and young people
- ◆ Our overall score at the last CQC inspection was Good with Outstanding across the board for safety and service for children and young people
- ◆ Our Imaging department has a new state-of-the-art CT scanner and mammography machine with the latest imaging technology
- ◆ All clinical staff are trained in dementia awareness



Our Hospital has established itself as one of the leading healthcare providers for more than 60 years in Brentwood and the surrounding areas. Many experienced, skilled consultants and healthcare professionals in the region choose to practice at our hospital.



Alison Williams,  
Matron

## Voice of the Customer score

# 99%

Are likely to recommend our hospital to friends and family if they need similar care or treatment

# 97%

Patient satisfaction with their experience at our hospital



# Brighton Hospital

## About the hospital

The original Nuffield Health Brighton Hospital in Hove was founded in 1976, but our present, larger site in Woodingdean opened in 1995 to meet increased customer demand for our medical services. We have an excellent reputation and offer a wide range of services and treatments with a specialist focus on orthopaedics, ophthalmology, spinal and general surgery. Nuffield Health Brighton Hospital is also a national centre for gender affirmation.

Our facilities are exceptional and complemented by the most up to date technological medical equipment to deliver fast, effective and efficient healthcare. We have 36 beds, three theatres, 11 outpatient rooms, a minor ops suite and a dedicated oncology unit. We also have a full range of diagnostics including on site CT and MRI.



## Highlights

- ◆ Our cancer services have been awarded the Macmillan Quality Environment Mark
- ◆ Recognised as a national centre for gender affirmation
- ◆ We are involved in the SWAP schools programme
- ◆ We run successful educational GP events which are currently run via MS teams
- ◆ Our physio department obtained continued certification to ISO 9001:2015



Our hospital is managed by a strong Senior Leadership Team supported by clinical and non-clinical Heads of Department. 2020 has been challenging but we are proud to have supported the NHS with elective surgery.

Gill Millward,  
Matron

## Voice of the Customer score

# 98%

Are likely to recommend our hospital to friends and family if they need similar care or treatment

# 96%

Patient satisfaction with their experience at our hospital

# Bristol Hospital

## About the hospital

Nuffield Health Bristol Hospital opened in 1961, and is an established part of the local community, with a Grade II listed Georgian villa as its centrepiece. In October 2013, an entirely new hospital opened on the site, combining leading-edge clinical facilities with Nuffield Health's outstanding customer experience.

The 30-bed hospital offers a wide range of services and expertise, from spinal surgery and eye care to Women's and Men's Health clinics. Our facilities include three digital theatres and one minor surgery suite, 11 consultation rooms, and a modern imaging department offering a full range of diagnostics, including on site MRI and CT. Our orthopaedic specialists provide exceptional treatment, including state-of-the-art Mako® robotic-arm assisted joint replacement surgery, with Recovery Plus support available at either of Bristol's two Nuffield Health fitness & wellbeing clubs.



## Highlights

- ◆ We support our local health community by providing educational events
- ◆ Fundraising events each year to support Dementia research
- ◆ A specialist Recovery Plus PT offers ongoing support to our joint replacement patients
- ◆ We offer new clinical technology, including Mako® joint replacements and REZUM prostate treatment



I feel proud to work in a hospital with such diverse people and roles, yet all with the same goal – to care for whoever comes through our doors.



Nora Clarke,  
Matron

## Voice of the Customer score

# 100%

Are likely to recommend our hospital to friends and family if they need similar care or treatment

# 97%

Patient satisfaction with their experience at our hospital

# Cambridge Hospital

## About the hospital

Nuffield Health Cambridge Hospital provides the highest level of private healthcare, offering a wide range of first class medical and surgical services. Located on Trumpington Road, the new facility opened in July 2015 featuring state-of-the-art clinical facilities, ensuite bedrooms and free on-site parking.

Our proximity to Addenbrooke's and Cambridge City centre means we attract many of Cambridgeshire's leading consultant surgeons and physicians. Situated in the heart of Cambridge's world-renowned medical region, we provide a full range of medical and surgical specialties.

Our expertise includes cancer care, cancer surgery, orthopaedic surgery (including robotic surgery), neurosurgery, cardiology, specialist paediatric services.



## Highlights

- ◆ CQC – rated outstanding in July 2016
- ◆ Cancer care services – onsite dedicated oncology unit offering specialist treatment for oncology and haematology patients
- ◆ Orthopaedic specialist centre – offering Mako® robotic-arm assisted surgery
- ◆ Offers dedicated Children's and Young people service to private patients for the region



The team here at Nuffield Health Cambridge Hospital offer premium private healthcare. The clinical excellence, knowledge, expertise and care is second to none and the patient is always at the heart of everything we do.



Victoria Pangratiou,  
Matron

## Voice of the Customer score

# 99%

Are likely to recommend our hospital to friends and family if they need similar care or treatment

# 96%

Patient satisfaction with their experience at our hospital



# Cardiff & Vale Hospitals

## About the hospitals

Nuffield Health Cardiff & Vale consists of two purpose built hospitals and takes great pride in providing patients with a personalised service and the highest standards of clinical excellence.

Our Vale Hospital is located in the tranquil setting of Hensol which has a strong exterior design utilising Welsh slate and the internal appearance is quite unique built in 2010. We have 25 luxury ensuite private bedrooms, two state of the art theatres and a minor ops suite located at our dedicated Cardiff Bay Hospital unit.

We have a special focus on orthopaedic joint replacement, spinal surgery, ophthalmology, urology, gynaecology and general surgery. Our aim is to ensure that patients receive the highest quality of patient care and first class private treatment.

## Highlights

- ◆ Official Medical provider to Cardiff City Football Club and the Cardiff Devils Ice Hockey Team
- ◆ 1.5 Million Pound investment in October 2019 to replace our MRI machine and improving diagnostic facilities
- ◆ Joint Replacement Centre of Wales
- ◆ Surgical Partnership with the FIFA Centre of Medical Excellence in Wales

Regulated and quality checked by



It makes me very proud to be Matron of such a fantastic hospital with professional teams who deliver a great experience to patients.



Melanie Webber Maybank,  
Matron

## Voice of the Customer score

99%

Are likely to recommend our hospital to friends and family if they need similar care or treatment

97%

Patient satisfaction with their experience at our hospital

# Cheltenham Hospital

## About the hospital

Nuffield Health Cheltenham Hospital offers the very latest medical facilities and technology to treat a wide range of conditions over three floors. We provide a full range of medical and surgical specialities delivered in state-of-the-art clinical facilities, including orthopaedics, cosmetic surgery, spinal services, sports injury, ENT, gynaecology, urology, as well as a rapid access breast clinic. The hospital brings together medical and surgical expertise, backed by the latest diagnostic imaging facilities.

The hospital has 33 ensuite bedrooms, theatre complex with three theatres and a small ambulatory unit. Our outpatient floor has 12 consulting rooms with access to treatment room and dedicated minor procedures room, diagnostic services including; plain X-ray, MRI, CT, mammography and ultrasound, physiotherapy suite with gymnasium. The hospital has an excellent reputation and is proud of its extremely low infection rate record.

## Highlights

- ◆ Fully JAG accredited for high-quality gastrointestinal endoscopy services
- ◆ Recognised leading sports medicine care in partnership with local football and premiership rugby teams
- ◆ NJR Quality Data Provider for 2019/2020



The staff at Cheltenham Hospital are extremely proud to have pulled together in support of the NHS during this year's coronavirus pandemic, being one of the first independent hospitals to welcome and care for patients.



Andrea Scott,  
Matron

## Voice of the Customer score

# 100%

Are likely to recommend our hospital to friends and family if they need similar care or treatment

# 96%

Patient satisfaction with their experience at our hospital

# Chester, The Grosvenor Hospital

## About the hospital

Nuffield Health Chester Hospital, The Grosvenor has remained Chester's leading private hospital since 1975. We deliver a comprehensive range of treatments and services, whilst working alongside our dedicated team of expert consultants and nurses.

We specialise in the areas of orthopaedics, ophthalmology, cosmetic surgery and general surgery offering a wide range of treatments. We also partner with Pheonix Health to offer weight loss surgery.

In 2018 we completed a major refurbishment to our hospital, with two brand new state of the art theatres and a new day case suite offering cataract surgery, minor operations, endoscopy procedures and pain management treatment. We have a full range of diagnostics including a static MRI and CT. Our hospital provides excellent private ensuite rooms and facilities including on-site gym and physiotherapy.



## Highlights

- ◆ Our endoscopy service has been awarded JAG accreditation
- ◆ Onsite fitness and wellbeing gym helping aid recovery with our recovery plus service
- ◆ Brand new state of the art theatres and day case suit
- ◆ Two of our staff are dementia friends



Our team here at Chester are highly skilled and truly pride themselves in providing a first class, safe and efficient service to all our patients. We put patient care at the heart of everything we do.



Melanie Dewart,  
Matron

## Voice of the Customer score

# 100%

Are likely to recommend our hospital to friends and family if they need similar care or treatment

# 97%

Patient satisfaction with their experience at our hospital



# Chichester Hospital

## About the hospital

Built in 1992 and situated on the outskirts of the town, Chichester Hospital has an excellent reputation for the delivery of a wide range of services and treatments, with a surgical focus on orthopaedics, urology, gynaecology, ophthalmology and general surgery.

Purchased by Nuffield Health in 2000, the hospital currently has 30 beds on two floors and two laminar flow operating theatres alongside a JAG accredited endoscopy unit/ minor procedure room. It also has a suite of outpatient consultation rooms, minor operation treatment rooms and a dedicated gynaecology suite offering a one-stop service for suitable patients.

We offer a full range of diagnostics supported by a mobile CT and MRI service. Our facilities are modern and complemented by a dedicated team of staff and Consultants who support the delivery of clinically effective healthcare.

## Highlights

- ◆ Dementia friends include a HCA who is currently fundraising for dementia by running 50 miles in one month
- ◆ Staff development – Leadership Programme, Nurse Associate training, Apprenticeship scheme
- ◆ A nurse who worked on the front line during Covid-19 has had a picture selected by the National Gallery for their 'Precious moment' collection



The hospital is a fantastic place to work due to its staff. From the front door inwards, it is a warm and welcoming environment for both patients and colleagues. This is evidenced by the longevity of staff service and the high level of patient satisfaction.



Patricia Hulse,  
Matron

## Voice of the Customer score

# 98%

Are likely to recommend our hospital to friends and family if they need similar care or treatment

# 95%

Patient satisfaction with their experience at our hospital

# Derby Hospital

## About the hospital

Nuffield Health Derby Hospital has served the local community with quality healthcare for nearly 40 years. Offering a comprehensive range of first class medical and surgical services, using advanced technological equipment we have an excellent reputation for the delivery of a wide range of services and treatments including Orthopaedics and spinal surgery, general surgery, Gynaecology surgery, ENT, Ophthalmology and cataract surgery, Oncology and cosmetic surgery.

We have 38 beds and three operating theatres along with a recently refurbished outpatient department, a minor ops suite and a dedicated oncology unit. We have a full range of diagnostics, including on site CT and MRI. Our highly trained staff create a caring environment to encourage speedy recovery and wellbeing.



## Highlights

- ◆ Our cancer services have been awarded the Macmillan Quality Environment mark and Macmillan Adoption
- ◆ We are Jag accredited for endoscopy services
- ◆ GIRFT assessed as an exemplar site for Orthopaedic Surgery
- ◆ SWAP schools project has reached hundreds of local school children



We are incredibly proud of our fantastic team who have pulled together and risen to the challenge of providing a Covid-19 secure environment for all patients, both private and NHS.



Collette Orme,  
Matron

## Voice of the Customer score

# 99%

Are likely to recommend our hospital to friends and family if they need similar care or treatment

# 95%

Patient satisfaction with their experience at our hospital

# Exeter Hospital

## About the hospital

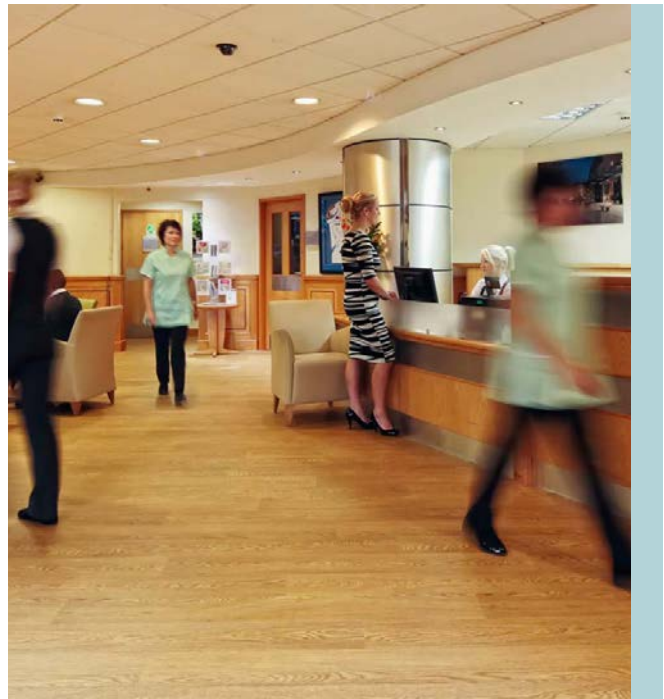
Nuffield Health Exeter Hospital is a leading private hospital in Devon, located just minutes from Exeter city Centre and the M5 corridor. Our dedicated staff and consultants offer rapid access to expert treatment and personalised care.

The hospital specialises in orthopaedic surgery and some of the UK's top orthopaedic surgeons practise with us, providing the very best care to those undergoing hip, knee, spinal, shoulder or foot and ankle operations. We have two laminar flow theatres, a hybrid theatre which is also a modern cardiac catheterisation facility and an endoscopy suite.

With 120 consultants from over 30 specialities, we offer diagnostics and surgery in the specialities of cardiology, ophthalmology, ENT, gynaecology, gastrointestinal and general surgery. Our consultants are supported by state-of-the-art in-house radiology, pathology, pharmacy, physiotherapy and wellbeing services.

## Highlights

- ◆ Recognised as a centre of excellence for orthopaedic procedures
- ◆ Enhanced recovery programme for patients following joint replacement
- ◆ Regional private cardiology centre
- ◆ Rapidly increasing outpatient service



It's been a privilege to support the NHS throughout Covid-19. We have worked hard alongside our NHS colleagues and proudly welcomed NHS patients undergoing surgery, outpatient appointments and radiology procedures.



Ian Harvey,  
Matron

## Voice of the Customer score

99%

Are likely to recommend our hospital to friends and family if they need similar care or treatment

96%

Patient satisfaction with their experience at our hospital



# Glasgow Hospital

## About the hospital

Nuffield Health Glasgow Hospital opened in 1984 and has been meeting the healthcare needs of the City of Glasgow and surrounding area for over 45 years. Patients travel from the length and breadth of Scotland to access our medical services.

The hospital has a reputation of excellence in a number of specialities and we provide a broad spectrum of treatments and surgeries including orthopaedic surgery, spinal surgery, general surgery, eye care, urology, ENT, cosmetic surgery, women's health and neurology. We have 33 private bedrooms, two operating theatres, one ambulatory care unit and two minor ops treatment rooms. We have an extensive range of diagnostic services, including a recently refurbished imaging suite, with a new MRI scanner, CT, ultrasound, plain film and fluoroscopy. Our outpatient's department has diagnostic suites for cardiology, audiology and an eye centre.

## Highlights

- ◆ The introduction of robotic arm assisted surgery - we were the first hospital in Scotland to perform a total knee replacement using robotic arm assisted surgery
- ◆ We were the first healthcare facility in the UK to install a Siemens Magnetom Altea
- ◆ As part of our Covid-19 pandemic response we performed over 700 cancer surgeries, 500 time-critical surgeries and over 2500 diagnostic scans

Inspected and rated GOOD by



I am proud of the standard of care that our teams deliver. In 2020 the personal sacrifice they each made to support our Covid-19 response has been outstanding. This dedication enabled patients to have timely and critical treatment at the peak of the crisis.



Sharon Campbell,  
Matron

## Voice of the Customer score

# 99%

Are likely to recommend our hospital to friends and family if they need similar care or treatment

# 96%

Patient satisfaction with their experience at our hospital

# Guildford Hospital

## About the hospital

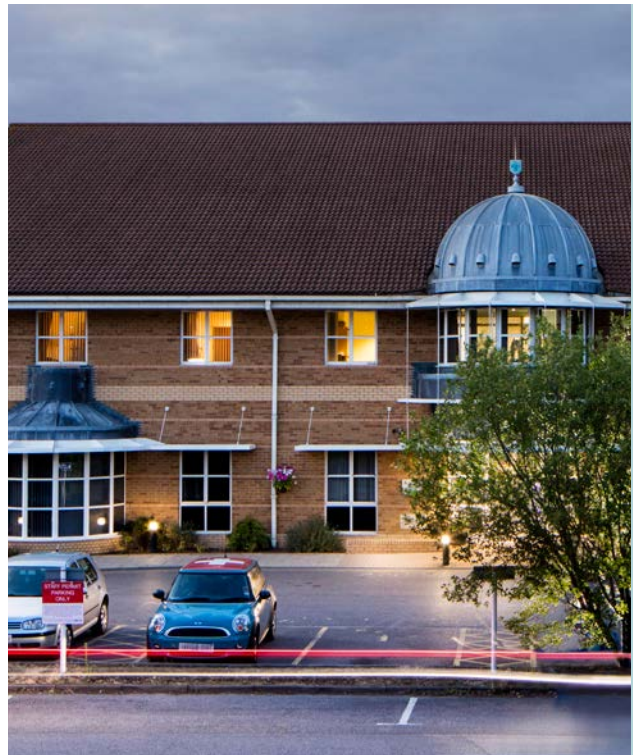
Opened in 1999, Nuffield Health Guildford Hospital provides high-quality healthcare for the people of Guildford and its surrounding areas. We work with leading consultants to offer a range of services for preventing, diagnosing and treating various medical conditions. Our highly trained staff provide care on an individual basis, with the aim of creating a safe and welcoming environment to encourage speedy recovery and wellbeing.

Our amenities include:

- Four operating theatres including a dedicated digital theatre.
- 16 private consulting rooms.
- 50 individual ensuite patient rooms with satellite flat screen televisions and WiFi access.
- Wide range of diagnostic services.
- Free on-site parking.

## Highlights

- ◆ Carried out 1800+ operations for the NHS
- ◆ Moved Oncology Unit off site to protect Chemotherapy patients during Covid-19
- ◆ Continued delivery of children's services throughout
- ◆ Staff demonstrating a 'Can do' and 'We will' attitude every day
- ◆ Great feedback from the patients we looked after



I am proud to work with such an amazing team who've given their all to enable our local NHS trust to deliver an extensive surgical service throughout the pandemic.



Justine Hillier,  
Matron

## Voice of the Customer score

# 98%

Are likely to recommend our hospital to friends and family if they need similar care or treatment

# 95%

Patient satisfaction with their experience at our hospital

# Haywards Heath Hospital

## About the hospital

Situated close to the main line train station, Nuffield Health Haywards Heath Hospital has become an established part of the local community, providing first class private consultant led healthcare. We offer a vast range of medical, surgical and diagnostic services.

All of our staff are highly trained in providing clinically effective health care on an individual basis, with an overall aim of creating a caring environment that encourages swift recovery. Our hospital offers 26 bedrooms, three theatres along with eight consulting rooms, a minor ops suite and 3T MRI. We are proud to be the first hospital in Sussex to offer robotic-assisted surgery for patients requiring knee replacement surgery, which complements our specialist focus on orthopaedics, along with spinal and gynaecology.



## Highlights

- ◆ Robotic-assisted surgery for patients requiring knee replacements
- ◆ 3T Magnetic Resonance Imaging (MRI) scanner offering higher quality images than industry standard
- ◆ Over 100 members of our staff are dementia friends
- ◆ Private GP specialising in Women's Health services
- ◆ Winner of the 2018 Sussex Business Awards for Customer Service



We have an experienced, dedicated and caring team throughout the hospital, all of whom are committed to delivering the very best quality care and therefore ensuring a unique patient experience.



Kathi Jackman,  
Matron

## Voice of the Customer score

# 98%

Are likely to recommend our hospital to friends and family if they need similar care or treatment

# 95%

Patient satisfaction with their experience at our hospital



# Hereford Hospital

## About the hospital

Nuffield Health Hereford Hospital is situated half a mile from the city centre and is a modern hospital offering exceptional private healthcare to the community, both within and beyond Herefordshire.

Offering a vast range of first-class medical and surgical services performed by expert consultants, our specialisms include ophthalmology, orthopaedics and cosmetic surgery.

Access to our own X-ray services including CT and MRI provides the hospital with a first rate diagnostic service.

We're constantly investing in new facilities. We've recently refurbished our day care suite and opened our new mammography unit. We take pride in the high standards of care and treatment our patients receive.

## Highlights

- ◆ CQC rate our hospital as good with our Care score being outstanding
- ◆ Recognised for its excellent orthopaedic procedures
- ◆ A wide array of surgical specialities catered for including plastics, podiatry, gynaecology, general surgery and orthopaedics
- ◆ Diagnostic services including access to CT and MRI



Nuffield Health Hereford are honoured to deliver exceptional care; care that is safe, effective, caring and responsive. Care that is patient centered, delivered by talented, well trained, motivated and compassionate individuals working together as an effective team.

Martin Tippet,  
Matron

## Voice of the Customer score

# 99%

Are likely to recommend our hospital to friends and family if they need similar care or treatment

# 97%

Patient satisfaction with their experience at our hospital

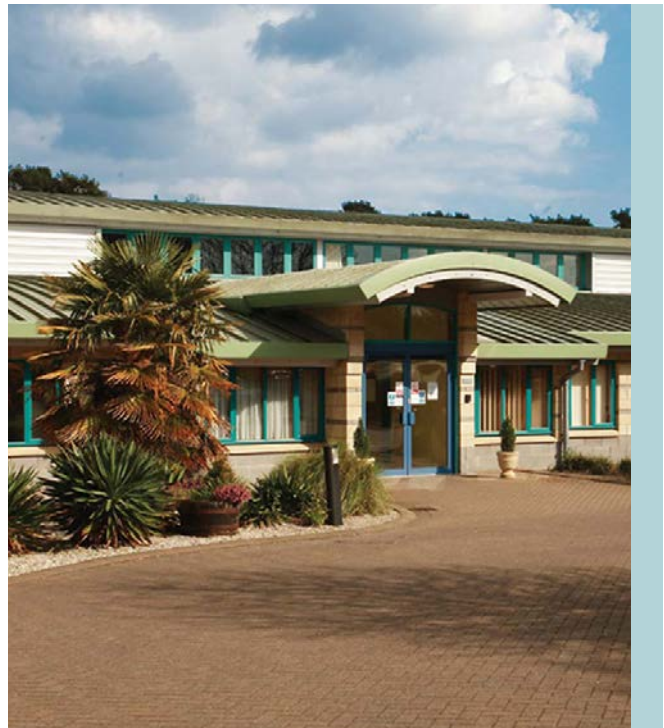
# Ipswich Hospital

## About the hospital

Nuffield Health Ipswich Hospital opened in 1997 and is an established part of the local community. The hospital was purpose built on the site of a former sanatorium and is set in 19 acres of private woodland.

We're the only purely private healthcare provider in East Anglia. We offer our patients the highest levels of service and comfort within a calm and welcoming environment. The majority of our bedrooms have patio doors with access to the gardens with woodland views.

Nuffield Health Ipswich Hospital is an acute hospital with 35 bedrooms all with ensuite facilities and over 100 consultants providing private practice within a range of specialties, with access to specialist medical treatments and equipment for surgery, diagnostics and medical services.



## Highlights

- ◆ East Anglia's only purely private healthcare provider
- ◆ Dedicated and enthusiastic staff with one of the highest levels of retention across the group
- ◆ We have worked with five schools delivering six SWAP programmes reaching close to 250 children



“Matron-led care is at the heart of the hospital's approach to ensure all patients are treated as individuals with dignity and respect. Our staff's enthusiasm and commitment are our greatest strength.”



Sam Bower,  
Matron

## Voice of the Customer score

98%

Are likely to recommend our hospital to friends and family if they need similar care or treatment

95%

Patient satisfaction with their experience at our hospital

# Leeds Hospital

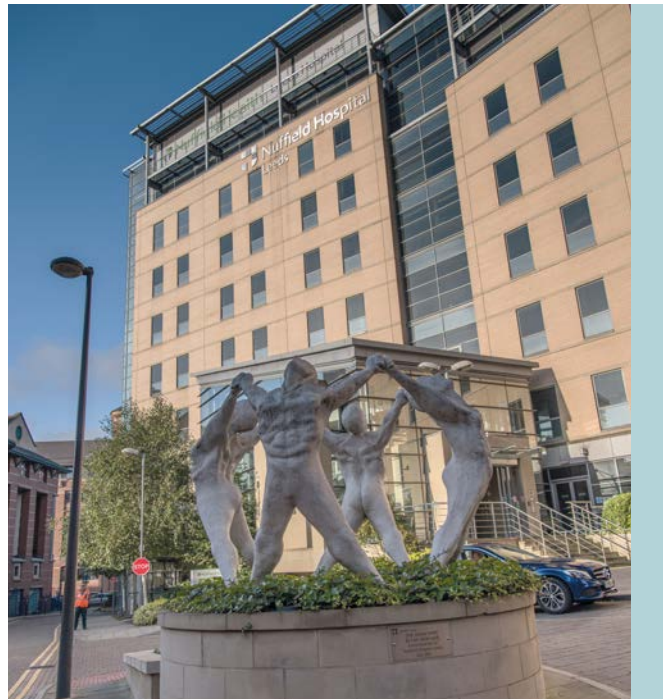
## About the hospital

We are Yorkshire's largest private hospital, based in the heart of Leeds city centre and have been inspected and rated as Outstanding by the CQC. We deliver complex surgery such as cardiac, spinal and neurosurgery, due to the backing of our Critical Care Unit, alongside specialities more traditional to a private hospital including orthopaedics, women's and men's health, sports injury and cosmetic surgery.

We have 80 patient bedrooms, eight Critical Care beds, six operating theatres and an interventional suite (for cardiology, neuro and vascular procedures). We offer a full range of diagnostics onsite including CT, MRI, mammography and X-ray. Our patients are cared for by a highly experienced team of staff and consultants, ensuring excellent patient care.

## Highlights

- ◆ Inspected and rated Outstanding by the CQC
- ◆ Paediatric rooms and specialist staff delivering a quality service for our younger patients
- ◆ Investment in state-of-the-art technology including Mako® robotic-arm assisted surgery and spinal navigation
- ◆ Dementia friends training across the hospital
- ◆ Continued multi-million-pound investment to maximise patient safety, experience and comfort



“Our patients are our best ambassadors: ‘I do believe that all the staff at Nuffield Health treat you with the greatest respect. I felt really comfortable and relaxed during my stay. Well done to all the staff.’”



Sharon Robinson,  
Matron

Patient feedback

## Voice of the Customer score

# 100%

Are likely to recommend our hospital to friends and family if they need similar care or treatment

# 97%

Patient satisfaction with their experience at our hospital



# Leicester Hospital

## About the hospital

The original Nuffield Health Leicester Hospital in Leicestershire was founded in October 1970 and was known as 'The Leicester Clinic', but our present, larger site on Scraptoft Lane opened in 1990 to meet increased customer demand for our clinical services.

We have an excellent reputation for a wide range of elective surgery and treatments including orthopaedics, ear, nose and throat and general surgery.

We have 37 beds, two theatres, 14 consultation rooms, a minor ops suite and dedicated children's ward. We have a full range of diagnostics, including CT and MRI. Our hospital is part of the UK's leading healthcare charity, with matron-led care which is complemented by the most up to date technological equipment that supports the delivery of clinically effective healthcare.



## Highlights

- ◆ 120 of our staff are dementia friends
- ◆ Recently invested £4 million in a brand new MRI suite
- ◆ We are proud to be one of the UK centres hosting Superpath™
- ◆ Secure children's ward with a dedicated team of children's nurses and surgeons



Nuffield Health Leicester is one of the leading private hospitals in the East Midlands. Our dedicated team have been serving the community for over 50 years with award-winning healthcare.



Heather Wood,  
Matron

## Voice of the Customer score

# 99%

Are likely to recommend our hospital to friends and family if they need similar care or treatment

# 96%

Patient satisfaction with their experience at our hospital

# Newcastle upon Tyne Hospital

## About the hospital

Built in 1973 and set in the heart of Newcastle, our hospital has been providing outstanding private healthcare to people in the North East for over 40 years. We constantly invest in our modern hospital, providing first-class medical facilities and demanding exceptional standards of care. As a charity our aim is not only to provide quality healthcare, but to articulate and deliver community programmes and reinvest back into the hospital. In recent years we have spent over £1.5 million on state-of-the-art diagnostic equipment (MRI/CT).

Our facilities include: 16 outpatients consulting rooms including an ophthalmic suite, 28 residential patient bedrooms with ensuite facilities, 12 bed day case suite, three operating theatres plus Radiology, Pathology and Physiotherapy departments.



## Highlights

- ◆ Recent investment in unique niche services including capsule endoscopy and ALIF (anterior lumbar interbody fusion) spinal surgery
- ◆ Specialised laser technology - YAG Capsulotomy by our Eye Partnership Consultants to improve patient's vision
- ◆ Dementia friends training for our teams
- ◆ Private GP service offering regular appointments for varied health conditions



We pride ourselves on creating a friendly, caring environment with our committed staff providing treatment and care. Many of our staff have accrued long service awards with an accumulation of many of our staff contributing over 20-40 years of loyalty to the hospital.

Caren Morrison,  
Matron

## Voice of the Customer score

# 99%

Are likely to recommend our hospital to friends and family if they need similar care or treatment

# 96%

Patient satisfaction with their experience at our hospital

# North Staffordshire Hospital


## About the hospital

Nuffield Health North Staffordshire Hospital was opened in 1978 with funds raised by the local community. The hospital is now a modern purpose-built private healthcare facility with 39 onsite bedrooms. The hospital has three theatres, a busy out-patient department and offers physiotherapy, pathology and diagnostic imaging, along with inpatient services.

The hospital has an excellent reputation for clinical care, expertise and efficient friendly staff. The team provide a variety of services covering medical and surgical specialities including orthopaedic and oncology and have a diagnostic centre for CT and MRI scanning for rapid diagnostics. We have a well-established team of clinical and administrator staff who all make the hospital a safe and effective choice for patients, both locally and from further afield.



## Highlights

- ◆ Received overall 'Good' rating with outstanding in outpatients/ diagnostics in 2019 CQC inspection
- ◆ Gained Macmillan Quality environmental marker for excellence in oncology service: 
- ◆ Achieved JAG accreditation for endoscopy diagnostic services
- ◆ Consistently excellent patient satisfaction scores



Our hospital has a culture of excellence in patient care. We employ around 200 staff and 160 consultants who deliver a range of services. In 2019 we celebrated our 40th birthday - a very proud moment!



Viki Williams,  
Matron

## Voice of the Customer score

98%

Are likely to recommend our hospital to friends and family if they need similar care or treatment

96%

Patient satisfaction with their experience at our hospital



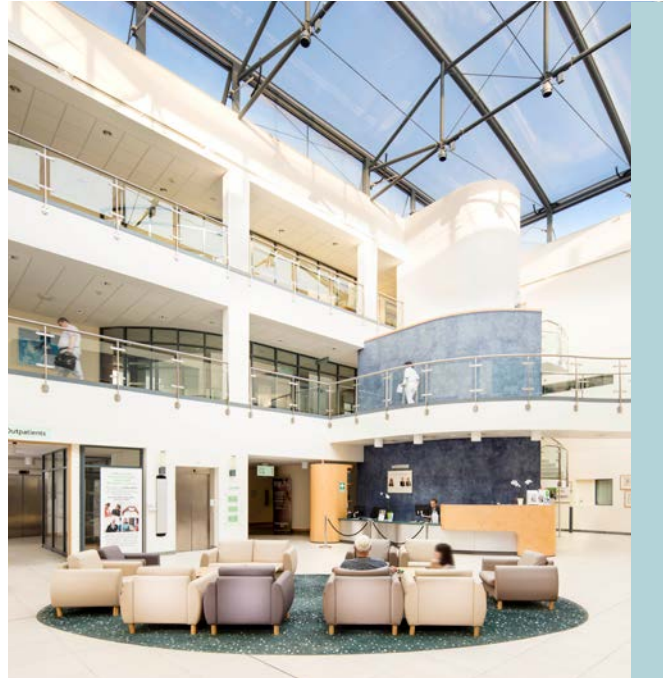
# Oxford, The Manor Hospital

## About the hospital

The Manor Hospital Oxford was purpose built and opened in 2004 and is managed by Nuffield Health, a not-for-profit organisation. It is the largest of 31 hospitals and has gained an international reputation for excellence offering patients a premium service in neurosurgery, cardiac care, orthopaedics, and oncology.

Facilities include six high-specification surgical theatres, cath lab, interventional radiology, 64 private ensuite bedrooms, supported by a four bedded intensive care unit and six bedded PACU. Dedicated to delivering safe and compassionate care. There are two minor procedure suites for day case and outpatient surgery, a radiology unit including mammography, ultrasound, MRI & CT.

Over 370 qualified medical staff have practising privileges drawn predominantly from substantive NHS positions within the Oxford region. Our consultants and staff take great pride in providing the finest medical and nursing care in a clean and comfortable environment.



## Highlights

- ◆ Our cancer services have been awarded the Macmillan Quality Environment Mark
- ◆ Dedicated CYP ward supported by specialist nurses
- ◆ In partnership with OUH, jointly ran their NHS TAVI service delivering significant numbers of procedures



“Our team work extremely hard to deliver high quality and compassionate care. We believe in treating patients the way we would like to be treated.”

Alison Jones,  
Matron

## Voice of the Customer score

98%

Are likely to recommend our hospital to friends and family if they need similar care or treatment

95%

Patient satisfaction with their experience at our hospital

# Plymouth Hospital

## About the hospital

Nuffield Health Plymouth Hospital has built an excellent reputation of providing first class clinical care since 1971. Our consultant delivered treatment and traditional matron-led nursing team provide 24-hour care that's tailored to your individual needs. We offer a wide range of surgical specialties with a special focus in the areas of orthopaedic surgery, ophthalmology, plastic surgery and diagnostic imaging.

Our hospital has a dedicated Infection Prevention Control Team ensuring the highest standard of cleanliness with extremely low infection rates. We take pride in our spotlessly clean rooms and maintaining the privacy and dignity of our patients at all times.

We have 40 beds and three theatres, along with outpatient consultation rooms, a minor ops suite and dedicated JAG accredited endoscopy unit. We offer a full range of diagnostics, including CT and MRI.



## Highlights

- ◆ JAG Accredited Endoscopy Service
- ◆ Dementia friendly hospital
- ◆ Many staff involved in delivering health and wellbeing sessions to local schools through SWAP
- ◆ Comprehensive surgical Recovery Plus Programme
- ◆ Strong links with Plymouth University Medical School, Radiology Academy and School of Nursing



At Nuffield Health Plymouth Hospital, we pride ourselves on the five-star service we provide for all our patients. High quality clinical services and care for patients is at the heart of all we do.



Shannon Oxenham,  
Matron

## Voice of the Customer score

# 99%

Are likely to recommend our hospital to friends and family if they need similar care or treatment

# 96%

Patient satisfaction with their experience at our hospital

# Shrewsbury Hospital

## About the hospital

Our Shrewsbury hospital is purpose built and well equipped with 30 ensuite bedrooms, three operating theatres, an endoscopy suite, and a comprehensive outpatient department which includes physiotherapy and diagnostic imaging. Our diagnostic suite includes X-ray, ultrasound, MRI and CT facilities. We specialise in the areas of orthopaedics, ophthalmology, cosmetic surgery and women's health.

We offer the most up to date medical treatments, combined with a warm welcome and a professional, caring service from our matron-led nursing team. We support staff and skill development, and all of our staff are highly trained in providing care on an individual basis, with an overall aim of creating an environment that enhances recovery and supports wellness.



## Highlights

- ◆ We have an impeccable safety record
- ◆ 36 of our staff are dementia friends
- ◆ In 2019 we had six SWAP champions who delivered our schools programme to over 300 pupils
- ◆ We pride ourselves on delivering a successful programme of monthly health education events to local corporates



“It’s an absolute pleasure to be the Matron at Nuffield Health Shrewsbury Hospital. Our teams flourish on making every patient’s experience a good one, which makes it a fabulous place to be.”



Leighann Sharp,  
Matron

## Voice of the Customer score

# 99%

Are likely to recommend our hospital to friends and family if they need similar care or treatment

# 97%

Patient satisfaction with their experience at our hospital



# Taunton Hospital

## About the hospital

Nuffield Health Taunton Hospital is one of the leading providers of private healthcare in the South West. We've built a reputation for clinical excellence and outstanding patient care over the last 46 years.

With three state-of-the-art Ultra Clean Air operating theatres and an endoscopy suite we offer a wide range of surgical services and treatments. We have 41 ensuite rooms and a Healthstyle suite that caters for some cosmetic, dermatology and procedures not requiring GA.

Our areas of specialty include orthopaedic and spinal surgery, ophthalmology, dermatology, general surgery and diagnostic imaging. Our highly experienced consultants and dedicated matron-led nursing team ensure patients receive the best care possible.



## Highlights

- ◆ Daily safety huddles introduced to create consistent, effective communication of key clinical and operational information
- ◆ Accredited with BSI ISO27001 certification for robust Information Governance processes
- ◆ 13 staff trained in mental health/emotional wellbeing to support all employees and patients
- ◆ BICS trained housekeeping team to provide outstanding cleanliness audit scores



Our Senior Management team are honoured to lead the delivery of exceptional care; care that is more than safe, effective, caring and responsive. Care that is patient centred and given by talented, compassionate individuals working together.



Carol Hardwicke,  
Matron

## Voice of the Customer score

# 98%

Are likely to recommend our hospital to friends and family if they need similar care or treatment

# 96%

Patient satisfaction with their experience at our hospital

# Tees Hospital

## About the hospital

Nuffield Health Tees Hospital is a leading provider of private healthcare in the North East, proudly serving Stockton-on-Tees, Darlington, Middlesbrough and the surrounding areas since 1981. Our friendly, well-equipped hospital has built a reputation for its outstanding levels of patient care. As a charity, we reinvest our profits into our facilities and services, ensuring every patient receives exceptional standards of care.

Specialist areas of treatment include orthopaedics, spinal surgery, vascular surgery, eye care and cosmetic surgery. In addition, we have a full range of diagnostics, including state-of-the-art mammography machine, CT and MRI. Patients can choose their own expert consultant who, along with our exceptional nursing team, will provide end-to-end treatment and support including any aftercare required.



## Highlights

- ◆ Immediate engagement with the local NHS Trust to respond to the COVID-19 crisis
- ◆ Positive patient feedback. A credit to the team for making the hospital safe and caring in a time where there was personal fear and anxiety
- ◆ Staff launched a fundraising campaign which raised over £5,500 for our local MIND charity
- ◆ Developing a volunteer gardening group in the grounds of the hospital to help with staff wellbeing



Tees has an impressively cohesive team exemplified by safely achieving our highest level of theatre utilisation ever, to treat our own and NHS patients, with some staff volunteering into differing roles to meet demands.



Maggie Harris,  
Matron

## Voice of the Customer score

# 99%

Are likely to recommend our hospital to friends and family if they need similar care or treatment

# 97%

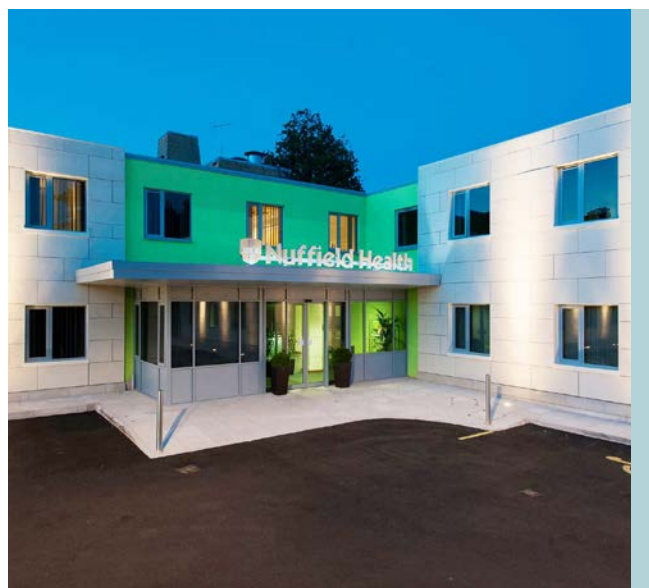
Patient satisfaction with their experience at our hospital

# Tunbridge Wells Hospital

## About the hospital

Nuffield Health Tunbridge Wells Hospital opened in 1968 from funds raised by the local community and we are now an established leader in providing private healthcare in the Kent region.

The hospital has built a strong reputation for providing the highest standards of clinical excellence. We work with industry-leading consultants to offer a wide range of services and treatments and have a special focus on orthopaedics, paediatric care, oncology, urology, general and cosmetic surgery. We have 38 inpatient beds (a six bedded paediatric unit) and a dedicated oncology suite. With Matron-led clinical standards in place, our team of experts take a personalised approach by getting to know every individual, so we can provide the best possible care and support now and in the future.



## Highlights

- ◆ Our cancer services have been awarded the Macmillan Quality Environment Mark
- ◆ We are an Orthopaedic centre of excellence with outcomes on National Joint Registry above the National average
- ◆ We have had no hospital acquired MRSA infections identified in 2017-2020
- ◆ We have a dedicated dementia friendly ward team



I think this testimonial highlights the quality of our patient care: ‘your nurse was caring, kind and approachable – I have had many operations over the years and she was one of the best nurses I have encountered’.



Jane Vince,  
Matron

## Voice of the Customer score

# 99%

Are likely to recommend our hospital to friends and family if they need similar care or treatment

# 96%

Patient satisfaction with their experience at our hospital



# Warwickshire Hospital

## About the hospital

Nuffield Health Warwickshire Hospital was originally the home of an Orthopaedic Surgeon. Redesigned, renovated and opened in 1981 as a private hospital and charitable trust, Nuffield Health assumed ownership in 1994. Serving Warwickshire, West Midlands and beyond, we have an excellent reputation for the delivery of a wide range of services and treatments.

With specialist focus on orthopaedics, spinal surgery, ophthalmology, diagnostic imaging and general surgery, we offer 41 ensuite patient bedrooms, three theatres, endoscopy theatre, 15 consultation rooms, minor operations suite and oncology unit. We have a full range of onsite support services including diagnostics with CT and MRI, physiotherapy and pharmacy. Highly trained staff provide clinically effective individual healthcare.



## Highlights

- ◆ Our endoscopy unit has been awarded JAG accreditation
- ◆ Three staff are trained as mental health First Aiders
- ◆ Seven staff are involved in the SWAP programme
- ◆ Our Children and Young People's services are rated 'Outstanding' by CQC
- ◆ Safe delivery of cancer chemotherapy by our oncology team continued uninterrupted throughout the pandemic



Our team here at Warwickshire are proudly supporting all three of our local NHS Trusts during Covid-19, ensuring that patients in our area have continued to be able to access the urgent surgery they need.

Lisa Porter,  
Acting Matron

## Voice of the Customer score

# 99%

Are likely to recommend our hospital to friends and family if they need similar care or treatment

# 96%

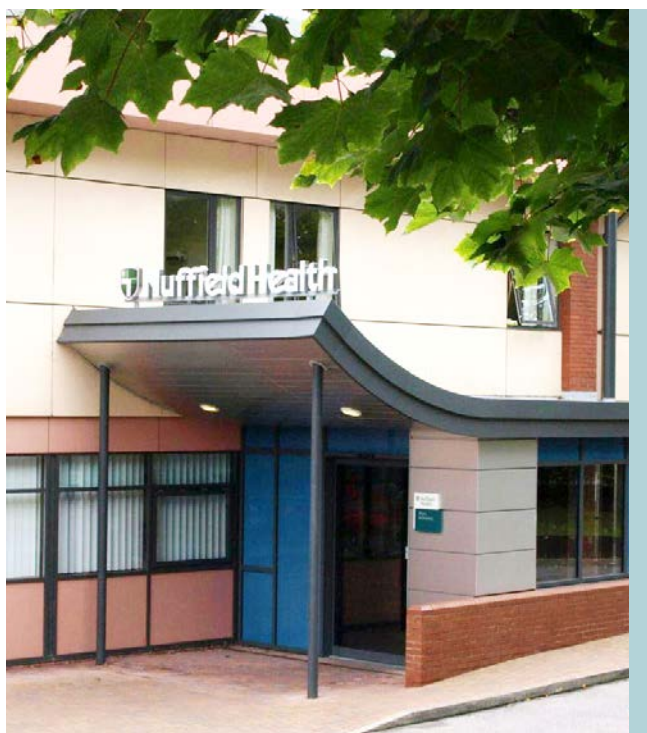
Patient satisfaction with their experience at our hospital

# Wessex Hospital

## About the hospital

Nuffield Health Wessex Hospital is a stunning 47 bedded private hospital in West Hampshire with specialisms in orthopaedics, ophthalmology, urology, women's health and spinal surgery. We have four modern theatres and an endoscopy suite. We have a large outpatient's department with 16 consulting rooms and specialist ophthalmology facilities. The hospital also benefits from having onsite radiology, pathology, physiotherapy and hydrotherapy so we can give our patients a complete package of care.

The hospital has recently invested in £1 million state-of-the-art robotic technology to enhance our orthopaedic hip and knee replacements. We also have the latest laser equipment for prostate and ureteric stone surgery, an integrated theatre for laparoscopic surgery and a modern ophthalmic suite including laser eye surgery.



## Highlights

- ◆ State-of-the-art technology including an integrated theatre for laparoscopic surgery, a Mako® robotic-arm for assisted orthopaedic surgery and a Holmium laser for non-invasive surgery to treat ureteric stones
- ◆ We house a large ophthalmology service to treat many conditions including laser eye surgery
- ◆ The hospital has an extensive physiotherapy department including a hydrotherapy pool



I work with a dedicated and passionate team to ensure all patients are treated as individuals, all aspects of patient care meet high clinical standards and the patient experience is safe and effective.

Mary Stringfellow,  
Matron

## Voice of the Customer score

# 99%

Are likely to recommend our hospital to friends and family if they need similar care or treatment

# 96%

Patient satisfaction with their experience at our hospital

# Woking Hospital

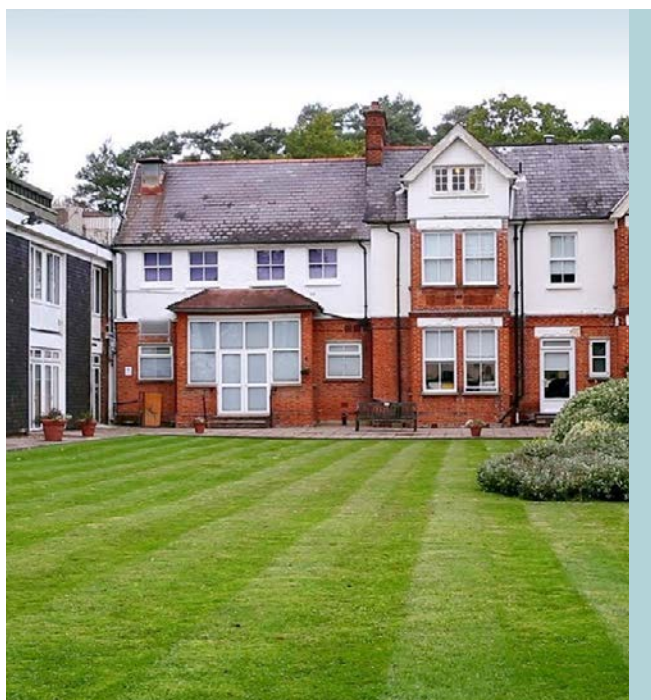
## About the hospital

Nuffield Health Woking Hospital, located in the leafy suburbs of West Surrey, opened in 1962. Over the last 50 years it has become an established part of the local community and one of the leading independent hospitals in the South East. We pride ourselves on providing exceptional standards of treatment and care in our state-of-the-art facilities, including two high specification theatres specifically designed to offer a full range of specialties.

Our areas of specialty include orthopaedic surgery, ophthalmology, gynaecology and breast care. Patients can choose their own dedicated consultant who, along with our team of matron-led nurses, will offer complete care and support tailored to their individual needs. We provide first-class hospitality including ensuite private rooms and freshly prepared meals to make every patient's stay as welcoming as possible.

## Highlights

- ◆ Non-interventional cardiology services
- ◆ One-stop-breast care clinic
- ◆ Rapid-access prostate screening service
- ◆ On site physiotherapy suite



There's nothing better than receiving patient feedback highlighting the excellent care the team provide: 'From outpatient, pre-assessment, front of house staff, ward staff and admission, to my discharge, I cannot fault the care I received'.



Carole Ingleby,  
Matron

Patient feedback

## Voice of the Customer score

# 99%

Are likely to recommend our hospital to friends and family if they need similar care or treatment

# 95%

Patient satisfaction with their experience at our hospital



# Wolverhampton Hospital

## About the hospital

Nuffield Health Wolverhampton Hospital originally opened its doors in 1978 and has established itself in the West Midlands as the leading provider of private healthcare with an excellent team of highly skilled consultants and Matron-led nursing staff.

The hospital is set in tranquil, mature grounds and has a fantastic reputation for providing a range of clinical services, such as orthopaedics, ophthalmology, oncology, ENT, gynaecology, urology, general surgery and breast surgery. There are two operating theatres, one of which has a laminar flow system, a minor ops treatment suite, 27 ensuite bedrooms and a purpose built Oncology suite. The hospital is also home to a full on-site diagnostic service as well as 10 outpatient consulting rooms.



## Highlights

- ◆ Nuffield Health Wolverhampton Hospital is JAG accredited
- ◆ Official Medical Partner of Wolverhampton Wanderers Football Club
- ◆ A full diagnostic provision on site, including MRI, CT, DXA, mammography, ultrasound and X-ray
- ◆ Purpose built oncology suite
- ◆ Proud supporter of the Covid-19 response



We provide a Matron-led clinical service where the patient is at the heart of everything we do. Our teams deliver care to meet individual needs and listening to the patient's voice helps us shape our pathways. This is a very important part of our hospital beliefs.

Sarah Brown,  
Matron

## Voice of the Customer score

# 99%

Are likely to recommend our hospital to friends and family if they need similar care or treatment

# 97%

Patient satisfaction with their experience at our hospital

# York Hospital

## About the hospital

Based in the Historic City of York Nuffield Health York Hospital is one of the leading providers of private healthcare to the residents of York, as well as the Towns and communities of North Yorkshire.

The Hospital opened in 2004 following a move from our previous site in the heart of York, transforming the former Nestle Factory dining hall into a modern 41 bedded Hospital, three theatres ambulatory unit and diagnostic suite.

Further investment has included the installation of an onsite MRI unit and the refurbishment of our outpatient facilities. We pride ourselves on the patient care that we deliver and this is reflected in our last CQC inspection which rated us Good across all of the standards.



## Highlights

- ◆ Delivered our SWAP schools programme to over 40 children
- ◆ Launched our education programme to deliver free CPD training to local healthcare professionals and engaged with 317 individuals with amazing feedback regarding our cutting-edge approach to contact and interaction
- ◆ Developing an innovative partnership with our local GP practice for an outpatient eating disorders treatment programme, led by one of our Consultant Psychologists



Our dedicated team at York Hospital is always looking at innovative ways to improve the healthcare needs of the local community which makes it an exciting and rewarding place to work.



Sally Pank,  
Matron

## Voice of the Customer score

98%

Are likely to recommend our hospital to friends and family if they need similar care or treatment

95%

Patient satisfaction with their experience at our hospital

## Contact and registered office details

**Address:**

Nuffield Health  
Epsom Gateway  
Ashley Avenue  
Epsom  
Surrey KT18 5AL

**Telephone:**

0300 123 6200

**Online:**

[www.nuffieldhealth.com](http://www.nuffieldhealth.com)  
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[Twitter.com/nuffieldhealth](https://Twitter.com/nuffieldhealth)  
[Instagram.com/nuffield.health](https://Instagram.com/nuffield.health)  
[YouTube.com/nuffieldhealthtv](https://YouTube.com/nuffieldhealthtv)

**Nuffield Health Registered Office:**

Epsom Gateway, Ashley Avenue, Epsom, Surrey KT18 5AL.  
A registered Charity Number 205533 (England and Wales),  
a Charity Registered Number SCO41793 (Scotland) and  
a Company Limited by Guarantee. Registered in England  
Company No 00576970.

All our hospitals in England, and those clinics delivering regulated activities, are registered with the Care Quality Commission. Our hospital in Glasgow is registered with Healthcare Improvement Scotland and our hospital and clinic in Cardiff are registered with Healthcare Inspectorate Wales.

