

CORPORATE HEALTH BULLETIN

THE **PRINCESS GRACE** HOSPITAL

The Wellington Hospital

London Bridge Hospital

THE **LISTER** HOSPITAL
chelsea

The **Portland Hospital**
for Women and Children

THE **HARLEY STREET CLINIC**



London's top employers shape the future of private healthcare

Corporate Health Bulletin is published by the London Hospitals of HCA – one of the world's largest healthcare providers. In the UK we offer expert clinical care at six leading London hospitals; The Harley Street Clinic; The Lister Hospital; The Portland Hospital for Women and Children; London Bridge Hospital; The Princess Grace Hospital and The Wellington Hospital.

As a significant provider of private healthcare in London to the corporate sector, we are committed to developing new services and products and to sharing these ideas with the organisations we work with.

We hope you find this news bulletin valuable and interesting and would welcome any feedback

Thank you for your interest.



John Kausch,
CEO, HCA International

Earlier this year HCA International asked benefits managers of some of London's largest employers to tell us what they thought about private healthcare services. The results showed that whilst premiums are a major factor, it is not a case of premium at any cost. Expectations for service are high and in a growing climate of social responsibility, the quality and level of care for the individual is moving up the agenda.

Here are some of the insights:

Cost and employee value

Not surprisingly, all companies are looking to manage costs but for many this should not be at the expense of the quality of care. Almost half of the organisations surveyed were interested in policies that promised wider access to premium hospitals and consultants. Likewise, companies with a conscientious approach to social responsibility are likely to invest in a wider range of health benefits.

Good service means no complaints

The measure of good service is the 'lack of complaints from employees' and in general the managers we surveyed are happy to leave claims and questions in the hands of their insurer. But there is some interest in knowing more about the benefits of private hospitals.

The Big Grey Area

The biggest problem with current health policies is the lack of distinction between chronic and acute. Described as the 'big grey area', typical examples included rehabilitation such as physio and follow-up screenings for cancer patients. Many respondents felt there was room for improvement with terminology, but also scope and availability of chronic care packages.

Future benefits

Preventative treatments are also in demand, with some companies now implementing their own programmes, their interest fuelled



by awareness campaigns such as obesity and early detection of cancers.

Most major employers are already offering occupational health benefits. The list is long and varied, from sports clinics and stress - counselling to private GPs.

Although few companies claim to get involved in the choice of hospital, it is generally agreed that the main reason for 'going private' is to reduce the waiting time. But there is also an expectation that private hospitals will have access to latest technologies and this could impact on speed and effectiveness of treatments.

Appointment clinics close to workplace and one-stop services

Amongst companies surveyed, there was a definite interest in locally based clinics and services that could deliver healthcare more efficiently. There is also a strong interest in Centres of Excellence for treatment of major diseases such as cancer and cardiac.

"I was denied access to a new cardiac scan on the grounds that it was experimental. I waited six months for the NHS to do the scan and was diagnosed with a potentially life-threatening condition requiring immediate surgery".

A clearing bank benefits manager.

A hand picked basket of services

It is clear that major companies are setting the pace when it comes to the healthcare of their employees. They are topping up their private medical insurance with a hand picked basket of services tailored to the healthcare requirements of their own organisation and workforce – where they can choose the time, place and quality of delivery.

A full copy of our research report 'Private Medical Insurance – A Corporate Perspective' is available from: raj.vasudevan@hcahealthcare.co.uk

"We had an employee with a heart condition who needs tests once a year, but the policy would only cover the initial test. The company has paid for this directly."

A benefits co-ordinator – multi-national company

TOP NEWS

EXCITING DEVELOPMENT IN CLINICAL TECHNOLOGY

NEW LONDON PROSTATE CENTRE GETS FIRST DA VINCI ROBOTIC SURGICAL SYSTEM IN THE PRIVATE SECTOR.

A DOUBLE UK FIRST FOR CANCER TREATMENTS

For full story see over



Speedy diagnosis in Docklands

HCA Docklands Healthcare centre in Canary Wharf provides businesses with fast access to the highest quality diagnosis and treatment facilities available.



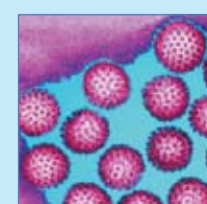
Men's health

London's latest treatment centre for male cancers; new facilities for cardiac screening and how Canary Wharf is meeting the needs of a middle-aged male workforce.



HCA TV premier

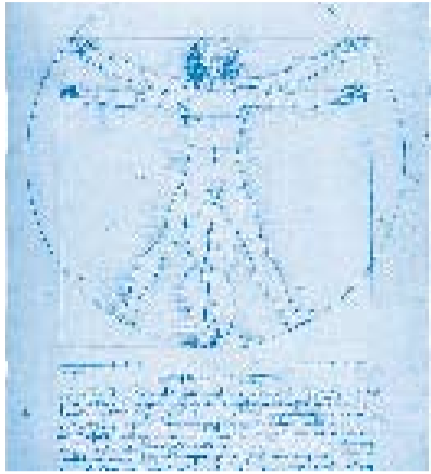
HCA hospitals feature in a new TV series showing on BBC2 this month. 'The Private Life of Harley Street' shows some of the serious and delicate procedures carried out on a daily basis.



Beating the superbugs

MRSA rates in HCA hospitals are 40 times less than in London NHS hospitals. Rosemary Hittinger of the Wellington Hospital explains why.

Da Vinci heralds launch of Prostate Centre



The Princess Grace Hospital this month launches a specialist one-stop Prostate Centre to offer some of the latest prostate cancer treatments in the world. The clinic is staffed by 10 urologists, and specialist nurses as well as premier imaging equipment and the full complement of prostate treatments and technologies available – including the new Da Vinci robotic surgical system.

After a consultation the patient has total choice over the treatments available, and their choice of surgeon. Patients will also benefit from the expertise of the other HCA international hospitals within this field, which form part of the London Cancer Group, being able to utilise any clinical trials, specialist knowledge and technology they also have to offer.

Sue Smith, CEO of the Princess Grace Hospital says, "Our Prostate Centre is about offering patients choice, flexibility and the confidence that they have access to the best medical expertise available. We are using new non-invasive procedures, such as the Da Vinci robot, to dramatically reduce treatment times, but we can support this with access to oncology, screening and expert nursing care – all of which will increase quality and speed of recovery."

First Da Vinci robot in private sector

One of the newest and exciting developments in clinical technology, The Da Vinci robotic surgical system, has been installed at The Princess Grace Hospital this summer, providing consultants with the most advanced technology for minimally invasive surgery. Smaller incisions and more precise surgical movements results in minimal blood loss, reduced tissue damage and less post operative pain. The result is faster recovery time and reduced risk of impotence.

In some cases, a patient can even return to work within a couple of days – previously a week in hospital with enforced recuperation of at least five to six weeks was required.

The other London Cancer Group hospitals, namely The Lister Hospital, The Wellington Hospital, London Bridge Hospital and The Harley Street Clinic, also all dedicate large amounts of time and money to research, training and technology for the treatment of prostate cancer. As a result treatments now available are highly successful, relatively painless and as uninvasive as possible. Between them they complement top specialists in prostate care and the full range of high technology applications available for both benign and malignant prostates.

▶ If you would like more information about this service, please contact our hospitals on the numbers below.

Prostate cancer facts

According to an Everyman survey; Prostate cancer kills one man every hour in the UK, and alarmingly only 19% of men regularly check themselves for testicular cancer. If the disease is caught early on however, the forecast is good with a treatment success rate of 99%.

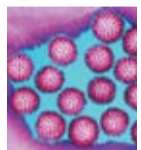


Research News: The heart of London

As a result of a pioneering research trial conducted at The Wellington Hospital, private and NHS patients are now being offered a new ECP process which is unique to this hospital. ECP assists patients with end stage heart failure to live a near normal life, including a return to work. After positive trials, the unit has success rates exceeding 80%. The treatment is now being recognised by major insurers.

Infection control

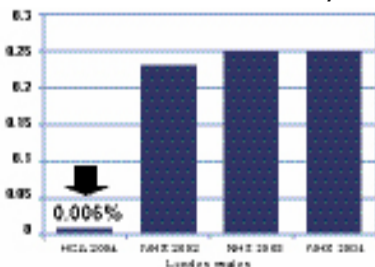
MRSA rates in HCA hospitals are 40 times less than in the London NHS hospitals (see chart below of data taken from January to June 2004).



Rosemary Hittinger, Group Director of Clinical Governance for HCA International explains why this is the case.

'Private hospitals in general put much more money and effort into infection control. They are stricter on identifying high risk patients, monitoring MRSA levels, and undertake very vigorous cleaning regimes to prevent any spread of MRSA. Also as each patient has their own room the chance of patient cross contamination is vastly reduced'

Hospital Acquired Infections (MRSA bacteraemias/1000 bed days)



A speedy diagnosis for Docklands



From the research undertaken, we found that having clinics in close proximity to the offices was seen as a huge benefit to employers and staff. In response the HCA set up a Docklands Healthcare centre in Canary Wharf to provide businesses in Canary Wharf with fast access to the highest quality diagnosis and treatment facilities available. This enables staff to begin their treatment faster and get back to work quicker than ever before. It is the only health centre of its kind in the Canary Wharf complex and also includes a state of the art centre for dentistry and GP's on site.

People working and living in the area can undergo tests and treatment at short notice without having to travel into central London. They also have the benefit of the expertise of senior consultants from London's teaching hospitals. The £3 million centre is equipped with an MRI scanner, ultrasound, mammography and a general x-ray room and is supported by the nearby London Bridge Hospital.

With the Docklands Centre on their doorstep, employees at Canary Wharf can receive treatment at Docklands Healthcare during the working day and then, if they wish, can continue their treatment nearer to home at weekends or out of working hours during the week.

HEALTHCARE AT WORK



David Fendley is Head of Personnel at Canary Wharf Group plc.

CANARY WHARF GROUP PLC

The Canary Wharf Group employs 750 staff of which 80% are male and 32% are 50 or over. Here he talks about his company's attitude to the health of their workforce.

Why do you offer private healthcare?

We have always had a very paternalistic culture – right from the year dot. It is more than just absence management, we see it as the very minimum we should be doing to take care of our workforce.

What other initiatives do you undertake to keep your workforce healthy?

We have a health centre and provide one-off services, like providing access to emergency treatment such as counsellors. In recent month we've also run Quit Smoking Days and a Stress Awareness Week where we had doctors and occupational health specialists on hand to provide advice and guidance. We set up separate rooms for these events and attendance is fantastic – 'tickets' go like hot cakes so it must be what people want.

Flu vaccinations for all of our staff are organised annually, there's subsidised membership of a couple of gyms and we also get actively involved in 'Canary Wharf-life', which includes various sports and fund-raising activities.

Do you have any specific requirements for your health cover at Canary Wharf?

Because of the age of our workforce we do face some potentially challenging issues in the next few years. Firstly, with the new Age Discrimination Act just around the corner, we will have to decide how we deal with the fact that our policies don't cover employees who are over 60 years old! This is a big factor for us as in the next few years almost a quarter of our workforce could fall into this category.

The second requirement is for cover for pre-existing and chronic conditions, such as arthritis – at present our policies don't allow for these. We use PPP for private cover and are very happy with the service we receive, but we do take a big responsibility for our employee's health so I am always looking for new ideas.

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