

# 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**



## Stroke and Rehab the facts

To: All employees

Subject: CEO

I am sorry to inform you all that our CEO suffered a major stroke on Friday evening... completely unexpected and we have no knowledge of when, or if, he will return to work...



There are at least two major banks in the City who have had to write a similar email in the last 12 months. Thanks to our new scheme at The Wellington Hospital's world-renowned Neurological Rehabilitation Unit, your company can now prepare for the unexpected.

- Each year 10,000 people under the age of 55 suffer a stroke – *1,000 of these are under the age of 30*
- Strokes don't have to be a one-way ticket. There are many cases of patients *making an almost complete return to life as it was before*
- The UK has been criticised for providing the worst stroke provision in Europe according to a recent report published in the BMJ (Markus H. Improving the outcome of stroke. British Medical Journal 2007; 335:359-360)

- The recovery process depends on two key factors; the immediate care given within the first 24 hours and then the subsequent rehabilitation treatment
- *Neurological rehabilitation is highly specialist* and is provided by a dedicated multidisciplinary team. There is limited provision in the UK by international standards
- The Neurological Rehabilitation Unit at The Wellington Hospital is the largest of its kind in the UK and *no other private hospital offers a similar facility*

### Stroke units save lives

This month, The Wellington Hospital has launched a new scheme to allow employers fast access to highly specialist neurological rehabilitation for their employees.

A patient's recovery is usually complex and can require the input of up to eight different medical disciplines.

The average treatment lasts six weeks and falls outside the scope of most standard PMI policies.

The new corporate scheme provides a special treatment rate and is designed to complement any coverage that your PMI provider may offer. The Wellington Hospital is discussing this further with all major intermediaries and advisers.

The scheme ensures that your employees can start vital treatment quickly without compromising recovery or causing any distress to patients and their families.

To find out more about the scheme you can contact the commercial team on 020 7616 4848

### Case study

#### A fight for survival

You don't expect to have a stroke when you are perfectly fit and just over 50. But that's exactly what happened to the Chief Operating Officer of a major clearing bank when, just before Christmas last year, he found himself fighting for survival after a severe stroke.

*"I was extremely lucky to have regained my mental faculties, but two weeks after it happened I could hardly stand up, let alone walk."*

*Within hours of arriving at The Wellington Neuro Rehab Unit we had begun work with physiotherapists and I began with their help and encouragement to work on my first goal. Within days I wanted to be able to walk – just 20 yards or so but I was determined.*

*My wife and I were treated as part of the team. We set my goals and almost every day I could see progress. Everything was tailored for me – they challenged me constantly. It was very hard, with up to six therapy sessions a day, but I was well looked after psychologically and because my personal motivation was so high, it worked!*

*I was so glad to get back to work. I thrive on my job – it's almost therapeutic although I did find it difficult for the first couple of weeks.*

*30% of stroke victims die. I was very lucky and not least because of the care I experienced at The Wellington."*

Based on a true story, names withheld.



Now you can have an MRI scan, sitting up during your lunch hour...

thanks to a new scanner specially designed for knees, joints below the shoulder and feet (within clinical restrictions) and other extremities. The scanner, which is quieter than previous models, is ideal for those who are claustrophobic as you don't need to lie inside the machine. Recently installed at 31 Old Broad Street Outpatients' Centre in EC2N, the extremity MRI can be used for the diagnosis of a variety of conditions affecting the joints. For an appointment or for further information please contact 020 7496 3531.

Main image credit: ALFRED PASIEKA / SCIENCE PHOTO LIBRARY

We have recently published a new guide to our HCA hospitals in London with useful contact information for appointments at any of our hospitals as well as emergency treatment at our Urgent Care Centre at The Princess Grace Hospital.

If you would like copies of this guide to distribute to your employees, please contact us. We would also be delighted to send you vouchers for complimentary healthcare screens and use of our Urgent Care Centre.



Our latest quality outcome data has just been released and we are pleased to announce that we continue to exceed national standards across the board, from the lowest MRSA infection rates to the highest cardiac surgery survival rates.

We will shortly send you a copy of our Quality Report, and please do contact us on: [enquiries@hcamarketing.co.uk](mailto:enquiries@hcamarketing.co.uk)



# In safe hands

Across our hospitals we regularly undertake complex surgery for life-threatening conditions and we want our patients to feel reassured that we have the intensive care facilities to care for them if something goes wrong.

- One in every nine beds at HCA is designated exclusively for critical care. This is the highest proportion in the private sector in the UK and also rivals many NHS hospitals
- This includes six special care baby beds at The Portland Hospital and a 12-bed intensive care unit for babies and children at The Harley Street Clinic

- Our survival rates in intensive care are close to five times higher than the expected rates. This is based on an external audit of intensive care across the UK called the ICNARC study
- Our intensive care units are staffed by a team of doctors and nurses who specialise in intensive care and supervised by intensivists – many of whom are from London teaching hospitals
- The team operates 24/7, with resident doctors and nurses supported by constant on-call consultants, specialists, anaesthetists and medical support teams such as radiologists and physiotherapists. This is the same as any major NHS hospital



“ If you're a heart patient in London Bridge Hospital you have everything you need; care of a top consultant in a critical care set-up. However sick you are there's virtually no reason why you would ever need to be transferred to another hospital. ”

Sharon Stringer, Deputy Outpatient Manager,  
London Bridge Hospital

## Heart attacks down by 75% in patients, thanks to new nursing system

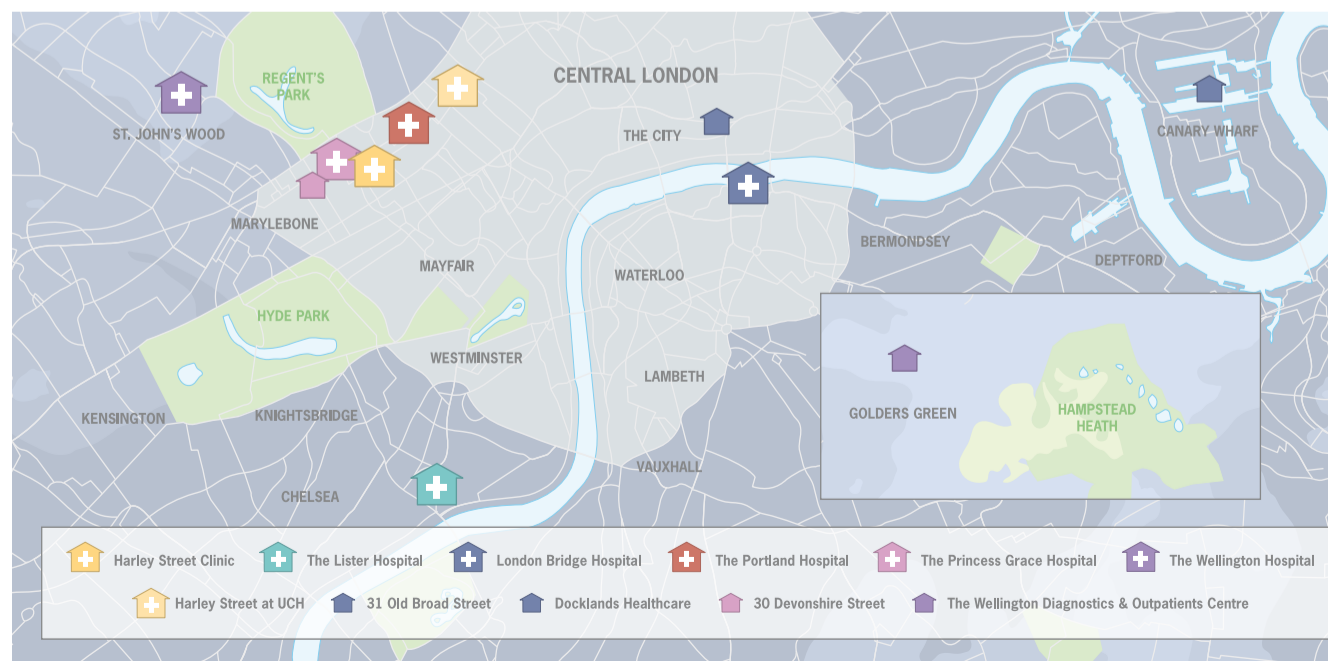
The adoption of a revolutionary nursing system (Modified Early Warning System - MEWS) by nurses at The Wellington Hospital in 2005 had a dramatic effect on the number of patients suffering cardiac arrests. The system works by using a scoring system for patients' standard observations which detects very early signs of change in condition and triggers early intervention of a senior nurse or doctor.

The results have shown a consistent reduction in cardiac arrest over two years and MEWS has subsequently been introduced to all HCA hospitals. It is also being used as a national benchmark for best practice within the medical profession.

## Centres of Excellence

3 of our hospitals have been awarded 'Cardiac Centres of Excellence' status....

This is judged against various criteria for management of acute cardiac conditions and is widely recognised in the USA, where more than 100 hospitals have achieved this status. The Harley Street Clinic, London Bridge Hospital and The Wellington Hospital have also been listed on the Healthcare Commissions cardiac portal website for cardiac surgery outcomes in London. <http://heartsurgery.healthcarecommission.org.uk>



## Chris joins the team

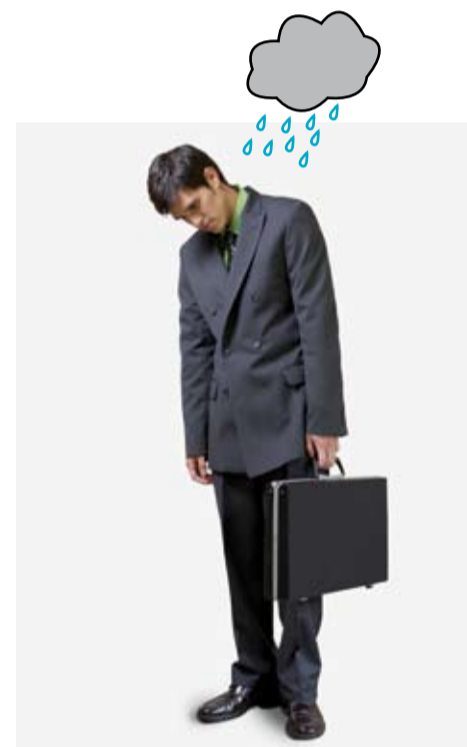
Chris Adams has joined HCA as Commercial Director following 12 years at BUPA where he held various roles including business development, finance and healthcare purchasing.



Chris says, "I'm keen to develop HCA's relationships with our corporate clients and brokers so that we can develop a wider range of services and solutions that support you.

*Service businesses, particularly in London, are built around the quality of their people and providing good quality healthcare is more than just about keeping people productive; it's a way of showing how much you value them.*

HCA is uniquely positioned to provide hospital and diagnostic services to London employers through our network of six hospitals and four diagnostic and specialist treatment centres."



## Staff feeling a little under the weather?

Introducing the card that will really 'perk them up'

Employers wishing to add something extra to their healthcare scheme can sign up their employees for Platinum Choice. This unique bundle of special privileges gives employees the VIP treatment at any of our hospitals and includes chauffeur service to hospital, free accommodation for family members and discounts off self-pay treatments such as cosmetic surgery and maternity care.

It's all delivered through your existing PMI scheme, so you get all these extra benefits without any extra hassle.

To find out more about the scheme you can contact the commercial team on 020 7616 4848

