

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**



New resource launched to support PMI decision makers

Over the next three years, more than 30 new cancer drugs could be licensed in the UK, and more in the later stages of trial may start to be offered to private patients before they are available within the NHS.

"The expectations and demands of the 21st century mean people cannot afford long periods of illness that compromise their ability to continue their daily lives."

As the capital's only private hospital group specialising in acute and serious diseases such as cancer, our policy is to be the first to offer these treatments to our patients. This is one of the reasons why we achieve some of the UK's highest survival rates for cancer and cardiac surgery.

However, we are also aware that researching these treatments and assessing their benefits has become one of the biggest challenges facing private medical insurers, health benefits advisers and corporate HR teams.

"It's possible to evaluate the benefits of these treatments using methodologies such as Quality Adjusted Life Years. But when cancer strikes, statistics are largely meaningless to an individual patient. Naturally it seems unfair to not have access to the latest treatments."

The Directory of New Drugs and Procedures

is our attempt to make more information easily available to everyone who needs it. It's a fast and up-to-date reference for everything that is new. If anyone wants to know more about a particular drug or technology, we have included contact details for an appropriate expert within HCA.

HCA Commercial Director, Chris Adams, comments, "Frequently, we are asked by employers and health benefits advisers to provide more information about a particular drug or treatment. Often, all they have is the name, but they have to make recommendations as to why it should be funded. It's also important to understand more about cancer as it is now considered in the UK as falling within the scope of the Disability Discrimination Act."

"I've spent the last two months trying to find out what monoclonal antibodies are and why we should be funding them for our staff."

"Inevitably, these treatments come with a price tag. But it's important to consider the benefit side of the equation: improved diagnosis and earlier, more effective treatment; faster recovery; shorter hospital stays; fewer appointments; lower risk of recurrence and, ultimately, an improved chance of survival."

"This is an excellent, reliable and time-saving resource for anyone who has to manage a claims fund."

The latest drugs and treatments in private healthcare

Emergency treatment

If you don't fancy waiting in line for treatment, we have London's only private walk-in accident and emergency centre that is based here at **The Princess Grace Hospital** (near to Baker Street tube).

We can treat most things from broken limbs to chest pains, you get to see a doctor within ten minutes of arriving and any tests or scans can usually be done there and then within the hospital's extensive diagnostic unit.

Take a note of this number **020 7908 2144** or visit **urgentcarecentre.co.uk** to view our new TV commercial and we'll send you out a handy fridge magnet as a reminder.

If you are a member of our Platinum Choice scheme then your colleagues are entitled to 50% off the initial consultation fee (£100) for just £2 per person per year, with unlimited usage. Please note that over 1,000 employees need to be enrolled to benefit from this scheme. The Urgent Care Centre is open 8am to 10pm, 365 days a year.



Our rooms get a clean bill of health!

Of course we expect our hospitals to be spotless, but it's nice to know that our patients think they are too. Here are the results from our latest patient satisfaction survey:

Cleanliness of your room	97.6%
Cleanliness of your bathroom	97.4%
Cleanliness of other hospital areas	98.1%

Shows percentage of patients rating good to excellent in HCA hospitals for 2007.

MP3 baby scans for mums-to-be

The Portland Hospital launches new Maternal and Fetal Wellbeing Centre

The old-fashioned baby scan print-out is a thing of the past, as **The Portland Hospital** offers a new service where mums-to-be can download a 3D or 4D video of their unborn baby to their MP3 player or mobile phone. This innovative technology is being used at **The Portland Hospital's** new Maternal and Fetal Wellbeing Centre. The new Centre is a one stop shop for mums-to-be where they will find the widest breadth of private maternal and fetal medical services available in the UK all under the same roof. Throughout their time at **The Portland Hospital**, women can choose to have midwife or consultant-led care during their pregnancy.

Special delivery Corporate rates at London's leading private maternity hospital

The Portland Hospital offers a scheme for London-based businesses who want to offer their employees the facilities of a private birth. This can be offered as a self-pay benefit under our Platinum Choice private health scheme, or we can tailor a scheme to the individual needs of the employer. For details please call **020 7616 4880**.

How we care - focus on nursing and midwifery



Colin Boakes, Group Director of Quality Support Services, answers questions about the quality of our nursing care.

Do nurses in private hospitals have the same qualifications as in the NHS?

Yes. All of our nurses and midwives are registered and many are graduates who have completed additional professional training programmes in their specialist area of practice. When appointing clinical staff we always follow stringent selection criteria in order to ensure that we employ the very best people who are committed to providing the high standards of care we expect.

We also employ nursing assistants, all of whom must have an NVQ (National Vocational Qualification at Level 3 in Health and Social Care), or be willing to study for one within our in-house NVQ Assessment Centre, before they can work in our hospitals or clinics. Some of them go on to complete their nurse training through our 'skills escalator' programme and then return to work as registered nurses or midwives.

Do you train your own nurses at HCA?

Yes. We work in partnership with Thames Valley University to provide nursing education programmes up to degree level. Nursing staff who qualified at diploma level, can now study part-time for the HCA Nursing and Midwifery degree at the university which is funded by us. The programme has been developed specifically for nurses and midwives working in our hospitals. A specific focus for clinical education is risk management: for example, all nurses and midwives must pass a mandatory medication safety training programme every two years, without which they cannot administer medicines to patients before undergoing further training.

Do you have the same nurses at weekends and nights?

Yes. Most of our nurses and midwives work evening, weekend and night shifts as part of their preferred work pattern. Due to the acute nature of our work, HCA hospitals provide services 24 hours a day, 7 days a week and our clinical workforce supports that requirement.

Are all your nurses employed by HCA?

Almost 1,000 nurses and midwives are employed by us on either a full-time or part-time basis. We also have 100 'Bureau Nurses' who are permanent HCA staff but who are available to work across all of our hospitals at short notice, depending on demand.

How do you monitor the quality of care provided by your nurses?

We have developed a clinical audit initiative called 'Aspects of Care' which is the HCA tailored version of the Department of Health 'Essence of Care' programme. This allows us to continuously monitor the quality of care across all of our hospitals using a range of measurements which are benchmarked between individual wards and hospitals in order to learn from the best. As the programme title suggests, 'Aspects of Care' involves continuous audit of even the most basic but essential elements of care such as the accurate recording of patient observations and fluid balance, which can have a big impact on clinical care.

Do you recruit from outside the UK?

Yes, but the vast majority of our nurses are recruited within the UK. We recognise that the quality and competence of many nurses from countries around the world is very high, and we welcome their applications too.

How do you cope at times of extra demand?

We have a temporary staffing bank of almost 1,000 nurses and midwives who work flexibly across all of our hospitals as demand dictates. We only engage agency nurses and midwives in exceptional circumstances and as such, their use represents less than ten per cent of our nursing workforce compared to 25-40% in the NHS.



Claire Johnson works as the Lead Cancer Nurse in our specialist cancer unit at University College Hospital, **Harley Street at UCH**.

"HCA follows the North London Cancer Care Network Guidelines for Cancer Care which sets out the optimum team structure and qualifications for our specialist nurses.

It recommends we have multi-disciplinary teams including a clinical specialist which we are committed to providing for our patients. A Clinical Nurse Specialist has several years' experience in a cancer-related discipline, such as medical oncology or palliative care. Our Clinical Nurse Specialists also have to have achieved, or be working towards, a Masters degree or advanced practitioner qualification in a related area."

Quick results

Thanks to our investment in cutting edge technology, **London Bridge Hospital** is able to offer rapid access MRI scanning at 31 Old Broad Street and Docklands Healthcare.

With four scanners between the sites, excessive waiting is a thing of the past. The latest Extremity scanner at 31 Old Broad Street offers same-day access for imaging of hands, elbows and wrists, whilst the whole body scanners at 31 Old Broad Street and Docklands Healthcare offer appointments for routine MRI scanning within 48 hours*.

Additionally, the **London Bridge Hospital** site is about to launch a Saturday morning service.

Every patient will receive a CD of their examination and the consultant radiologist's report is produced within 24 hours.

*All bookings must be accompanied by a GP request form.

How do we score?

The **Princess Grace Hospital** in Marylebone is piloting a new scheme to monitor the success of hip and knee surgery. The Oxford Hip and Knee score system is a nationally recognised scheme that compares patients' mobility, function and overall quality of life in the months before and after surgery.

After the pilot study we intend to roll out the system to each of our five hospitals that undertake orthopaedic surgery. We recognise how important it is to monitor all aspects of a patients' recovery both during and after their stay at our hospitals and this year our quality outcome measurement programme has been extended to include childbirth and breast cancer.

In our hospitals during 2007, we had 0 infections for patients receiving knee replacements and less than half of one per cent incidence for those receiving hip replacements.



TOP 100

The **Wellington Hospital** and **London Bridge Hospital** have been voted into the top 100 places for nurses to work in the UK. Each year The Nursing Times invites nurses to complete a questionnaire covering all aspects of their work and support mechanisms at their respective hospitals.

Want to know more about us?

Visit hcaplatinumchoice.co.uk for information about our exclusive corporate healthcare privileges.

Call Chris Adams, Commercial Director, on **020 7616 4880** for advice about any aspects of private healthcare and treatments in London.

Come to our next seminar

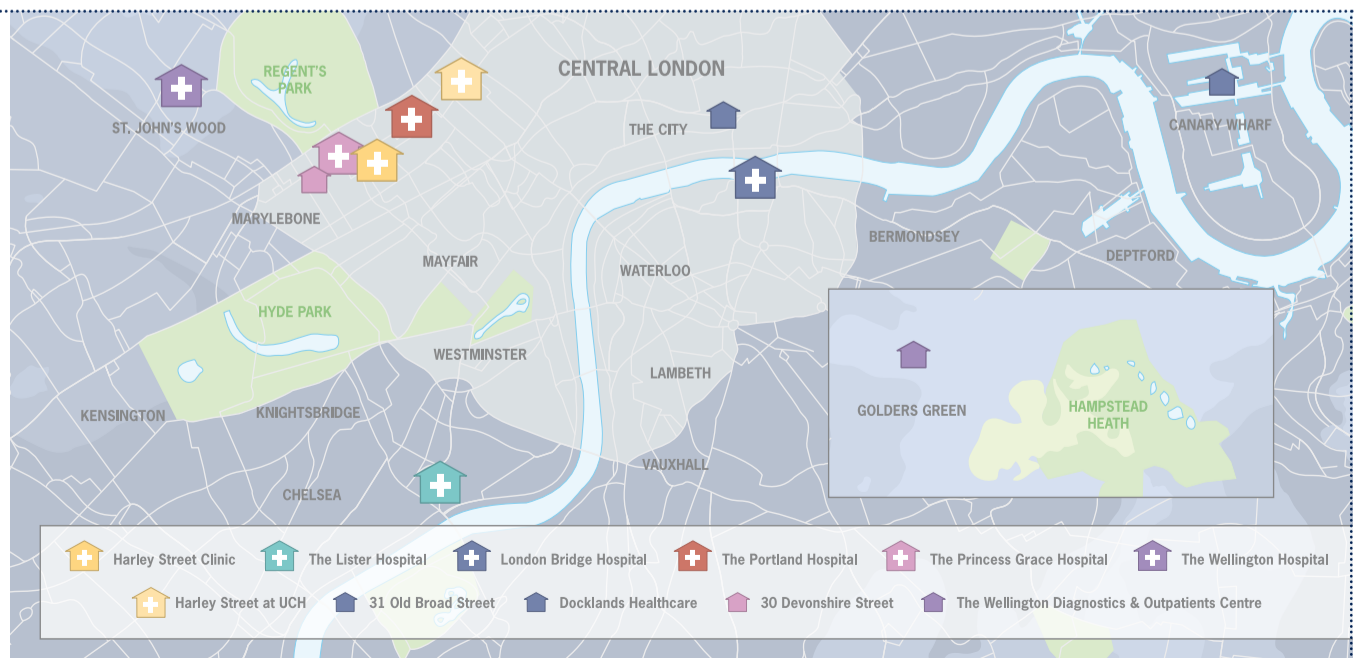
Cardiac disease, early diagnosis and new treatments

We have two guest speakers; a leading cardiologist who will talk about new treatment techniques and a motivational guest speaker from the RFU specialising in motivating high performing teams. Optional tours of the hospital will also be available. Breakfast is provided.

Date: May 14th 2008 Time: 8.15am - 9.30am

Location: London Bridge Hospital Boardroom.

To book your place, please contact: chris.adams@hcahealthcare.co.uk.



For more information about our hospitals visit www.hcahospitals.co.uk or call HCA Connect on **020 7079 4344**