



Nuffield Health

YOUR COMPLETE HEALTH NETWORK





YOUR COMPLETE HEALTH NETWORK

Today's world is more interconnected than it has ever been. Access to the things that matter is easier and more immediate than at any time in the past. Take healthcare. From being disjointed and incomplete, it can now be joined-up, continuous and holistic.

Now you can have a **complete network of services and treatments** at your disposal – and right at the centre of it is Nuffield Health.

YOUR CONNECTION TO HEALTH

Founded in 1957 as a healthcare enterprise, we gave people the freedom to choose. Five decades later, in 2007, we set out a bold new vision of 'joined up' health with end-to-end provision.

Nuffield Health takes a unique approach to improving health in the UK, through traditional healthcare, fitness and wellbeing services, business, and digital and social platforms, we are building a national network of health and wellbeing services to connect with every aspect of life which contributes to the health and wellbeing of the UK population.

We believe that prevention is as important as cure. We unite services across the health landscape, thereby improving and maintaining health, containing the risk of illness and disease, and providing diagnosis and treatment when it is needed.

As a not-for-profit healthcare organisation, all surplus finance is reinvested back into the organisation to benefit the health of our customers. As part of this process, we continually invest in the latest technology, equipment and infrastructure to continue delivering the highest standards of care and support.

Today, Nuffield Health has more than 10,000 health experts providing medical, wellbeing and fitness services to patients, consumers and employers through our complete health network.



OUR APPROACH TO YOU

The dedication we have is mirrored in everything we do. Whether it's our attitude towards you, or our determination to challenge tradition and always search for a better way to do things. Not only reactive but proactive. Not just treating illness but promoting fitness.

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We're pioneers and game changers with an **enterprising** drive and an unrelenting desire to stay abreast of social, commercial, economic and cultural developments – delivering change not just for change's sake, but for the better.

P

We're **passionate** about our people and their abilities. About the quality and level of care we provide – and about our desire to achieve and maintain professional excellence. In 2013 in excess of 33,000 hospital patients were surveyed and 98% of respondents rated the overall care they had received as "excellent" or "very good".

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We're a not for profit organisation, so we're fully **independent**. Any surplus we make is reinvested for your benefit. This means we can take the long-term view to become more innovative and develop better solutions.

C

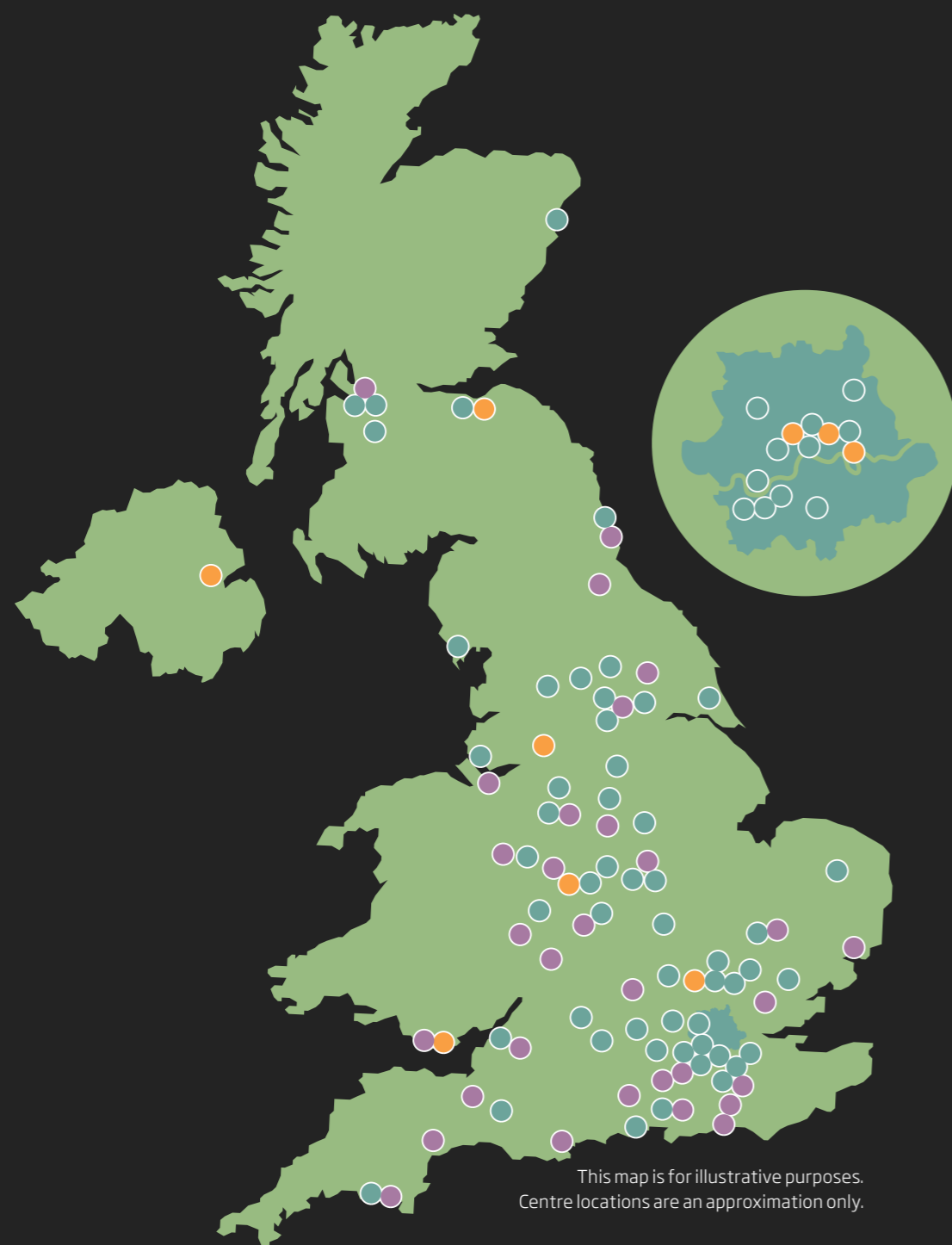
Most of all, we're **caring**. We'll always put your care before any commercial gain. Your health, fitness, wellbeing and happiness are the driving force of everything we do. Our desire to work with you to improve your health is there 24/7, 365 days a year.

Our attitude isn't merely excellent – **it's epic!**



IN 2013 IN EXCESS OF 33,000 HOSPITAL PATIENTS WERE SURVEYED AND 98% OF RESPONDENTS RATED THE OVERALL CARE THEY HAD RECEIVED AS "EXCELLENT" OR "VERY GOOD".





Hospitals
 Fitness & Wellbeing Centres
 Medical Centres

This map is for illustrative purposes.
Centre locations are an approximation only.



OUR GROWING HEALTH NETWORK

Wherever you are, we're never far away. We are building a network of health and wellbeing services to connect with every aspect of life which contributes to the health and wellbeing of the UK population.

Whatever medical, wellbeing or fitness help you need, our experts can provide the right treatment, personalised advice or the best exercise regime. We deliver our vision of 'joined-up' healthcare through our 31 hospitals, 75 Fitness & Wellbeing Centres, 41 Medical Centres (both integrated and standalone) and 202 Corporate Fitness & Wellbeing Centres.

In addition, we work with over 6,000 consultants and 2,000 Accredited & Governed Physiotherapists. This gives you an idea of the sheer scale of the facilities and professional skills on your side.

We all value good health. Whatever age we are, whatever walk of life we come from. That's why looking after it isn't merely important, it's essential.



OUR INVESTMENT IN YOUR FUTURE HEALTH

We're unique. Independent. Innovative. And we're fully committed to transforming and improving the healthcare landscape. We support investment in healthcare services in the UK – that's why we launched the Nuffield Health Bond.

The Bond, a five-year fixed term product, proved so popular with investors that it raised £18.6 million – surpassing our initial target of £15 million and enabling us to make significant investments in health and wellbeing services across the country.

More than 1,300 individuals invested in it, demonstrating the trust our customers and staff have in the Nuffield Health brand.

Our not-for-profit status means that surplus money is reinvested – and our balance sheet is one of the strongest in the sector. So we're well-placed to invest in and explore innovative sources of funding to promote our vision of 21st century healthcare.



“Not only will Bond investors get a competitive return – they will also be helping us raise money to achieve our mission of making a real difference to the future of healthcare in this country.”

David Mobbs, Group Chief Executive, Nuffield Health



THE BOND, A FIVE-YEAR FIXED TERM PRODUCT, PROVED SO POPULAR WITH INVESTORS THAT IT **RAISED £18.6 MILLION – SURPASSING OUR INITIAL TARGET OF £15 MILLION** AND ENABLING US TO MAKE SIGNIFICANT INVESTMENTS IN HEALTH AND WELLBEING SERVICES ACROSS THE COUNTRY.



**'CONTACT CENTRE OF THE YEAR' AWARD IN THE LONDON AND
SOUTH EAST CONTACT CENTRE FORUM ANNUAL AWARDS**



300,000 CHANCES TO MAKE A DIFFERENCE

Our Contact Centres deal with over 300,000 calls a year, focusing on the quality of the call, rather than the length. We want people to have the same great experience whether they talk to us on the phone or visit us in person.

What's important is that we achieve a high standard not only in delivering customer service but that the people who deliver it are happy and motivated.

We encourage personal development of all our employees and in 2013, 79% of the leavers from the contact centre joined other areas of the business, including HR and IT, and the majority of our Team Leaders have been appointed via internal promotions.

We are ahead of the majority of Contact Centres in implementing a home-working model of such significant size and scope resulting in positive improvements in productivity and quality. We manage our communications to our home-workers so that they remain an integral part of the team.

We're proud to have won the 'Contact Centre of the Year' award in the London and South East Contact Centre Forum Annual Awards.





NUFFIELD HEALTH WORKS WITH **OVER HALF**
OF THE FTSE 100 COMPANIES AND HELPS TO MAINTAIN A HEALTHY
WORKFORCE FOR OVER **1,600 BUSINESSES** ACROSS THE UK

YOUR COMPLETE HEALTH NETWORK TO KEEP YOU ACTIVE





CREATING A CULTURE OF WELLBEING

Workplaces can be hugely important in helping to promote a culture of wellbeing. People spend a lot of time at work and employers are beginning to understand the role they can play in maintaining a healthy workforce.

WE'RE WORKING HARDER TO MAKE YOUR WORKPLACE HEALTHIER

Nuffield Health is firmly established as Britain's leading provider of corporate wellbeing solutions. Our approach looks to encourage the creation of workplace wellbeing strategies that provide the infrastructure and opportunities for working environments to become the healthiest that they possibly can be.

We help to maintain a healthy workforce for over 1,600 businesses across the country, working with over half of the FTSE 100 and 40% of FTSE 250.

Nuffield Health designs and delivers a variety of wellbeing solutions for different businesses, from health checks and on-site health clinics with specialist staff, such as GPs and nutritionists to physiotherapy services.

Research has also shown that wellbeing initiatives can help to reduce not just absenteeism but also presenteeism. Workplace wellbeing services can help employees stay healthier, avoid lengthy sickness absences and carry out their roles to the best of their ability.

Winner, Best Provider of Workplace Wellbeing Services 2013 - Health Insurance Awards

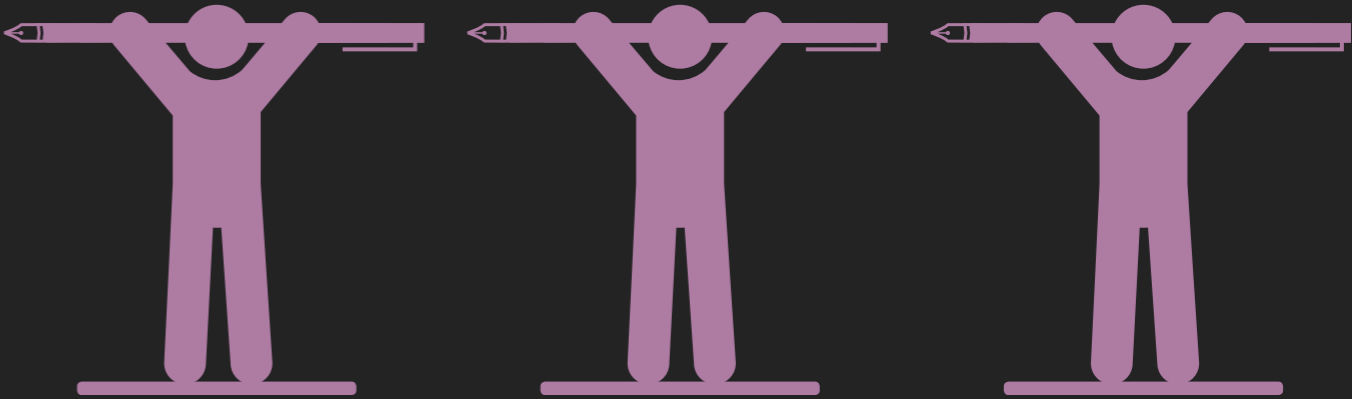


HELPING YOU STAY FIT AT WORK

Workplaces can be hugely influential in promoting lifestyle behavioural change. With the number of days spent in the workplace, having a Nuffield Health facility on hand, to use whenever you want, allows people to step directly from work into health.

Nuffield Health currently operates 202 Corporate Fitness & Wellbeing centres in organisations throughout the UK and serves over 113,000 members.

The fully integrated health programme is not merely spaces with equipment, but bespoke facilities with engaging fitness classes, the finest health experts, and a personalised plan for every member.



PEOPLE ARE **THREE TIMES MORE LIKELY** TO EXERCISE
IF THEY HAVE FITNESS FACILITIES AT WORK.





“TAKING THAT FIRST STEP TO CHANGE THINGS, ESPECIALLY WHEN IT CONCERNS YOUR HEALTH CAN BE DAUNTING.”

“But it can also be the most fundamentally rewarding move you can make. Our Health Assessments help people take control – and keep control – of their health, fitness and wellbeing. Knowledge is power and this knowledge is very powerful indeed.”

Jonathan Byrd, Director of Primary and Preventative Health

WE PERFORMED 90,000 HEALTH ASSESSMENTS IN 2013

Our health assessments focus on the early detection and diagnosis of disease together with the identification of health risks. Our integrated referral pathways ensure that treatment and care are quickly and conveniently available when needed.



We have learned that your health and wellbeing needs to be monitored over a period of time, not just a point in time. That's why our Health Assessments now integrate with Nuffield HealthScore™, our clinically validated, online and mobile app. The data from these assessments can now automatically connect to your HealthScore profile, so you can look up your score and tell how your lifestyle is affecting your health and wellbeing anytime, anywhere.

It's just one way that we have evolved our support into an integrated ongoing process – because our care doesn't stop at the end of the Assessment. We're with our customers every step of the way to improved health and fitness.

7 OUT OF 10 PATIENTS GET BETTER IN 5 SESSIONS OR LESS

At Nuffield Health we're passionate about physiotherapy. Because of this, we provide a full range of treatments, from short courses that speed up recovery, to long-term rehabilitation if you have a serious injury or surgery.

In 2013 we launched the UK's first online physiotherapy portal with the functionality to allow you to get rapid treatment, in the most convenient location. Early prevention is the difference between a fast resolution and a prolonged course of treatment, with many injuries worsening when left untreated. A highly experienced triage team also means you can benefit from self-management where appropriate, eliminating the need for face-to-face treatment. This gives you the freedom and power to be proactively involved in your own treatment. Our physiotherapy treatments are so popular that we performed over 467,000 sessions in 2013.

"I had sessions for five weeks and now my knees are brilliant!"

"I had been having problems with my knees and I went to the doctor who told me there wasn't much I could do and it was just a problem that comes with age. I'd seen signs at the gym advertising physiotherapy for joint ache relief so I booked in for an appointment.

"I had sessions for five weeks and now my knees are brilliant! I still get twinges on stairs and things like that but before it got to the point where I wasn't able to walk. To get that ability back is brilliant, particularly as I'm a keen walker, I really couldn't be more chuffed."

Jill Cross, 71

Member, Nuffield Health Fitness and Wellbeing Centre, Farnham



"WITHOUT SEEING THE NUFFIELD HEALTH PHYSIOTHERAPIST, I REALLY DON'T KNOW HOW I WOULD HAVE COPEd"

"My back pain started when I was about 16, when I began working in a pub. I was on my feet all day, and after a fall at work where I tore the muscles in my knee, I began to experience terrible back pain. I then went on to qualify as a British Gas engineer, and I found that after days of heavy lifting, it would become progressively worse.

"I had to take a week off work at least 3 or 4 times, I relied daily on deep heat and pain killers and sometimes I couldn't even get out of bed. British Gas realised this was hugely affecting me and referred me to a Nuffield Health physiotherapist and I've just finished a year's worth of treatment.

As my pain can only be managed and unfortunately not fixed, I've seen him every month or so and since visiting the physiotherapist, I'm no longer reliant on short term fixes, my posture has improved, I'm much stronger and I've not had to take a day of sick leave yet – an absolute result for both me and my employer."

Leanne Nicole, 25, from Walthamstow, London



“NUFFIELD HEALTH’S EXPERTISE HAS HAD A VERY POSITIVE IMPACT ON OUR STUDENTS AND MEMBERS OF OUR COMMUNITY.”

“The investments we made together have enabled us to offer a great timetable of fitness classes, access to the best equipment and the opportunity to work with experts in health and fitness.”

Kath Chard, Business Manager, Midhurst Rother College, West Sussex

VISITING MORE THAN 100 SCHOOLS, COLLEGES AND UNIVERSITIES

When the organisers of London 2012 promised to inspire a generation we were inspired too. So in 2013 we visited more than 100 schools, colleges and universities to help them create or refurbish fitness suites for young people. And within a year we had opened 18 new education partnerships with an overall investment from us of over £700,000 in new equipment and facilities.



Young people in education gain improved health and wellbeing that impacts on every aspect of their lives – especially their ability to learn. Schools and colleges gain a professionally managed sports and fitness facility. And the community gains access to quality facilities open to the public out of school hours.

We’ve been so inspired that we’re now working on projects for 2014, 2015 and beyond.





31 HOSPITALS



WITH 1342 BEDS



AND 123 OPERATING THEATRES

YOUR COMPLETE HEALTH NETWORK TO **KEEP YOU WELL**





YOUR COMPLETE HEALTH NETWORK TO KEEP YOU WELL

Quality of life. Those three simple words sum us up. Our hospitals aim to get people fit and healthy so they can enjoy a good quality of life back in their own homes.

WE'D LIKE YOU TO FEEL **AT HOME** WITH US

Our state-of-the-art equipment, expert doctors and consultants, caring nurses and matrons are all dedicated to the care and wellbeing of each and every patient. In 2013 we treated over 450,000 patients in our 31 hospitals, helping them get fit and healthy and stay that way.



We're trusted by thousands. In 2013, procedures carried out by our hospitals included:

- 51,300 orthopaedic procedures, reducing pain and increasing mobility
- 29,500 general surgical procedures
- 16,300 ophthalmic procedures improving sight
- 52,800 MRI scans.

We're proud of that trust and we work hard to ensure that every individual is treated with respect, dignity and above all the best possible care.



WHY OUR WAY OF CARING IS A BETTER WAY

We believe that top-quality nursing care is vital for the wellbeing of our hospital patients. And we believe that matrons are best-placed to support and lead our nursing staff as they put our patients first.

- Our new initiative, the Nuffield Way of Caring, further empowers our matrons in their leadership and caring roles. Developed by all 31 of our matrons, the Nuffield Way of Caring has redefined the role of matrons, blending the traditional caring role with the contemporary leadership and clinical skills required in a 21st century healthcare environment.
- The Nuffield Way of Caring is based on evidence, best practice and innovation. It enables our matrons to provide leadership to every member of our nursing teams, producing a workforce absolutely committed to patient care, life-long learning and professional development.
- Combined with the clinical expertise of our doctors and consultants, it's a powerful mix.



NUFFIELD HEALTH IS COMMITTED TO DEVISING AND IMPLEMENTING INITIATIVES WHICH WILL IMPROVE THE QUALITY OF THE CARE WE PROVIDE.

Patients receive focussed individualised and holistic care, based on evidence, best practice and innovation. Involving people and treating them with compassion, kindness, dignity and respect are fundamental to our values and this caring approach is seen throughout our workforce and across the Hospital and Wellbeing divisions.

The Nuffield Health Promise

Our all-inclusive prices are guaranteed.

We will meet any comparable price*.

There are no time limits on your aftercare**.



*Not including private patient units at NHS hospitals. Local area defined as within 15 miles of the Nuffield Health hospital. We will match against written quotes only. Promise is valid for patients paying for themselves. **Where possible, we promise to assist you to receive any follow up advice, treatment or care that is clinically required from your Consultant for as long as you may require it. If a prosthesis is used as part of your treatment this is guaranteed for the manufacturer's official lifetime of that prosthesis. "Clinically required" indicates where further intervention and/or monitoring of a patient's condition is deemed necessary as a direct result of surgical intervention.

WHY WE'RE THERE FOR AS LONG AS YOU NEED US

We're determined to break new ground and provide truly innovative initiatives that put patients first. The Nuffield Promise does just that.

The Nuffield Promise is our pledge that there will be no time limits placed on the follow-up care patients may require after elective surgery. We will be there for you as long as you need us, not just the 28 days offered by others.

And that's not all – we also provide a guarantee that the package you sign up to will be totally transparent with no hidden surprises. We'll also match the costs of any like-for-like treatment offered by another private provider in the area.

We can do this because our unique situation as a not-for-profit organisation means we do not have to structure the organisation around investors.



"We are absolutely confident that our levels of services are second-to-none and this is simply our quality guarantee to our patients."

KP Doyle,
Deputy Group CEO & Managing Director, Hospitals

THE BEST CARE FROM THE BEST CONSULTANTS

We want to offer the best possible care – and that means combining the best facilities with the best people. We're proud that our highly experienced consultants are leaders in their fields and our patients can be reassured that they are in expert hands from their initial consultation, through treatment and surgery and any aftercare they may need.

In our recent Nuffield Health Consultant Opinion Survey 2013, two thirds of consultants prefer treating patients at Nuffield Health compared to our competitors. 87% also said that the staff at our hospitals made them want to work for Nuffield Health.

“I enjoy working at the Nuffield Tees because it has very high standards of care for my patients. It is a very happy working environment with a dedicated team. The feedback from my patients is always exceedingly positive about the care they have received.”

Manoj Krishna, Consultant Spinal Surgeon



“I HAD AN AMAZING RECOVERY FOLLOWING SPINAL SURGERY”

“I was out walking my dogs on a cold and icy day when an over-friendly dog knocked into me and sent me crashing down. I landed hard and flicked my head back sharply. I thought I hadn't broken any bones but later that evening the pain started in my shoulder, arm and hand, and my legs ached. The pain was intense and difficult to deal with.

“I saw a physiotherapist, who helped a lot with the pain initially but the injury was obviously getting worse and I now had headaches to contend with, too. My physio said I should visit a spinal surgeon, and recommended Mr Krishna who put me at ease straight away and arranged an MRI scan of my lower back which showed a damaged disc that could be fixed by surgery.

“Surgery terrified me but the care and reassurance I had from everyone at the Nuffield Tees hospital was fantastic. When I woke up I had no pain in my legs – it felt wonderful. I was home two days after surgery.

“Twelve weeks later I had surgery to fix my neck. Again, the care I received was brilliant and I went home the day after my operation with arms that felt normal and no headache! I feel very, very fortunate to have met and been cared for by Mr Krishna. Thank you so much.”

Sally Howe, patient at Nuffield Health Tees Hospital

GIVING YOUR RECOVERY OUR RECOVERY PLUS TREATMENT

At Nuffield Health we've always known that the better we support you after an operation, the quicker and better your recovery will be. That's why we created our Recovery Plus programme.

It's our continued commitment to joined-up healthcare and with it, we can support you post-surgery at our Wellbeing Centres, with a range of exercises and physiotherapy to aid your recovery.

It's a 12-week rehabilitation programme when you've had surgery and finished your formal rehabilitation. Physiotherapy-led, it takes place at a Fitness and Wellbeing Centre close to the hospital where your surgery was performed. Recovery Plus is the first programme of its kind in the UK and surgeons tell us that not only does it improve a patient's experience, but it improves recovery rates too. The professionals at our Wellbeing Centres will monitor your progress, ensuring that the care pathway doesn't stop when you leave hospital. It's our way of giving you the best post-operative care and giving you back your quality of life as quickly as possible.

Just 14 weeks after my hip replacement I was able to run a mile

"I had a total hip replacement at a Nuffield Hospital. They offered me a recovery programme at the Nuffield Wellbeing Centre where I had an interview with Wellbeing Personal Trainer Lucy Bevan. My programme involved the treadmill, bicycle and some physiotherapy exercises while Lucy monitored my progress. My aim was to run again and the results have been tremendous. Just 14 weeks after my hip replacement I was able to run a mile."

Gerard Hughes, Recovery Plus patient



"NUFFIELD HEALTH HAS COMPLETELY LINKED UP MY RECOVERY"

"I had a total knee replacement at the Nuffield Health Leicester Hospital followed by physiotherapy and then support from Nadir, my Wellbeing Personal Trainer at my local Fitness Centre.

"I started on the cycle machine and used it to bend my knee more and more. I also used the treadmill and core work with the gym balls. But my major goal was to go back to rowing. One of the problems with getting into a rowing boat is it is so low down. Before my surgery I had difficulty getting in or out so couldn't participate, but now I can just step straight in and balance as well. Thanks to the recovery plus programme I can start rowing again.

"Prior to my operation I couldn't exercise because of the pain. The physios tell me that it can take up to 12 months before people are completely pain-free after a knee replacement but within a few weeks I had no pain at all. Not only that, my resting heart rate has improved, too.

"My surgeon is happy with my progress and Recovery Plus has been pivotal in my return to health.

"From the operation to the physio to the gym, my experience of Nuffield Health is that it is completely linked all the way through my recovery. It has been fantastic."

Stuart Ward, Recovery Plus patient



“OUR AIM IS FOR THE PATIENT TO TAKE HOME A SINGLE HEALTHY BABY.”

Caroline Lewis, Assisted Conception Services Manager, Nuffield Health Woking Hospital

HELPING YOU TO GROW YOUR FAMILY

It's more than 30 years since the UK's first test-tube baby was born and in that time thousands of families have benefited from assisted conception. However, the joy of successful fertility treatment can come with the health risks associated with multiple pregnancy.

This has led the Human Fertilisation and Embryo Authority to set a target reducing UK IVF multiple birth rates to 10%.

Despite initial concerns that reducing the rate would compromise a patient's chances of becoming pregnant, our Woking team has met this target while actually increasing their success rates.

Through pioneering treatment, Nuffield Health Woking Hospital has already reduced that figure – its ongoing multiple pregnancy rates now stand at 5.1%, compared to the 10% figure set by the fertility regulator, the Human Fertilisation and Embryology Authority, whilst increasing the clinical pregnancy rate (for patients up to age 37) to 52.7%.

However, this isn't all our own work. We pride ourselves in our collaborative work with the NHS. When the Glasgow NHS Assisted Conception Services Department encountered a problem with their service, they called Nuffield Health in Glasgow for support.

Both teams worked quickly and effectively to transfer their NHS patients to us and we've been working side by side ever since, providing an excellent service to more than 1,200 patients.





LAST YEAR OVER **60 CHILDREN** AGED FROM THREE MONTHS TO 16 YEARS TOOK UP OUR MEMBERSHIP AND FEEDBACK FROM PATIENTS AND FAMILIES HAS BEEN EXCELLENT.

HELPING CHILDREN WITH CYSTIC FIBROSIS

Exercise is especially important for children with Cystic Fibrosis (CF). Children, teens and adults with Cystic Fibrosis who exercise do better than those who don't.

Armed with that knowledge, Nuffield Health and Great Ormond Street Hospital joined forces three years ago to provide free gym membership facilities for children with CF which allows them and their families to participate in regular, structured exercise sessions. Last year over 60 children aged from three months to 16 years took up our membership and feedback from patients and families has been excellent.

Children can take up free gym membership at their local centre so they can access exercise facilities and get personal training sessions. It's also an opportunity for families to spend time together. The hugely positive collaboration has allowed both the children and their parents to expand their knowledge of exercise through the sessions with personal trainers. The partnership has also helped to encourage independent exercise and a long term lifestyle involving physical activity and exercise.





BY THE END OF 2013, THE NUMBER OF PEOPLE WITH
MEMBERSHIP TO ONE OF OUR FITNESS AND WELLBEING
CENTRES WAS **APPROACHING 300,000**

YOUR COMPLETE HEALTH NETWORK TO **KEEP YOU FIT**





BY THE END OF 2013, THE NUMBER OF PEOPLE WITH MEMBERSHIP TO ONE OF OUR FITNESS AND WELLBEING CENTRES WAS **APPROACHING 300,000**

KEEPING YOU HEALTHY — KEEPING YOU **ACTIVE**

With 75 fitness and wellbeing centres across the country, Nuffield Health champions healthy lifestyles. We believe that the more active people are, the better their quality of life will be and the lower the risk of ill health.



We believe this because we see evidence every day in our fitness and wellbeing centres. Our research shows that once the good habit to exercise is made, it stays with you for life.

Our centres go beyond the provision of fitness facilities, with a range of experts that do not solely focus on getting people fit and healthy, but advise members on how to stay healthy for the future. With 21 in-house medical centres offering the services of doctors, physiotherapists, nutritional therapists and physiologists, we are providing our members with more than just a gym.



Expanding our services outside of our physical locations is key for accessibility to expert knowledge and motivation. Our recently developed lifestyle app, Nuffield HealthScore™ allows users to monitor various aspects of health and wellbeing and gain a real-time indication of their general health. Using artificial intelligence it can help motivate by setting goals and awarding achievements, all important factors in behavioural change.



AN INDIVIDUAL APPROACH TO YOUR WELLBEING

At Nuffield Health we understand that everyone is different and that one size doesn't fit all. The introduction of our 'Wellbeing Membership' provides members with a more personalised assessment of their needs, an individual approach to fitness and access to our team of experts.



With a personal health mentor, a member can agree a programme that will help them achieve their personal fitness goals. During the first session, they will receive a 60-minute Health MOT to assess their overall health. Ranging from aerobic fitness through to hydration, cholesterol and blood pressure, this 12-point checklist will help us gain a comprehensive understanding of their current health.

If further specialist advice or treatment is needed the member has easy access to a nutritional therapist, physiotherapist, physiologist and personal trainers.

We launched the Wellbeing membership to help guide and motivate our members through their personal fitness journeys. We want them to experience 'The Nuffield Way', which focuses on preventative healthcare, making lifestyle choices that not only have a positive impact on health and wellbeing today, but also tomorrow.



"MY FITNESS KEEPS ME YOUNG"

"I have been a member at Nuffield Health Chingford for more than 10 years – it's my second home. I've been using gym facilities for more than 40 years but I've never before found somewhere so friendly and welcoming. My workouts usually last around an hour and 30 minutes but I spend the next hour chatting with friends, having a cup of tea and generally catching up with the team. That is what makes the club special to me.

"I've always been very active. I was in the RAF and did extra training there to keep my fitness levels high. I later went on to work as an assistant boxing coach. I now do a mix of cardio, weights and swimming.

"A few years ago I suffered a bout of ill health. My consultant has since told me that if it wasn't for my fitness I wouldn't have made it. I'm sure my routine has kept me young."

John Brown, 91, Member, Nuffield Health Fitness and Wellbeing Centre, Chingford



Eric Shelley climbing a mountain in Wales



A CHANGE OF LIFESTYLE FOR A HEALTHIER LIFE

"I was 19 stone 3lbs with swollen joints and late onset diabetes when my GP told me that for every month I remained overweight I could knock a year off my life. I'm only in my 40s and didn't want to lose time with my wife and daughter – continuing at that weight for six months could cost me six years. That's scary.

"I needed a goal to change my lifestyle so I signed up for the London Marathon because I knew the motivation would keep me going. I lost 2 ½ stone and completed the marathon in 5 hr 30 mins. It was a great achievement but my body really suffered. I was still overweight and I didn't realise the stress I was putting my body through. In hindsight I should have seen a professional much earlier.

"I was suffering from my marathon injuries when I joined the Nuffield Health Fitness & Wellbeing Centre Surbiton and met Tan Quddus, my Health Mentor. A one hour Health MOT revealed my BMI was still high at 31.5.

He recommended I change to a wellbeing membership which gives me regular health MOTs and four appointments with additional experts in addition to Tan's support.

"I have lost six stone, my BMI is below 25 for the first time in 20 years and my GP is even reviewing my diabetes medication."

Eric Shelley, Member
Surbiton Fitness and Wellbeing Centre

"When Eric came to the centre he had clearly made a huge amount of progress on his own, but his BMI was still high which meant he had an increased risk of health problems such as heart disease and stroke. After a full health MOT we decided he would benefit from more detailed health mentor coaching and as a result he's going from strength to strength."

Tan Quddus, Health Mentor
Surbiton Fitness and Wellbeing Centre

LAST YEAR WE PERFORMED NEARLY 84,000 HEALTH MOTs IN OUR CONSUMER FITNESS & WELLBEING CENTRES

We realise that changing to a healthy lifestyle and keeping the momentum going can be hard. That's why our Health Mentors are on hand to help motivate you to achieve your goals.

Based at our fitness and wellbeing centres, they help with much more than merely using our equipment. They're clinically trained so their focus isn't just muscle tone. It's holistic – from body mass to blood pressure, exercise programmes, even behavioural change.

They receive comprehensive training including neuro-linguistic programming, life coaching and nutrition modules to help them provide the best possible support and guidance.



"My job as a Health Mentor is to help members make positive changes to improve their health and prevent illness. It's all part of the Nuffield philosophy of preventing, diagnosing and treating our customers and helping them stay fit and healthy. We work with people of all ages, fitness levels and abilities. I get a real buzz when one of our members achieves a goal. I feel almost as good as they do – because we've done it together."

Tan Quddus, Health Mentor, Surbiton Fitness and Wellbeing Centre



NUFFIELD HEALTHSCORE™

YOUR CONNECTION TO HEALTH AND WELLBEING, ANYTIME, ANYWHERE

At Nuffield Health we know how important information is to you. The more you know about your wellbeing, and the closer you work with us, the better prepared you are to keep yourself fit and healthy. Freedom to access information about your health should be a given, not an option.

That's what makes Nuffield HealthScore™ so valuable – and that's why it's here to help you.

Nuffield HealthScore™ is our online, mobile, lifestyle and fitness app that combines the support, experience and knowledge of our experts, with the latest smart technology.

It gives you a score between 1 and 1,000 (the higher the better) which is an indication of your current health. It's driven by six key components: Exercise Activity, Nutrition Coach, Step Counter, Body Composition, Sleep Monitor and Stress Manager.

This innovative new monitoring technology is so popular that to date, 35,000 people have registered to use it to improve their fitness and wellbeing and achieve their individual goals, anytime, anywhere.

With Nuffield Health your desktop, laptop, tablet and mobile, can all be key partners in your journey of health.



“The more we know about our wellbeing the quicker and better our improvement will be. With Nuffield HealthScore™ we're allowing access to data that in the past has not been readily available and enables our members and patients to see and keep track of their personal data in a quantified way. If we can help someone to make just one positive, health-related change to their lifestyle, we are helping to prevent long term chronic disease, ill health and possibly premature death.”

Rebecca McCheyne, Group Digital Services Director



WHAT WE'VE ACHIEVED

NUFFIELD HEALTH OVERVIEW

STRUCTURE

31 hospitals (1342 beds)
123 operating theatres
75 fitness and wellbeing centres
41 integrated and stand alone medical centres
Britain's leading provider of corporate wellbeing solutions

NUMBERS

Turnover grew to £650 million in 2013
Invested £84 million in improving and expanding our services
Nuffield Health is one of the least indebted businesses in the independent healthcare industry.

ACCESS

11% of our revenues came from products and services costing customers less than £1 per day
17% of our revenues at market rates from products and services free at the point of delivery
5.2 million unique website visits
More than 25,000 people learning for free about their health from our experts

2013 AWARDS AND ACCREDITATIONS

Best Provider of Workplace Wellbeing Services 2013 - Health Insurance Awards
Nuffield Health Nottingham Fitness and Wellbeing Centre - Premium Club - National Members' Choice Health Club Awards 2013
'Contact Centre of the Year' - London and South East Contact Centre Forum Annual Awards
SEQOHS: Safe, Effective Quality Occupational Health Service Accreditation
We are the only independent organisation that has achieved NHS Litigation Authority (NHSLA) at Level 3

EXECUTIVE BOARD

Mr David Mobbs, Group Chief Executive
Mr K P Doyle, Deputy Group Chief Executive & Managing Director, Hospitals
Mr Greg Hyatt, Chief Financial Officer
Dr Andrew Jones, Managing Director, Wellbeing
Mr Marcus Powell, Group Organisation Development and Human Resources Director
Mr Ian Smyth, Group Chief Brand Officer
Ms Rebecca McCheyne, Group Director of Digital Services
Mr Luke Talbutt, Group General Counsel and Company Secretary



WE'RE INVESTING IN YOUR FUTURE



We're preparing for the future. We will continue to invest, innovate and above all care for our customers, helping you to take care of your health and wellbeing. We're investing in everything from state-of-the art hospital facilities and advanced technology such as HealthScore, to the quality of every individual who works with us.

That's how we can remain leaders in the healthcare market. And that's how you can benefit from the finest expertise and facilities available.

Our objectives have always been to advance, promote and maintain health and to prevent, relieve and cure sickness and ill health of any kind, all for the public benefit. Your benefit.

That's not just our way of working. It's our philosophy. Our way of thinking. Our way of helping you enjoy a better life.





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