



# Connected health

Our connected healthcare network and services are key differentiators for Nuffield Health. They enable us to provide holistic services to our patients, members and customers, helping them to stay fit and healthy throughout their lives.

Connected healthcare is how we refer to our unique range of services. Our team of personal trainers, physiotherapists, emotional wellbeing counsellors, nutritionists, doctors, surgeons, nurses and occupational health experts work together, allowing us to fully understand a person's needs. From diagnosis and monitoring, to treatment and recovery, our aim is to always put the customer at the heart of our services, delivering personalised solutions in care.

The app allows users to build workouts, track activity and link to our specialist services anywhere, any time. It contains a wealth of information for all the family, with expert content on topics such as emotional wellbeing, nutrition and physiotherapy.

By the end of 2019, there had been 23,000 downloads but in light of Covid-19 and the huge demand for remote health and fitness apps, this figure rose to 66,000 by end of May 2020.

### Connecting remotely

Our My Wellbeing app was launched in August 2019. Available free to members and non-members on Google Play and Apple Store, the app is designed to help extend our support outside of the gym, and enable individuals to stay connected to us wherever they are.

### Connecting services

Our focus in 2019 was on improving our technology and managing our data, to allow us to connect more of our services in a seamless way.

#### Single Customer View

We've continued to link data across the Charity to deliver a Single Customer View (SCV), giving us the ability to see all clinical and fitness customer interactions in one application. We can instantly see if a customer is a member of one of our fitness and wellbeing clubs, has used one of our hospitals, or has had physiotherapy or emotional wellbeing treatment with us.

We've moved into the second phase of SCV, taking fragmented customer data from multiple systems and linking it together to give a single view of activity across all service lines. This will be a key enabler for us in delivering a truly connected service to our customers.

## 23,000

downloads of My Wellbeing app in 2019

## 66,000

downloads of My Wellbeing app by end of May 2020, showing impact of Covid-19

2019 HIGHLIGHTS



# 13%

of our members, patients and customers used two or more services in 2019



CASE STUDY

Thriving at work

Hayley O'Leary joined Nuffield Health in 2019 as an Emotional Wellbeing Therapist, based full-time within American Express (Amex). Her role is to support the leadership in ensuring Amex is a healthy place to work.

"Amex recognises that emotional wellbeing is just as important as physical health, and that's where I come in. It's about prevention and making sure people can thrive at work," she says.

Nuffield Health has a long-standing relationship with Amex, providing a raft of connected health services, including an onsite gym, medical centre, GP and physiotherapy services. The Healthy Living Hub, located at Amex's Brighton office, is managed by Nuffield Health and co-ordinates the health needs of employees.

As well as running awareness training programmes for leaders and their teams, Hayley runs sessions for individuals, or recommends them to other practitioners.

"A key benefit of working for Nuffield Health is the ability to connect with so many health specialists and resources," she says, adding that she runs wellbeing sessions on topics such as 'food and mood' and the importance of sleep, in conjunction with a Nuffield Health nutritionist and physiologist.

Understanding of mental health has evolved, and Hayley applauds the attitude of Amex in addressing an issue that used to be surrounded in stigma. "By encouraging people to come forward early if they have concerns, support can be given before long-term difficulties occur," she says.

**"Amex recognises that emotional wellbeing is just as important as physical health"**

Hayley O'Leary  
Emotional Wellbeing Therapist  
Nuffield Health

PATH

Our Personalised Assessment for Tailored Health (PATH) system combines digital technology with our expert support to help people get fitter. It allows people to choose between a variety of health assessments focusing on lifestyle and medical factors. Starting with an online assessment, PATH includes a face-to-face personalised review with a doctor or physiologist, and post-assessment support. It offers suggestions for managing the individual's health and emotional wellbeing needs going forward.

Now live at our corporate sites, PATH helps employers understand their employees' health and wellbeing needs. Data input by employees into a secure digital system, about their medical history and lifestyle behaviours, is anonymised, thereby providing the employer with a snapshot of the health and wellbeing of their workforce at any one time. The more information entered, the clearer the picture of the overall health and wellbeing of the employee group. PATH recommends steps to help the employer manage health risks in the workplace.

Care Pathway Management

Our Care Pathway Management project is aiming to co-ordinate bookings,

online referrals, patient records, billing, administration and management information (MI). Benefits include prompt patient access to treatment and referral; greater efficiency; improved patient experience and enhanced MI.

We're working hard to replace existing systems with new and improved capabilities. Our Care Pathway Management project will deliver the capability to manage and track patient pathways, from end to end, in a consistent manner. It will link most of our non-hospital clinical services, enabling improved referrals into and across services. Clinicians and support teams will have a much clearer view of where patients are at any one point in their health and fitness journey. The first phase of this will focus on our emotional wellbeing business.

Connecting locations

Renovation of the former pathology and residential staff quarters building at St Bartholomew's hospital is well underway and our plan is to open in 2021. The construction phase began in July 2019, with the stone laying ceremony for the rear façade taking place in November.

In April 2019, we appointed a Cardiac Services Manager. This was our first clinical appointment and, as people begin to join our team, it makes the opening of the only independent hospital in the City of London even more of a reality.



**Our connected approach to customers' overall health and wellbeing needs leads to improved outcomes**

Chris Blackwell-Frost, Chief Strategy Officer

The hospital will run in partnership with Barts Health NHS Trust, which runs St Bartholomew's Hospital. Our £60 million investment provides Barts Health with a multi-million-pound revenue stream that will be reinvested into NHS services.

This new hospital is critical to our connected health strategy for the capital. It will link with our existing 20 fitness and wellbeing clubs, 60 corporate wellbeing clubs and three medical centres, to grow and expand our services in London, providing healthcare options from prevention through to treatment.

Looking ahead

Connected healthcare is a key aspect of our purpose, to build a healthier nation. Work in this area will continue through 2020, as we add clinical and patient data to our systems, allowing greater personalisation of information. Our vision is to utilise technology to make our services more accessible to members and clinicians, as well as improving safety, accuracy, and quality.

Nuffield Health at St Bartholomew's Hospital will offer:

- ◆ cardiac catheterisation lab and cardiac hybrid theatre
- ◆ 28 consultation rooms
- ◆ full diagnostic imaging suite, including MRI, CT, ultrasound, mammography and general X-ray
- ◆ four digital operating theatres
- ◆ 48 inpatient and day case bedrooms
- ◆ specialist intensive care beds
- ◆ oncology day unit
- ◆ endoscopy and minor ops theatre.