

NHS Quality Account

2024/25



We aspire to be the best, the safest and the most effective health and wellbeing provider there is – an organisation where our patients, members and customers have a truly exceptional experience.

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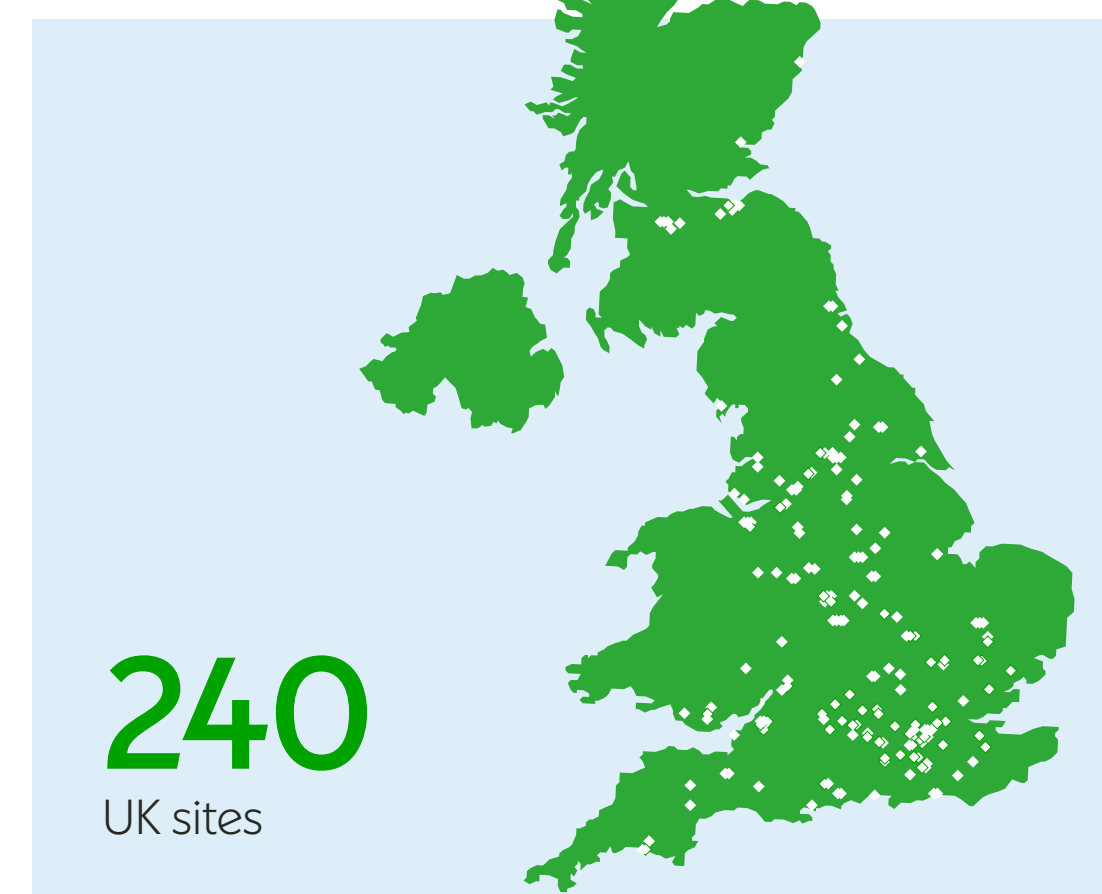
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We are the UK's largest healthcare charity and our purpose is to build a healthier nation.



- Hospitals
- Diagnostics
- Physiotherapy
- GP services
- Pathology
- Hospitals Sterile Services Units (HSSU)



£126m
social value*

99,707
beneficiaries reached through our free social impact programmes

41,219
people who benefited from our social impact programmes are living with lower resources

Who we are

We deliver outstanding clinical and wellbeing services and Programmes For All that address unmet health needs; partner with organisations to reach those living on lower resources or in underserved communities; and collaborate on research to improve health outcomes.

*Social Value is the £ value of the wider impact on society that is generated through an activity. This can be through Programmes For All or as an 'over and above' component of a trading service. Read our [Social Impact report](#) for more detail.
** Excludes Nuffield Health at St Bartholomew's Hospital, which is yet to undergo Care Quality Commission assessment.

+ the services we offer

- Fitness and wellbeing
- Personal training
- Social impact programmes
- Workplace wellbeing
- Health assessments
- Wellbeing clinics

+ where & how we offer them

- 36** Hospitals
- 110** Fitness and wellbeing centres
- 86** Corporate fitness and wellbeing sites
- 7** HSSU sites
- 1** Research and development facility

= the value we create

386,000
fitness and wellbeing members

297,000
hospital episodes

100%
of our hospitals rated Good or Outstanding by national regulators**



Our services

HEALTH



Hospitals

Consultant-led treatment, delivering the highest standards of care to patients referred from the NHS, private medical insurers, and self-pay



Diagnostics

Wide range of scans and imaging, giving immediate insight into a person's health, and assisting in early diagnosis of disease



Physiotherapy

Treatments to heal and prevent injuries. We combine physiotherapy with fitness and mental health, for long-term benefits



GP services

Access to private GP services, offering people flexibility to fit appointments around busy schedules, including during the evening



Pathology

Laboratory blood science, blood transfusion and microbiology services, tailored to requirements, to aid diagnosis



Hospitals Sterile Services Units

Seven purpose-built sites, delivering decontamination and sterilisation services for reusable medical equipment

WELLBEING



Fitness and wellbeing

Industry-leading personal trainers (PT) and gyms equipped with the latest technology, fitness classes and swimming pools



Personal training

CIMSPA-accredited personal trainers deliver tailored fitness plans and specialise in rehabilitating long-term health conditions



Social impact programmes

Unique, free community programmes, addressing unmet health needs, delivered by our expert PTs and Rehabilitation Specialists



Workplace wellbeing

A range of connected services to meet employee health and wellbeing needs, delivered through onsite clinics and gyms



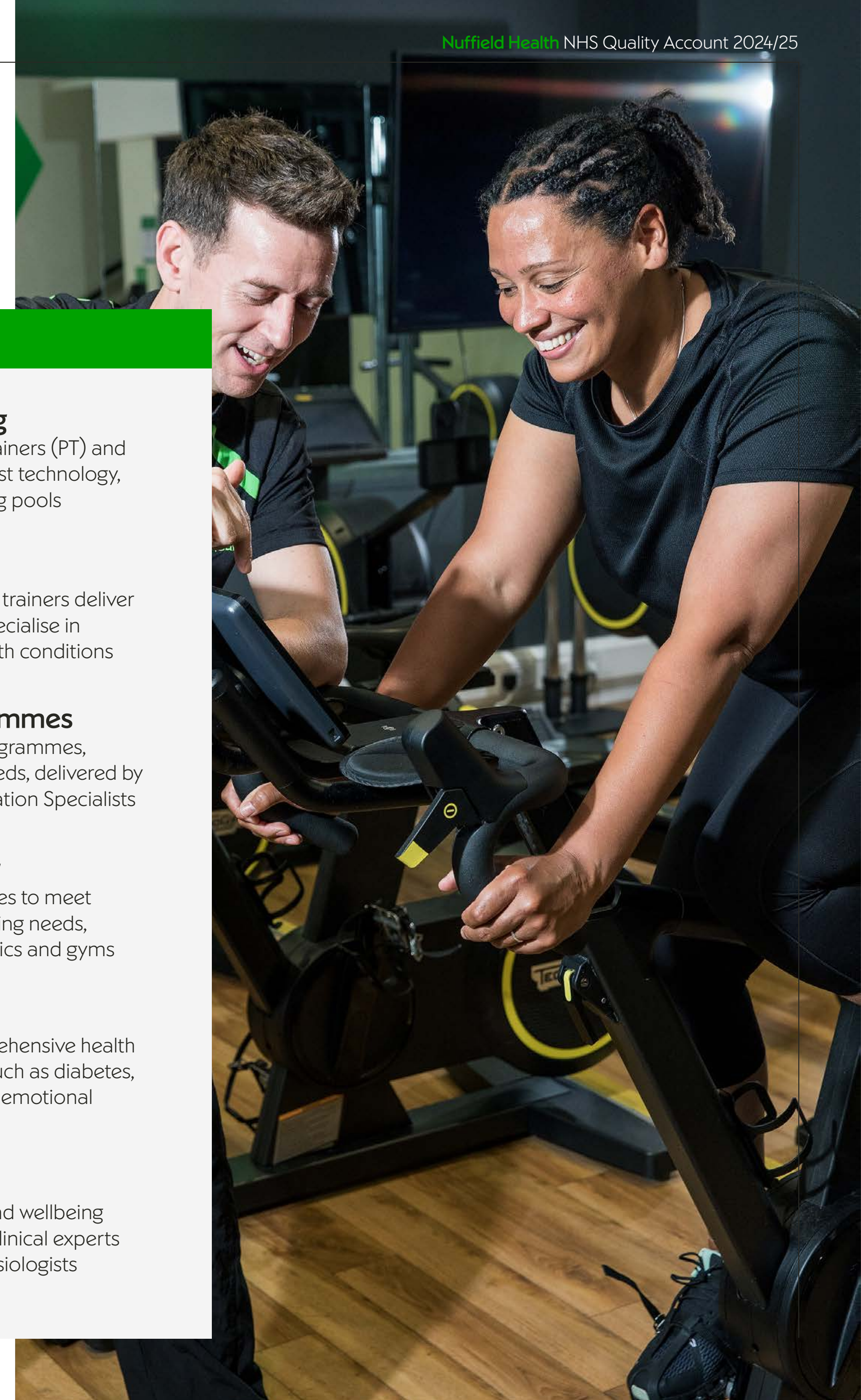
Health assessments

In-person and online comprehensive health checks, covering concerns such as diabetes, heart health, cancer risk and emotional wellbeing



Wellbeing clinics

Situated within our fitness and wellbeing centres, offering a range of clinical experts from Physiotherapists to Physiologists



Our strategy

Our PURPOSE

To build a healthier nation, we advance, promote and maintain health and healthcare of all descriptions, and prevent, relieve and cure sickness and ill health of any kind, all for the public benefit.

reinforces our **VISION**

To help individuals achieve, maintain and recover to the level of health and wellbeing that they aspire to, by being a trusted provider and partner.



to fulfil our strategic **AMBITIONS**



true to our **VALUES**



Connected
We work together as one Nuffield Health to deliver the best experience to our patients, customers and colleagues



Aspirational
We inspire individual and collective health and wellbeing



Responsive
We listen, communicate and act in an open, straightforward way



Ethical
We demonstrate our commitment to individuals, our communities, society and the environment

A message from Alison McCourt CBE ARRC

Chief Clinical and Quality Officer

Everything we do at Nuffield Health is focused on delivering our purpose, to build a healthier nation. Quality care and keeping our patients safe are an essential part of this and will always be at the top of our agenda.

I was appointed Chief Clinical and Quality Officer in October 2024, having been with the Charity since August 2022, so I know from first hand experience that a strong culture of clinical excellence, accountability, and transparency exists across the Charity, and this is critical to ensuring we maintain our position as a leader in delivering quality healthcare.

During the year, Nuffield Health's commitment to exceptional and consistent quality care and services was recognised by a number of external bodies, with 100% of our hospitals rated overall as Good or Outstanding by national regulators*. In addition, all 34 eligible hospitals in England and Wales received National Joint Registry (NJR) 'Gold' Quality Data Provider accreditation.



St Bartholomews Hospital team with their Macmillan Quality Environment Mark

Hospitals offering oncology services have maintained or achieved the Macmillan Quality Environment Mark accreditation, and 15 sites providing gastrointestinal endoscopy services received Joint Advisory Group (JAG) accreditation. Our physiotherapy and health assessment service lines maintained ISO 9001.

With patient safety our top priority, we were especially proud when the Health Innovation Network awarded Nuffield Health an Early Adopter Badge for our approach to the mobilisation of the Patient Safety Incident Response Framework (PSIRF) across Primary Care including GP, physiotherapy and health assessment services.

As part of our commitment to improving patient safety and clinical governance across our hospitals, we implemented the Medical Examiner Framework. Local Medical Examiners, within NHS trusts, now provide independent scrutiny and support for the completion of Medical Certificates of Cause of Death (MCCDs) for many Nuffield Health facilities. This aligns with our broader adoption of the Medical Practitioners Assurance Framework, reinforcing high standards in clinical quality, transparency, and patient care.

Our Board of Trustees conduct regular site visits, providing valuable opportunities for direct engagement, with our hospital teams, on matters of patient safety. Insights and observations from these visits are systematically fed back to the Board Quality and Safety Committee, which includes participation from Nuffield Health executives and senior leadership.

We never underestimate the importance of listening to and understanding the views and experiences of our patients. So, following the launch of the NHS Patient Safety

Strategy, we appointed a Patient Safety Partner (PSP) to act as an advocate for our patients, their families and their carers, and to support our Quality Lead for Patient Safety and Clinical Effectiveness. Our first PSP, Bill Savage has proved to be invaluable (see page 9) and it is our intention to expand our team of PSPs and have one in each Nuffield Health region.

Quality assurance and data-led improvements are underpinned by the use of quality dashboards, which provide critical oversight to the Executive Committee, enabling informed decision-making. These are being used at local level (see page 10) to communicate quality metrics and performance to team members, enabling effective benchmarking and the identification of quality improvement opportunities.

“Our hospitals and clinical service teams exemplify best practice in delivering exceptional care to our patients and customers.”

*Excluding Nuffield Health at St Bartholomew's Hospital, which opened in May 2022 and is yet to undergo Care Quality Commission (CQC) assessment





370 tCO₂e
 carbon reduction achieved since we decommissioned external storage and manifolds of nitrous oxide, and installed canisters on trollies in our 36 hospital theatres during 2024

“With almost 5% of the UK’s carbon emissions directly linked to healthcare, we recognise the importance of acting now to protect our future.”

We continue to invest in quality, both in our estate, and technical systems, building partnerships for the future. A major 20-year, estimated £200 million agreement with the market leader in diagnostics imaging, GE HealthCare, will see the delivery of over 770 pieces of state-of-the-art diagnostic imaging equipment that will enhance and strengthen our ability to diagnose patients. The groundbreaking agreement will give us access to the latest equipment, as it advances through the lifetime of the partnership, including AI-assisted technology.

The Picture Archive and Communication System Radiology Information System (PACS/RIS) project, one of the most ambitious and complex digital transformation programmes undertaken by Nuffield Health in recent times, moved into business as usual mode. This marked the successful conclusion of an 18-month journey to modernise our radiology capability and enhance the daily care we provide to our patients. The project highlighted the innovative approach taken, with cross-functional collaboration transforming the way we deliver patient care.

Laying the groundwork for future clinical excellence, PACS/RIS also ensures we have the capability and systems to support the rollout of new diagnostic equipment provided through our partnership with GE Healthcare. Our Clinical Education team plays a vital role in shaping skilled, compassionate and future-ready nurses, nursing associates, and allied health professionals. We were, therefore, proud to introduce an Infection Prevention and Control course, developed in-house by our own experts.

Accredited by Middlesex University, the course is part of our commitment to professional development, and marks a shift in how we deliver training, moving from outsourcing

to focusing on utilising the wealth of internal skills available across the organisation. The first cohort completed the nine-month programme, and provided excellent feedback from which we can develop future courses.

Sustainable healthcare is central to our strategy and we’re aiming to be a leader in this crucial area. With almost 5% of the UK’s carbon emissions directly linked to healthcare, we recognise the importance of acting now to protect our future. Over the year we maintained a 41.8% reduction in carbon emissions, against our 2022 carbon baseline. Following the removal of desflurane anaesthetic gas in 2023, we continued to focus on reducing the use of medical gases that are harmful to the environment. Recognising that nitrous oxide is a more potent greenhouse gas than carbon dioxide, we took the decision to decommission external storage and manifolds, and instead install canisters on trollies in theatres. This prevented significant loss through the piped system and resulted in a reduction of 370 tCO₂e in 2024. The project was completed within the year, at all 36 hospitals.

As the UK’s largest healthcare charity, we reinvest every penny we make into improving the nation’s health. In 2024, our social impact programmes delivered £126 million in social value, something that everyone across Nuffield Health can be very proud of. By reaching underserved communities and breaking down barriers preventing access to our services, our free programmes support people living with lower resources, and tackle unmet healthcare needs.

During the year, we continued to support the NHS locally in order to help reduce waiting lists. In addition, we partnered with the Government to offer NHS staff easy access to our free Joint Pain Programme in an effort to cut the number



Signa Voyager MRI system from GE Healthcare installed at Brentwood Hospital, delivering superior image quality to support faster diagnostics and treatment for patients

of working days lost due to arthritis and musculoskeletal conditions. I hope that the range of our support to our national healthcare system will increase in 2025.

In closing, my thanks go to all our amazing people for their dedication and commitment to our patients and beneficiaries. They are the beating heart of Nuffield Health, and their continued enthusiasm makes this a very special Charity.

Alison McCourt CBE ARRC
 Chief Clinical and Quality Officer

The Nuffield Health Quality Account provides the statements on Quality improvement, accuracy and assurance that apply to all our products and services and shows data and information over the reporting period. The information included in the format prescribed by NHS England for 2024/25 for the indicators that are most relevant to the services provided by Nuffield Health’s hospitals.

A message from Arthur Stephen

Chief Medical Officer



I took on the role of Nuffield Health's Chief Medical Officer (CMO) in 2022, having worked at our Derby Hospital as a consultant orthopaedic surgeon for twenty years. This has given me insight into the values of the Charity and allowed me to witness the dedication of the clinical teams. I'm delighted to be part of this extraordinary organisation and champion our purpose to build a healthier nation.

One of my roles as CMO is to oversee the medical governance within our healthcare network. This is part of the collaborative oversight that ensures the highest quality care is delivered to all our patients in an environment that stimulates our people, promotes continuous improvement and encourages learning. To achieve this, I believe it's for all of us, whatever our role, to take collective responsibility for the delivery of exceptional patient care through teamwork. Within our governance framework, every one of our clinicians, doctors, nurses, technicians, and support staff plays a vital role in delivering safe, effective and compassionate care and are an integral part of the multidisciplinary team.

Our approach emphasises shared responsibility and we're committed to creating a culture where we reflect honestly on our challenges, can examine mistakes without blame, and insights are used to improve patient care. Ultimately, our focus must always be on the patient pathway, from initial assessment and diagnostics, to intervention and recovery – it's about connecting every link in the chain to create a seamless, safe and personalised experience for every person in our care.

As part of our cultural commitment, we have updated our Practising Privileges Policy to reflect the behaviours we wish to foster when giving care to a patient in a Nuffield Health Hospital. This is a privilege, not a right as the policy suggests.

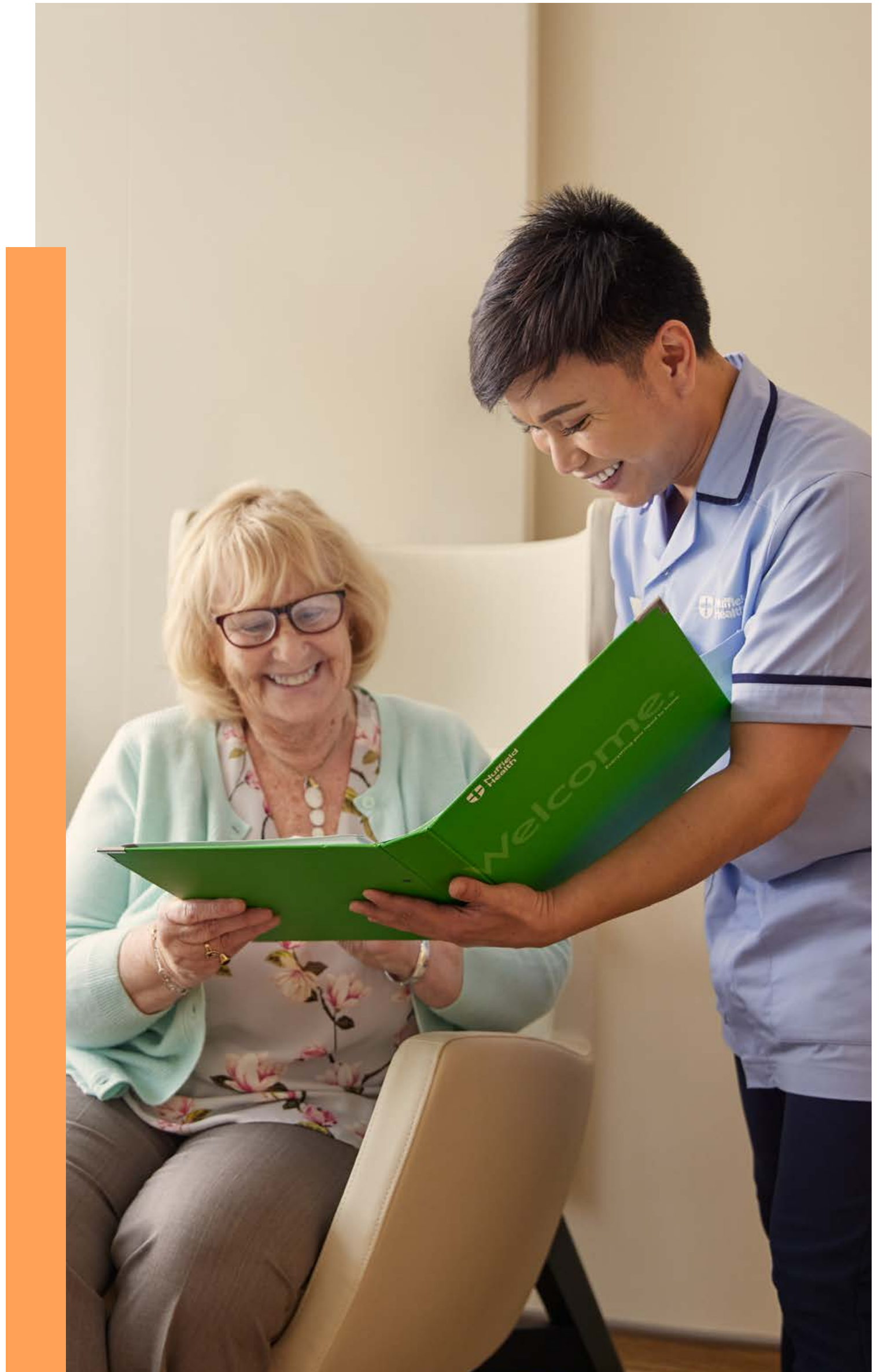
This change is in keeping with our unwavering focus on ensuring we have the right specialists, with the right skills and the right attitude, delivering the best quality care.

We have renewed our focus on the safe and effective management of medicines across our hospitals. This includes the development of a new dashboard allowing our pharmacy teams to see and analyse incidents relating to medication. Reviewing such incidents, learning through an open culture, and sharing best practice will promote our first strategic ambition to provide the best care. Patients using our pharmacies will receive a high quality service from admission through to discharge, helping protect them from incidents of avoidable harm and ensuring they get the best outcomes from their treatment, and in particular, their medicines.

Looking ahead, the future is exciting as we embrace advances in healthcare, and the potential this has to improve the quality and outcomes for the patients who entrust us with their care. Indeed, we have now rolled out our digital platform (Amplitude) for the collection of all of our patient related outcome measures alongside the exciting procurement of multiple robotic equipment. There are now 21 Mako® robotic arms to aid joint replacements, da Vinci robots for general surgery and cancer resections, and new aquablation robotics for prostate resections. Our partnership with GE Healthcare will also provide the latest state-of-the-art radiological equipment, enabling faster and more accurate diagnostics.

All of this can only be achieved with teamwork, collective responsibility and ambition as we continue to deliver outstanding treatment and services across Nuffield Health.

Arthur Stephen
Chief Medical Officer



“I believe it’s for all of us, whatever our role, to take collective responsibility for the delivery of exceptional patient care through collaborative teamwork.”

Delivering quality healthcare

At Nuffield Health, quality is at the heart of everything we do. By supporting our patients, members and beneficiaries with the best care we can, we will help them manage their health and wellbeing, and live life to the full.

Quality assurance

Nuffield Health's quality assurance is built on a framework of safety, effectiveness, and experience. Our annual programme of face-to-face, peer-led Hospital Quality Reviews (HQRs) plays a pivotal role in driving continuous quality and safety improvement across our hospitals. By fostering open, constructive dialogue among clinical peers, HQRs provide a robust mechanism for identifying best practices, highlighting areas for development, and ensuring consistent standards of safe care.

This collaborative, supportive approach promotes shared learning, strengthens accountability, and embeds a culture of reflection and improvement, ultimately enhancing patient outcomes and staff engagement.

We use data-driven standards to assess and improve healthcare across all sites, devolving operational responsibility locally, while maintaining national consistency. In 2024, we enhanced Radar, our Quality Management System, with the introduction of a clinical audit module. This information, alongside other data collected in Radar, populates our Primary and Secondary Care quality dashboards which are utilised to quality assurance and drive continual improvement.

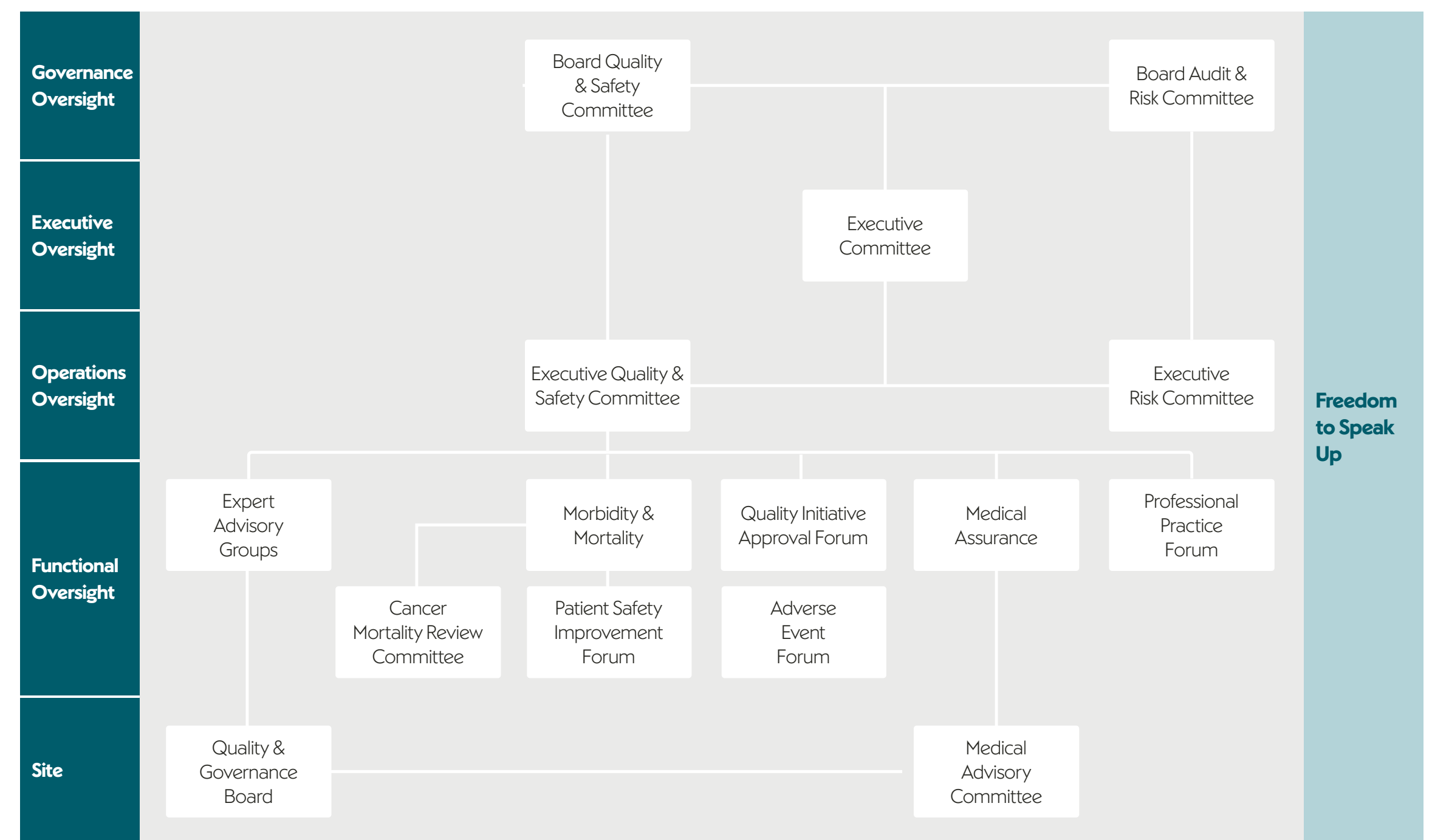
Radar further enhanced the organisational visibility of Patient Safety Incidents (PSIs), allowing us to conduct more precise thematic analysis across specialty areas, leading to deeper insights and improved responses.

QUALITY ASSURANCE FRAMEWORK

SAFETY
Meeting the highest possible standards by avoiding harm, upholding professional standards and acting responsibly

EFFECTIVENESS
Being a trusted partner to our patients, members and customers by giving them a positive and reassuring experience

EXPERIENCE
Providing evidence-based health and wellbeing expertise and services that lead to excellent outcomes

Incidents, near misses and complaints analysis now play a pivotal role in identifying patient safety trends, contributing to a more data-driven approach to quality improvement.

The utilisation and visibility of data within our hospital sites was improved, with the launch of site-specific quality dashboards, which enabled local analysis of themes, trends and focus areas, and contributed to the creation of site-based quality improvement action plans.

Governance
Clinical governance is fundamental to our quality assurance model, ensuring that our healthcare services are delivering the highest standards of care, effectively, safely, and efficiently. It also ensures we're continually monitoring and improving the quality of patient care and support.

At Nuffield Health, clinical governance is embedded through structured oversight involving committees at executive, functional, and site level. The structure emphasises accountability, transparency and a culture of learning.



In 2024, we made significant strides in embedding the Patient Safety Incident Response Framework (PSIRF) to strengthen our approach to patient safety. We launched PSIRF within Primary Care (see page 11) and are continuing to utilise the framework across the organisation, driving a learning culture.

Patient Safety Incident Investigations (PSIIs) have been completed which has enabled the identification of learnings and actions for improvement. We continue to embed the use of PSIRF recommended proportionate response tools, and these actions have empowered teams to take ownership of safety processes, fostering a more collaborative, psychologically safe, and transparent environment.

Training remains a key commitment to ensuring the successful transition and embedding of PSIRF. Over the past year, we moved from externally provided training to a bespoke in-house programme, which reflects the nuances of the independent sector, and adopts the PSIRF principles to enhance patient and staff safety. It also provides organisational oversight in relation to understanding and addressing the challenges that may impact safety. Monthly training sessions, including Freedom to Speak Up (FTSU), and Civility Saves Lives initiatives have reinforced a culture of respect, openness and accountability.

Governance processes have evolved, with the Patient Safety Improvement Forum providing a dedicated platform for safety incident reviews, thematic analysis, and strategic decision-making. The weekly Adverse Event Forum continues to identify emerging trends, including early warning signals derived from near-miss incidents.

The appointment of a Patient Safety Partner (PSP) has strengthened patient engagement in governance, ensuring clarity and transparency in all safety-related investigations. Working with the PSP, to pilot and embed effective Patient Forums across the Charity is highlighted as a priority on our Quality Improvement Plan (see page 12).

Our efforts to embed PSIRF into our organisational framework have led to measurable improvements in patient safety as well as staff empowerment. We remain committed to refining our processes and leveraging data-driven insights to create safer healthcare environments.

Patient Safety Partners

Experience is central to our quality assurance framework, and this includes listening to the views of our patients, their families and their carers.

Following the launch of the NHS Patient Safety Strategy, one recommendation was the introduction of Patient Safety Partners (PSP), to support and contribute to an organisation's governance and management processes for patient safety.

At the beginning of 2024, we appointed Bill Savage as our first PSP and he has proven to be an invaluable resource in advocating for our patients and their families. With a background in both the airline industry and the clergy, he has helped enhance our safety practices and compassionate engagement when responding to patient safety incidents.

Bill acts as the 'patient voice' on our Board Quality and Safety Committee. He supports our Quality Lead for Patient Safety and Clinical Effectiveness in reviewing all Patient Safety Incident Investigations to ensure affected parties understand the procedures and findings, as well as piloting our new approach to patient forums, with the emphasis on safety.

It is our intention to expand our team of PSPs, and eventually have one in each Nuffield Health region.

“I’m proud to be a patient voice on the Board Quality and Safety Committee and to support the Quality Lead for Patient Safety and Clinical Effectiveness in reviewing incident investigations. Our aim is to ensure these are clear and meaningful to those affected. I’m also excited to help pilot our new, safety-focused approach to patient forums, creating spaces where listening and learning truly drive improvement.”

Bill Savage,
Patient Safety Partner



Freedom to Speak Up (FTSU)

FTSU is a core element of PSIRF. Its aim is to ensure we have an open environment where everyone, whatever their level, feels safe and secure to speak up, whether it's with an idea, an observation, or a significant concern.

Our network of FTSU Guardians was set up in accordance with NHS England's guidelines to ensure everyone feels safe and confident to speak up. Guardians provide a secure and impartial service for employees to raise concerns, helping remove barriers for those who may feel unable to speak up directly within their place of work. They ensure concerns are acknowledged, issues are responded to, and feedback is given on the actions taken.

To strengthen our commitment to workforce engagement, we have appointed an Employee Engagement Trustee. This role is focused on supporting the Board in gaining a deeper understanding of how organisational changes impact employees. Through site visits, insights are gathered by creating opportunities for colleagues to share their views. Key themes and trends will be reported back to the Executive Committee, helping to shape informed, responsive leadership decisions.

“Encouraging, supporting and empowering colleagues to speak up at the earliest opportunity, about anything that is causing them concern is essential for psychologically safe working environments.”

Helené Donnelly OBE RN
Head of Safety Culture





Our commitment to quality assurance and data-led improvement continues to be underpinned by the effective use of quality dashboards. These provide the Executive Committee with critical oversight, enabling informed decision-making and guiding the prioritisation of quality improvement initiatives.

This year we further enhanced our utilisation and visibility of data within our hospital sites with the launch of site-specific quality dashboards. This enabled analysis at a site level for themes, trends and focus areas, and contributed to the creation of site-based quality improvement action plans.

Stephanie Horner, Clinical Governance Lead at Guildford Hospital, shares how the team has actively engaged with the dashboard data to drive service improvements at local level.

“Our dashboards serve as a critical tool for communicating quality metrics and performance to our team while also demonstrating measurable improvements in our quality indicators over time. By benchmarking our outcomes against the broader organisation, we continuously identify opportunities for quality improvement.

For example, our overall safety score experienced a temporary decline when care-related incidents were highlighted in amber. A thorough review of the data, and associated adverse events, revealed a small number of wound incidents associated with complex conditions. This enabled us to introduce enhanced safety measures and process improvements. As a result, we have not encountered similar incidents since, and our safety indicator has returned to green.”

Data-led improvements

Clinical apprenticeships

Creating an environment in which clinical excellence flourishes is essential to improving the ongoing quality of our services, and safeguarding the high standards of care we pride ourselves on. We, therefore, put much emphasis on the continual training and development of our clinical teams.

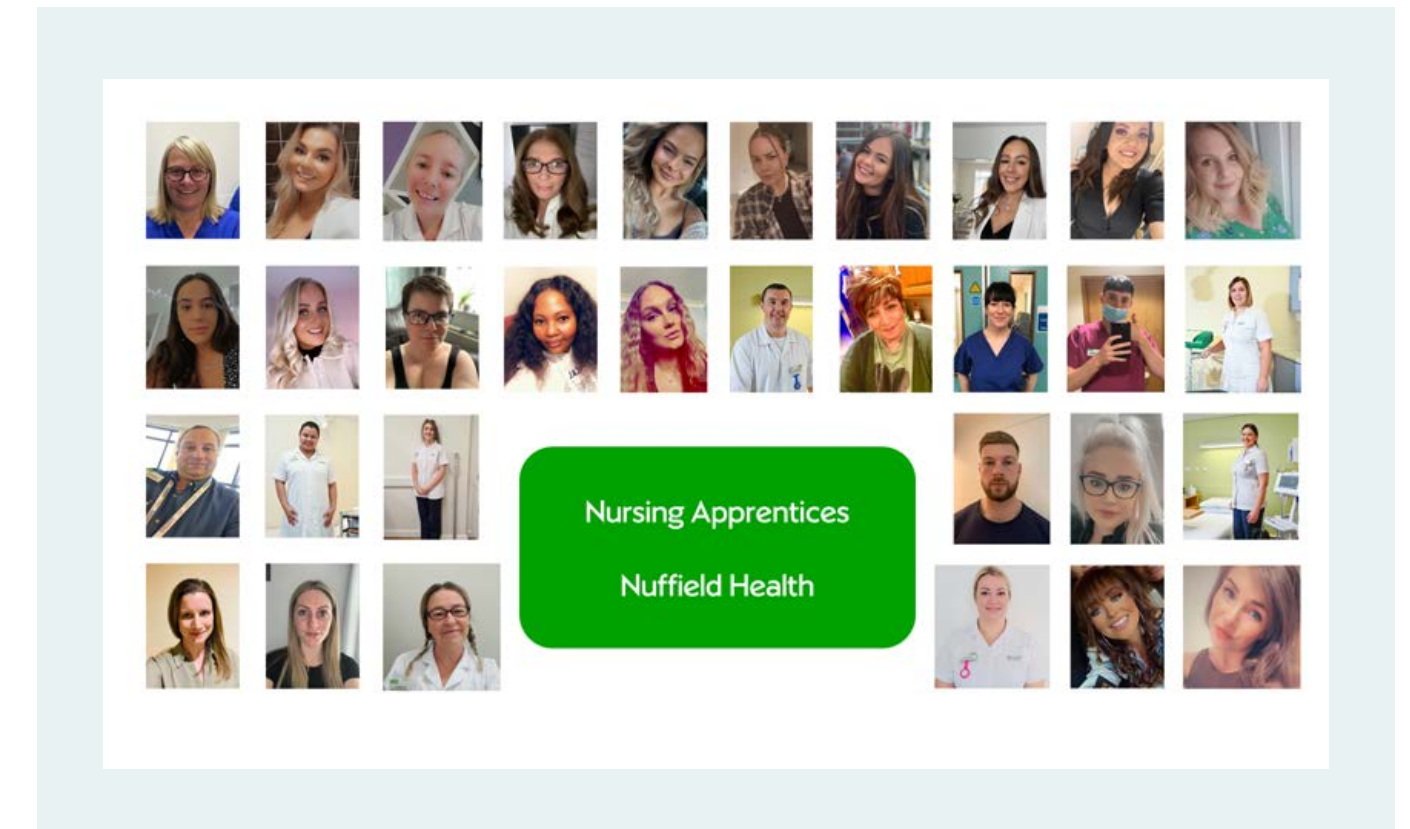
By championing apprenticeships, our Clinical Education Team (CET) plays a vital role in shaping skilled, compassionate and future-ready nurses, nursing associates, and allied health professionals.

Since 2022, CET has supported over 400 apprentices and achieved a 91% retention rate. This has significantly reduced reliance on agency staff, and the number of job vacancies across the Charity has fallen. Data shows that over 50% progressed from one apprenticeship to another, creating a sustainable internal talent roadmap.

A large proportion of participants come from under-represented backgrounds, contributing to a more diverse workforce. And collaboration with key educational providers enhances practice-based learning, nurse and multi-professional education, and placement experience.

One-to-one pastoral and wellbeing support is at the core of our clinical education programme, with regular ‘check-ins’ and bespoke objective setting for all our learners. Restorative supervision is a key element in linking the wellbeing of our people to the quality of care they deliver to our patients and their families.

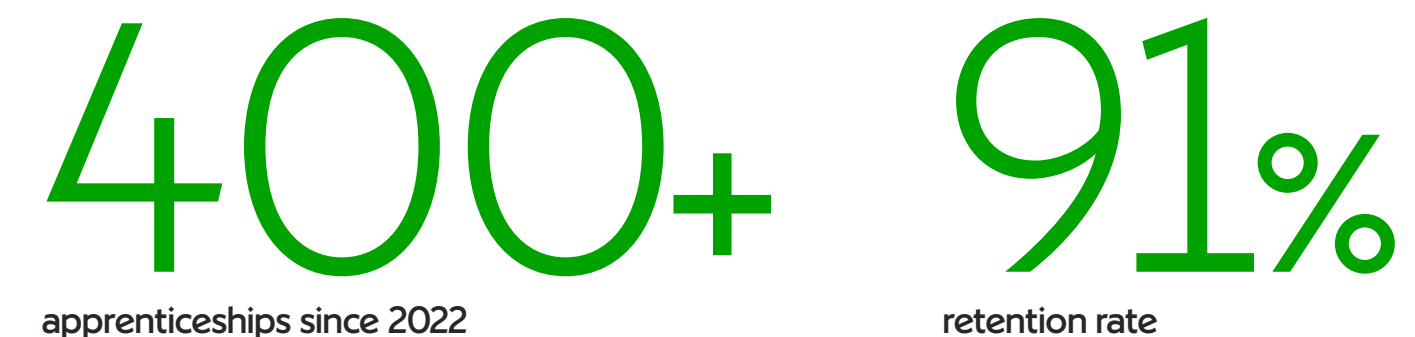
Apprenticeships enable our clinical workforce to become more confident, competent and compassionate, as they deliver high quality, safe, and person-centred care to our patients. Improvements in staff retention and job satisfaction combine to build a safe and effective workforce, committed to delivering quality and clinical excellence in support of our values and our purpose to build a healthier nation.



Nuffield Health offers clinical apprenticeships on the Nursing Associate NMC approved apprenticeship programme, a role designed to bridge the gap between a Healthcare Assistant and a Registered Nurse.



Kelly, an apprentice Operating Department Practitioner (ODP), is a great example of how apprenticeships can change lives particularly as someone who didn't think she would ever get the chance to have a career change.



Accreditations and achievements

External verification of our quality assurance standards reinforces confidence in our expertise and the provision of care. It drives us to constantly improve, and is a source of great pride to the teams involved and to the Charity as a whole.

During the year, the Health Innovation Network (HIN) awarded Nuffield Health an Early Adopter Badge for our approach to the mobilisation of the Patient Safety Incident Response Framework (PSIRF) across Primary Care services.

HIN, established in 2013, is the innovation arm of NHS England and supports the adoption and spread of innovation at pace and scale, to improve health outcomes. The award recognised Nuffield Health's commitment to, and successful implementation of the new framework across our GP, physiotherapy, and health assessment services. HIN said the badge served as recognition of Nuffield Health's willingness to explore, learn and test PSIRF principles.



Winner of Most Effective Contribution to Integrated Health and Care for the Greater Manchester Major Trauma Enhanced Rehabilitation Service, delivered by Nuffield Health in partnership with Manchester University FT, the Northern Care Alliance, the University of Manchester and the University of Salford



◆ **Macmillan Quality Environment Mark: Accreditation held at all our hospitals providing oncology services**



◆ **NJR: Our 34 hospitals in England and Wales are rated Gold**



◆ **JAG: Accreditation achieved by 15 of our gastrointestinal endoscopy services, recognising high quality**



◆ **ISO 9001: Accreditation achieved by physiotherapy and health assessment services lines.**



100%

of our hospitals rated overall as Good or Outstanding by national regulators*

*Excluding Nuffield Health at St Bartholomew's Hospital, which opened in May 2022 and is yet to undergo Care Quality Commission (CQC) assessment

Our progress against our 2024 Quality Improvement Plan

FTSU Primary Care

As part of the FTSU launch in Primary Care, we introduced PSIRF and FTSU training, set up a network of FTSU Guardians across Central Services, and promoted clear, accessible speaking-up routes. The Safety Culture Network was strengthened to triangulate concerns, embed leadership development in the quality strategy, and ensure psychological safety is monitored through staff surveys. All concerns are tracked to ensure timely, compassionate, just responses.

Improving the patient pathways – Orthopaedics

A cross-functional working group reviewed the Orthopaedic pathway for hips and knees, mapping current and best practices to identify key improvements. These include enhanced preassessment support, improved pre-surgery education (prehabilitation), a robust patient follow-up process, standardised post-op TTOs, and consistent patient information. These changes aim to optimise outcomes and ensure efficient, effective delivery across all sites.

Pre-operative Assessment optimisation / electronic pathway

A standardised Pre-operative Assessment (POA) policy and documentation have been implemented, supported by internal quality reviews. A Health Screening Questionnaire (HSQ) now guides clinical triage and early physiotherapy referrals. A patient tracker ensures timely surgical readiness. Additionally, a discovery phase for electronic POA (ePOA) has been completed, with clinical requirements defined and a benefits analysis underway.

Upgrade Pathology and Radiological systems

A new Laboratory Information System (LIMS) is being implemented in 2025 to accelerate diagnostics and enable remote reporting. Radiology systems now support remote reporting and integrated partnerships, reducing wait times. The GE Diagnostic Imaging partnership is expanding capacity with AI-enabled technology, including 26 ultrasound machines delivered in 2025, marking early progress in this 20-year innovation-driven collaboration.

Quality Improvement Plan for 2025



Clinical audit programme	Patient Group Directions (PGD)	Patient forums	Martha's Rule
<p>Our clinical audit programme looks to ensure that patient care meets required standards and areas for improvement are identified. It helps monitor and enhance the quality and safety of clinical services by comparing current practice against evidence-based guidelines, and implementing necessary changes.</p>	<p>As part of our commitment to improving timely, safe, and effective patient care, we have initiated a structured approach to the introduction of Patient Group Directions (PGDs) across our hospital group, led by the Central Pharmacy team, in collaboration with the key Quality Leads.</p>	<p>The Quality Lead for Patient Safety and Clinical Effectiveness, and our Patient Safety Partner, are driving forward enhancements to our patient forums. These provide a platform for people to share experiences, feedback and suggestions, helping ensure services are shaped around patient needs, and improving the quality, accessibility and responsiveness of care.</p>	<p>Introduced to give patients and their families the right to request a second opinion, or an urgent clinical review, if worried about a condition worsening in hospital Martha's Rule represents a significant step in empowering patients, and promoting responsive care. Although not yet put into effect across the independent sector, Nuffield Health will commence piloting implementation, recognising it supports good practice.</p>
<p>WHAT WE PLAN TO DO</p> <ul style="list-style-type: none"> Utilise audit results across updated primary, secondary care and specialty dashboards, to further enhance quality assurance against current measures across patient safety and clinical effectiveness Continue improvements within the system to manage audit-linked action plans more effectively Further enhance the audit analytic dashboards to enable scrutiny across specialties, to highlight areas of best practice and those with a focus on quality improvement Continue working with NHS England regarding the introduction of the JAG mandatory audit of incidents of post colonoscopy colorectal cancers (PCCRC). This audit will support Nuffield Health in monitoring and maintaining quality colonoscopy procedures for all patients, using endoscopy services across the Charity. 	<p>WHAT WE PLAN TO DO</p> <ul style="list-style-type: none"> Pilot implementation, focusing on radiology, where PGDs can enhance access to medicines, such as contrast media Develop a governance framework, including a PGD policy, authorisation process and training package, to ensure safe and compliant practice across all locations Standardise PGD templates to support consistency, legal compliance, and ease of local customisation where needed Evaluate pilot to assess clinical effectiveness, user confidence, and patient safety outcomes, to inform improvements Phased expansion, prioritising settings where PGDs offer greatest clinical benefit, and improve patient experience Establish PGD Oversight Group to monitor implementation, coordinate updates, and ensure consistency and quality Incorporate PGD learning into governance and reporting structures, to drive continuous improvement and understanding. 	<p>WHAT WE PLAN TO DO</p> <ul style="list-style-type: none"> Pilot a new format for patient forums at two initial sites. This will enable local teams to identify and explore priority safety concerns based on their own adverse event data, and customer service feedback Publish a Standard Operating Procedure (SOP) and templates developed following evaluation of pilot phase, to standardise and refine the forum process for wider adoption The quarterly forums will look to drive safety improvements and will expand to additional sites based on initial success Bi-annual national forum established, bringing together learning and insights from local forums to support shared understanding and cross-site safety enhancements Structured learning and feedback loop implemented, ensuring both local and national dissemination of themes and tracked actions arising from forum discussions 	<p>WHAT WE PLAN TO DO</p> <ul style="list-style-type: none"> Identify pilot hospitals, representing both high and low resource settings, to implement and test the proposed model Finalise standard operating procedures, training content, and patient-facing materials Establish a monitoring framework to track all activations and capture outcomes and feedback Following evaluation of the pilot, the model will be refined and scaled to work across the wider hospital network Engagement with external stakeholders, including insurers and regulators, will continue throughout to demonstrate Nuffield Health's commitment to delivering safe, responsive, and patient-centred care

Prescribed information

2024/25



NHS England prescribed information

The data made available to the provider with regard to:

- (a) The value and banding of the Summary Hospital-level Mortality Indicator (SHMI) for the trust for the reporting period; and
- (b) The percentage of patient deaths with palliative care coded at either diagnosis or specialty level for the trust for the reporting period.

Nuffield Health statement

11 NHS patients died during the reporting period (a rate of 0.019%). This is in keeping with the last reporting period, which showed fourteen deaths (a rate of 0.023%).

Of these deaths, all were unexpected and none related to palliative care. Palliative deaths remain stable at zero, when compared to the previous reporting period. Following local and independent reviews, no significant findings pertaining to clinical quality were identified in any of these cases.

Regarding unexpected deaths, Nuffield Health has systematically investigated all incidents, ensuring that all appropriate measures were undertaken and any learning obtained is used as a source of preventative action and quality improvement.

The National Medical Examiner for Nuffield Health (NME) continues to lead on learnings from deaths.

Each Nuffield Health site has established links with their locality NHS Medical Examiner's office, enabling sharing of patient records for independent scrutiny of Medical Certificate of Cause of Death (MCCD).

All patient deaths in Nuffield Health undergo a Structured Judgment Review (SJR). The SJR incorporates feedback from investigations, with tools such as SWARMS After-Action Reviews and SEIPS, ensuring contributions from members of staff and consultants with practicing privileges. The SJR includes a section of learning and actions. Following initial completion, further sign off is required once the actions are completed. Learning includes sharing exemplary practice.

Nuffield Health engages with bereaved people who are asked proactively if they have concerns or questions about the care received. Concerns from the bereaved are investigated as part of the SJR. There is open dialogue with the bereaved, including the sharing of the SJR.

NME works alongside the Patient Safety Incident Response Framework (PSIRF) process to identify cases where a Patient Safety Incident Investigation (PSII) should be undertaken and to identify themed reviews

The NME chairs a monthly and quarterly Morbidity and Mortality meeting, which facilitates reviews of all deaths and cases that have gone, or will go, to inquest. The monthly meeting identifies cases that may require a PSII and cases for presentation at the Quarterly Morbidity and Mortality meeting for a more in-depth review and discussion. The Patient Safety Partner attends the quarterly meeting.

The subjects covered in the meetings include:

- Possible failings in care that require urgent escalation and investigation
- Examples of exemplary care
- Feedback and concerns from bereaved people
- Themes and learnings
- Nuffield Health site teams present cases for in depth review, discussion, and sharing, including exemplary practice
- Discussions of summaries and learning from inquests
- NME provides update of communication from NHS, Lead NHS ME, Lead Coroner, and summation of relevant Prevent Future Deaths (PFDs) notices to other healthcare providers
- NME shares summary slide of learning for each hospital site Medical Advisory Committee (MAC)

- NME shares summary slide of learning for Resident Doctors via NES Healthcare
- NME share learning across sites at national Lunch and learn and for twilight staff at supper and learn.

At site level, Nuffield Health completes the following:

- Support and care of the bereaved, with early and open engagement, is central to care following a death
- SWARM, After-Action Reviews and Systems Engineering Initiative for Patient Safety (SEIPS) are undertaken
- Provides wellbeing support for team members
- Lead on completion of the SJR with central support
- Locality links to the NHS ME office have been established to enable independent scrutiny and discussion of requirements for Coronial referral
- Links to locality Coronial services are in place to enable information sharing
- MAC reviews all deaths and SJRs
- MAC receives summary of national learning from the central team for sharing and possible practice change.

NHS England prescribed information

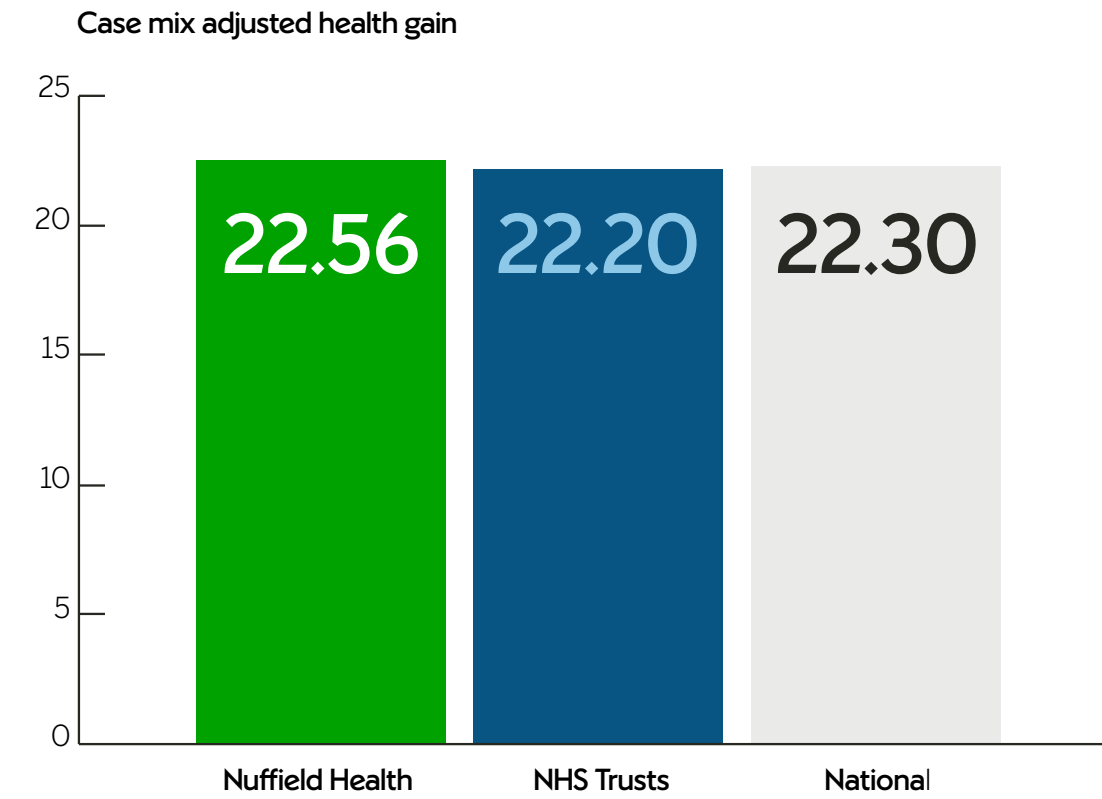
The data made available with regard to the provider's patient reported outcome measures core, during the reporting period, for

- (i) hip replacement surgery and
- (ii) knee replacement surgery

Nuffield Health statement

Nuffield Health continues to submit patient reported outcome measures (PROMs) for publication by NHS England.

Delivering sector leading outcomes remains fundamental to Nuffield Health's strategy. To support this, Nuffield Health has invested significantly in technology and has partnered with a leading supplier to implement electronic patient reported outcomes (ePROMs) software at all of Nuffield Health's hospitals delivering NHS funded services. This investment has transformed the way outcomes are collected, it has significantly improved participation and has allowed Nuffield Health to collect PROMs across more procedures to further understand the positive impact we are having on our patients. These advancements continues to support our understanding how we can continually improve patient outcomes and deliver efficient services to all patients.

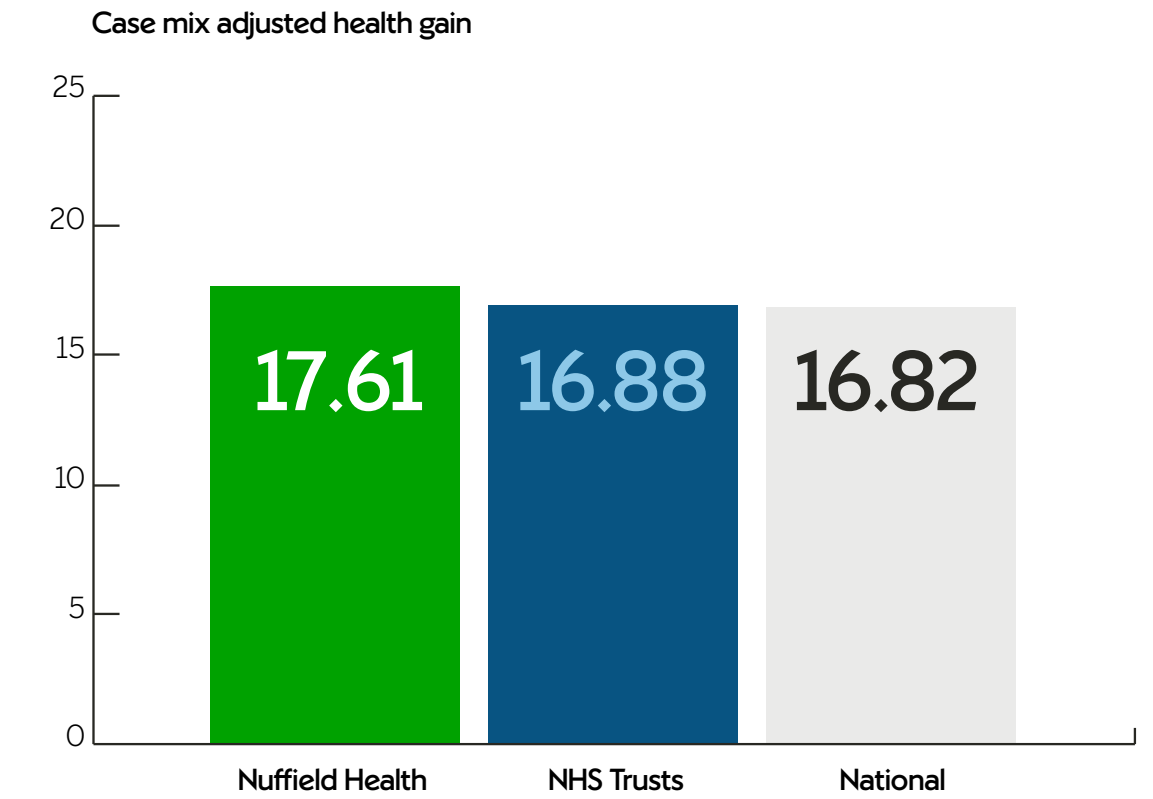


Primary Hip Replacements – Adjusted Health Gains (OHS)

Based on completed Patient Reported Outcome Measures, 72% of NHS funded patients treated by Nuffield Health achieved a 'better-than-expected' outcome (+5% vs national average), with 96% reporting an improvement 6-9 months after discharge (+2% vs national average). Only 1.35% of patients were dissatisfied with the outcome of their surgery (-0.47% vs national average).

96%

NHS patients treated by Nuffield Health reported an improvement 6-9 months after discharge



Primary Knee Replacements – Adjusted Health Gains (OHS)

Based on completed Patient Reported Outcome Measures, 68% of NHS funded patients treated by Nuffield Health achieved a 'better-than-expected' outcome (+2% vs national average) and 95% reported an improvement 6-9 months after discharge (+1% vs national average). Only 2.73% of patients were dissatisfied with the outcome of their surgery (-0.60% vs national average).

95%

NHS patients treated by Nuffield Health reported an improvement 6-9 months after discharge

Period covered

April 2023 to March 2024. Published: 13 Feb June 2025. Data Available at <https://digital.nhs.uk/data-and-information/publications/statistical/patient-reported-outcome-measures-proms/final-2023-24-data#chapter-index>

NHS England prescribed information

The data made available to the provider with regard to the percentage of patients readmitted to a hospital which forms part of the provider within 28 days of being discharged from a hospital during the reporting period, for patients aged:

- (i) 0 to 15 years; and
- (ii) 16 years or over

Nuffield Health statement

The percentage of NHS patients readmitted to a Nuffield Health hospital within 28 days of being discharged from a Nuffield Health hospital for the reporting period was:

- 0 to 15 years: not applicable
- 16 years or over: 0.17% of hospital episodes (+0.02% vs previous year).

Nuffield Health has maintained a concerted focus on understanding and learning from its readmission rate. During the reporting period we saw a marginal increase in readmissions.

There continues to be a drive across all health sectors to encourage people to return home as soon as possible. This is part of the general 'enhanced recovery protocols', and also a response to the British Association of Day Surgery and Get it Right First Time (GIRFT) recommendations to facilitate more day case surgery. Currently over two thirds of all surgical admissions are day case. This initiative tries to return patients to their home, or familiar environment, as soon as it is medically safe to do so. This requires greater planning and facilitation, both pre and post-op. Patients need to be carefully selected, with a thorough preoperative evaluation. If required, it requires a robust 'back door' return to the hospital, in order not to overwhelm primary care with straightforward postoperative issues that should be dealt with at the secondary care facility.

Patient Initiated Follow-Up (PIFU) is an important approach that empowers patients to take greater control of their ongoing care. This ensures that clinical time is better focused on patients who require active intervention, improving both access and patient experience. Nuffield Health is in the early stages of developing a more consistent and structured approach to PIFU, using the NHS toolkits to guide implementation initially across joint replacement pathways. This work will support a more personalised approach to maintaining safe, responsive care pathways.

Our discharge processes are designed to facilitate safe discharge, and discharge planning effectiveness. In line with our governance framework, we continuously evaluate hospital readmission rates, examining case data and exploring outliers, trends, and themes. We have updated our Quality Management System, Radar, incident categories to differentiate readmissions back to a Nuffield Health site, NHS Trust or another facility. With PSIRF values of joint working across the healthcare sector, we continue to work with other services to build networks in order to facilitate wider system learning.

In the period we updated our admission and discharge literature which has been published on our website, however, can be printed for patients who require a hard copy. This has enabled early visibility for patients, whilst providing a more sustainable model. This method also provides the ability to update content with ease. We continue to work with EIDO to provide patients with procedure specific information.

Patient safety meetings have continued to develop at all sites to ensure a multi-disciplinary team (MDT) approach for decision making around patient suitability for admission. Pharmacy and Consultant/Anaesthetist engagement is actively encouraged.

Quality initiatives that aim to enhance our existing systems and processes include:

- Pharmacy services have continued a Central Pharmacy incident review forum to monitor medicine management incidents, identify themes, trends and resulting actions. A medicines formulary approval approach has been implemented and our electronic prescribing system continues to roll out as a key tool to improving medicine safety
- The POA steering group continue to meet monthly and have worked on key pathways of care including anaemia, anti-coagulation and diabetes this year. All sites now hold a patient safety meeting, where the multidisciplinary team comes together to discuss any patients identified

at POA that have complexities of care that the POA team feel need escalating. All Nuffield hospital sites in England now have access to the NHS spine to ensure up to date accurate patient medical history.

For 2025/26 our focuses include:

- All sites have now adopted key elements of our POA transformation project. This ensures early screening and risk assessment at the time a decision is made to treat the patient. There is ongoing work in data collection and Nuffield are furthering discussions exploring an electronic preoperative technology solution to further enhance this part of the surgical patient pathway
- Early assessment and analysis of cancellations prior to surgery has highlighted various themes. The POA steering group focuses on these key areas to improve the patient pathway. We have implemented the Pre-operative anaemia pathway, launched at the end of the reporting period, this will be monitored and data collected throughout the next year. We currently have a working group updating the process for patients with diabetes & finalising changes to the pre-operative anticoagulant policy to ensure an improved process. The focus throughout the year will be on optimising patients through the anemia pathway and all other modifiable risk factors
- From a pharmacy perspective, we are developing a medicines optimisation strategy that will be published as a five-year plan. A medicines audit tool and dashboard will enhance our assurance framework. There is a refresh of our medicines governance structure to incorporate the GPhC/RPS Hospitals and Chief Pharmacists standards
- We are conducting a review of the value of post-op discharge calls across specialties to see if this contributes to improved patient outcomes, patient experience and a reduction in post op readmissions and complications.

NHS England prescribed information

The data made available to the provider with regard to the provider’s responsiveness to the personal needs of its patients during the reporting period.

Nuffield Health statement

Nuffield Health’s Patient Satisfaction Survey (PSS) is provided to all in-patients (NHS and private). It measures our responsiveness to the personal needs of our patients.

During the reporting period, this score confirmed:

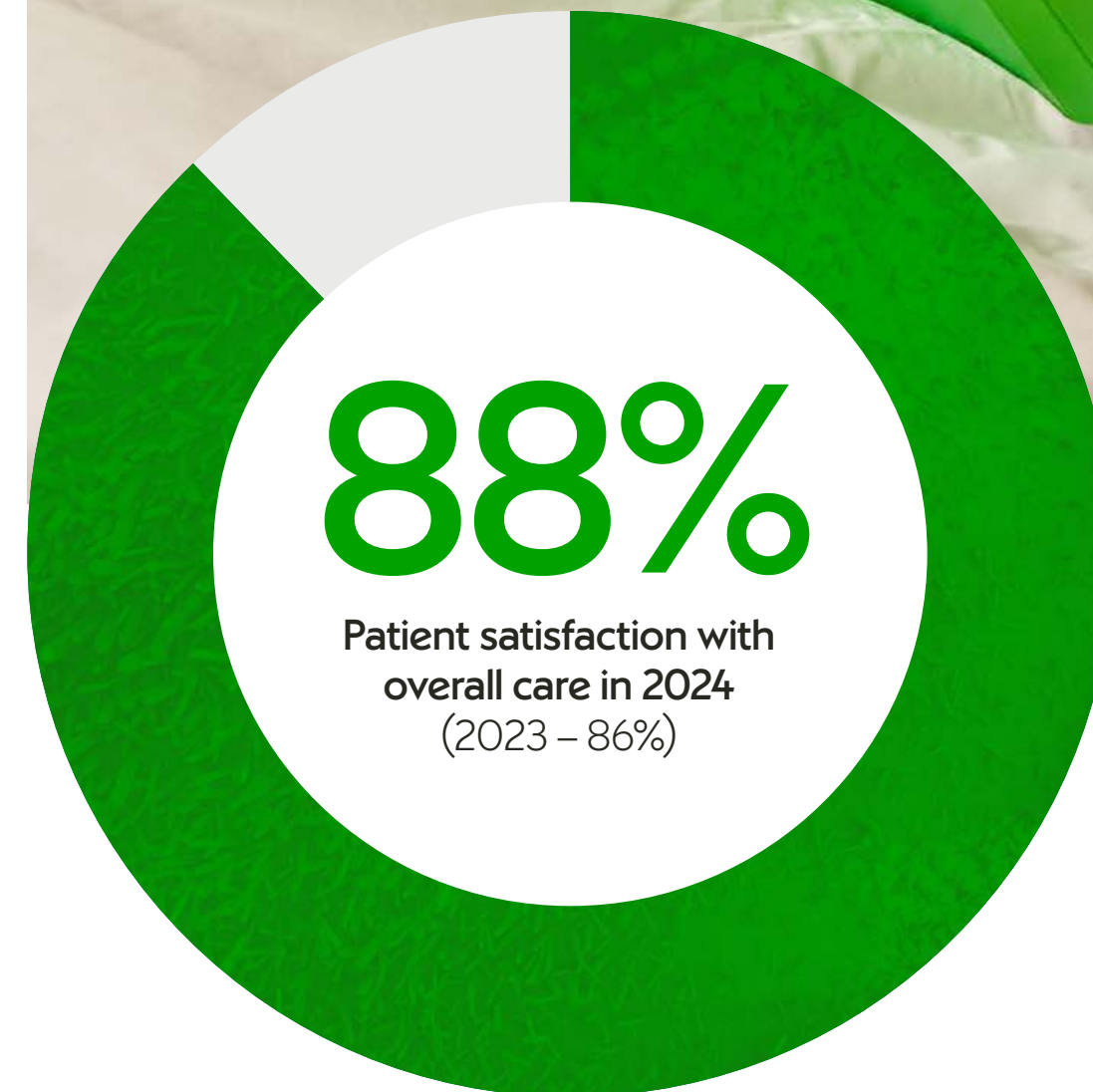
- 88% satisfaction with overall care

Nuffield Health’s patient feedback survey results are used at both the sites and centrally to improve the customer experience. We continue to maintain a focus on providing people with a positive healthcare experience.

- Patient survey participation has remained strong and relatively stable across the reporting period, with our highest participation of the year being achieved in the latter part of this period
- Patient responses have been used to support the improvement of our customer experiences, driving changes to our customer journeys to simplify processes and reduce friction for our patients’ overall experience from booking appointments to discharge.

Nuffield Health intends to take the following actions to maintain our high level of performance and the quality of our services.

- We will continue to use feedback to drive improvements to the patient experience. Where we identify an opportunity to improve, we will work with our teams to develop the actions that are required to enhance the quality of our services
- We will continue to monitor the engagement of our patients through our surveys. Where we do not receive the engagement we expect, we will identify what actions are required to increase the response rate and put them in place.



In 2025/26 we plan to continue to improve our survey offerings. As part of our normal process we regularly review the questions to ensure that we are getting the most from our survey. We maintain our work towards the implementation of a new Strategic Survey tool which will provide us with the means to take a step further forward in our patient experience listening programme.

NHS England prescribed information

The data made available to the provider with regard to the percentage of staff employed during the reporting period who would recommend the provider as a provider of care to their friends or family.

Nuffield Health statement

At Nuffield Health, we believe that an engaged and supported workforce is essential to delivering outstanding care to our customers and patients. We are committed to fostering a culture where every team member feels valued, empowered to share feedback, and confident that their voice is heard.

Our Employee Forum, established in 2023, brings together representatives from all regions and business lines across the Charity. It continues to thrive, with quarterly meetings providing valuable insights into what is working well and where improvements are needed to support our strategic goals and charitable mission.

Employee feedback remains a priority for us. Through our Peakon Employee Voice survey, conducted twice a year, we collect in-depth insights across all areas of the organisation. In our October 2024 survey, more than 10,000 colleagues participated. In response to the question, "How likely is it you would recommend Nuffield Health as a place to work?" the average score was 7.4.

By regularly gathering and acting on feedback, we are able to build a comprehensive view of employee engagement and satisfaction. This ongoing investment ensures we continue to create a supportive, inclusive, and high-performing workplace for all.

10,000+

of our people took part in our Peakon Employee Voice survey in October 2024

Nuffield Health

Have your say

PEAKON Colleague VOICE

Together we'll shape a **BETTER** place to work

Our ambition is to become the best place to work in health and wellbeing in the UK. The Peakon survey is completely anonymous and lets you share honest feedback about what's great about working here and what we need to improve.

Click on the link in your email or scan the QR code on the right to take part in the survey now.

PEAKON Colleague VOICE

Have your say

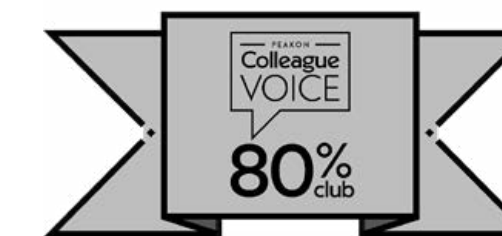
SCAN THE QR CODE TO TAKE PART

Together we'll shape a better place to work

PEAKON Colleague VOICE

Have your say

Survey opens 9 June



Campaign materials created to encourage participation in completing the survey including posters for sites, screensaver for monitors and desktops, promotional banner for the extranet and accolade stamps celebrating each site's level of participation.

NHS England prescribed information

Friends and Family Test – Patient: The data made available to the provider for all acute providers of adult NHS funded care, covering services for inpatients and patients discharged from Accident and Emergency (types 1 and 2)*

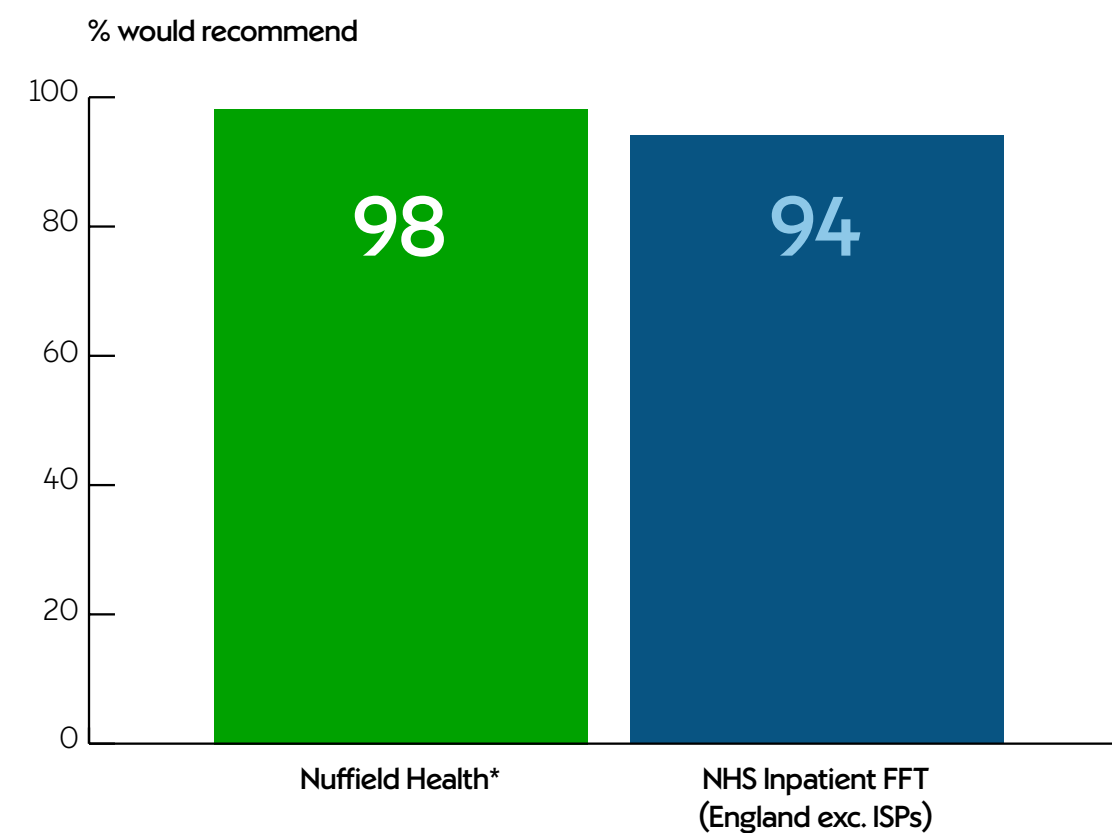
Nuffield Health statement

Nuffield Health has a specific patient Friends and Family Test (FFT) that is consistent with the questions asked of all NHS patients. Our inpatient results from April 2024 to January 2025 show:

- 94% of our in-patients rated the service they received as very good or good.

Nuffield Health continues to ensure that our patients have a positive experience of healthcare. A score of 98%, an increase of 4% on the previous reporting period, shows our determination to improve the experience of our patients and is a strong indicator of a positive experience in our care.

Patients' friends and family test outcomes (April 2024 – January 2025)



As discussed earlier in this report there is continued effort to maintain and improve our patient experience and the quality of our services and to do so we intend to do the following:

- Continue to monitor the engagement with our customer experience surveys, ensuring that the current high response rate remains the same
- Gather greater insight on our patient experience by adding additional surveys to our existing estate at different points within our patient's journey
- Continue to take action on the feedback provided by our patients to better their healthcare experience.

We continue to hold CQC good or outstanding ratings throughout our hospital and clinical sites, and further monitor components of patient satisfaction through our Hospital and Quality Assurance reviews, which includes discussions with patients.

The quality initiatives within our Quality Improvement Programme all contribute to a positive patient experience. They are an important area for approved initiatives and we monitor their positive implementation and embedment.

An example of a quality initiative has been the hip and knee pathways which enhance the patient clinical journey, delivering timely treatment and rehabilitation for the best possible outcomes.

*Accident and Emergency discharges are not applicable. Source: <https://www.england.nhs.uk/fft/friends-and-family-test-data/> April 2024 – January 2025 combined data

NHS England prescribed information

The data made available to the provider with regard to the percentage of patients who were admitted to hospital and who were risk assessed for Venous Thromboembolism (VTE) during the reporting period.

Nuffield Health statement

Nuffield Health is committed to treating and caring for people in a safe environment and protecting them from avoidable harm.

The trend of VTEs has risen in comparison with the previous year 2024/25 - 0.23% (2023/24 - 0.1%), this is on a backdrop of significant focus on VTE Risk Assessments.

VTE was one of the Charity's identified areas for further review on the Incident Response Plan, following the launch of the Patient Safety Incident Response Framework (PSIRF) and the publication of our Patient Safety Incident profile analysis. The inclusion of VTE on the Response Plan followed a longitudinal data analysis of incidents. As well as data analysis, the investigation included deep dive reviews into individual patient clinical records. This report was initially finalised in January 2024 and the review outputs included that the frequency of VTEs was favorable when reviewed against national benchmarking data. Due to the national increasing trend of VTE an updated report was finalised in January 2025. This utilised data from the newly introduced integrated VTE Risk Assessment Tool in Nuffield's Quality Management System – Radar, which was launched in Q2 2024. The utility of the tool enables Nuffield at a national, regional and site level to scrutinize any specific themes and trends in relation to VTE. The updated report cross referenced against the National Joint Registry to provide intelligence of VTE events against NJR eligible surgery.

Key findings from the updated report:

- The report cross referenced against the National Joint Registry (NJR) to provide intelligence of VTE events against NJR eligible surgery. 26 of the 45 VTEs reported over a three month period were NJR eligible (13 hip replacements and 13 knee replacements)
- Appropriate post-op VTE prophylaxis was consistently utilised
- Rare, however, occasional delays in VTE diagnosis a reminder was cascaded to clinicians that if VTEs were suspected then prophylaxis treatment should be adopted.

Nuffield Health quality governance regarding adverse events ensures proactive analysis of all incidents and the ability to flag to appropriate forums, any no-harm or harm themes or trends. This includes VTE events to review effective utilization of VTE care management and any learning for sites and nationally.

Nuffield Health sites continue to engage with their local NHS Trusts, to facilitate sharing of information regarding patients who have been admitted due to a VTE event and are working collaboratively to facilitate shared learning. In addition, we report directly into NHS England's Learning from Patient Safety Events (LFPSE) for NHS patients to support the national thematic analysis and learning of all events, including VTEs.

An updated comprehensive VTE Audit was launched in the reporting period. This enables tracking of compliance against VTE assessment processes and enables specific national, regional and site-based action plans when non-compliance is observed.

Our continuous improvement activities for 2025/26 include:

- Continue to focus on standardised processes for VTE risks assessments within sites which utilise an electronic patient record
- Utilise our analytic tool to outline good practice and areas of focus for VTE risk assessment
- Continue to utilise national guidance and best practice regarding prophylaxis and optimisation of patients to minimise risk of VTE.

NHS England prescribed information

The data made available to the provider with regard to the rate per 100,000 bed days of cases of *C. difficile* infection reported within the provider among patients aged 2 years or over during the reporting period.

Nuffield Health statement

Nuffield Health maintains high standards of Infection Prevention (IP) and Control, which contributes to the maintenance of a safe environment and provides protection from avoidable harm.

Our Infection Prevention framework comprises robust policies and procedures, continuous education, and measures that aim to assure and reaffirm evidence-based practices. These facilitate safe and effective care delivery and positive clinical outcomes.

Nuffield Health's rate of cases of *C. difficile* infection in the reporting period is:

- 3.9 per 100,000 bed days in 2024/25 (compared to 2.0 per 100,000 bed days in 2023/24).

Thematic investigation concluded that only two of the *C. difficile* infections during the reporting period were attributable to Nuffield Health intervention, triggered by antibiotics given at the time of surgery. There was an increase in *C. difficile* Infections due to additional reporting of cases that present from new 3rd party GP services.

During 2024/25, Nuffield Health has continued to deploy and update, in line with changing national guidance, a range of quality improvement and key activities aimed at reducing *C. difficile* incidents and enhancing infection prevention standards.

These included:

- Continued development of the Infection Prevention Educational Programme aligning with new NHS IPC Educational Framework. Including the launch of Nuffield Health Director of Infection Prevention and Control and Infection Prevention Link Practitioner university accredited programmes
- Continued development of the comprehensive infection prevention audit programme as a component of our Quality Assurance Framework, including the addition of the National Infection Prevention Board Assurance Framework tool the hospital review programme
- Continued development of the Anti-Microbial Stewardship Forum, to monitor and manage antimicrobial use
- Continued development of healthcare associated infections (HCAI) surveillance systems to support identification of all infections, including *C. difficile*.

During 2025/26 Nuffield Health will continue to seek opportunities to enhance our existing high standards of Infection Prevention through staff training and education; best-practice clinical management (e.g. mechanisms that facilitate appropriate prescribing). This includes championing the collective work of Nuffield Health in placing sustainability at the heart of everything we do, driving greener infection prevention practices that maintain high standards of quality whilst reducing Nuffield Health's carbon footprint.

NHS England prescribed information

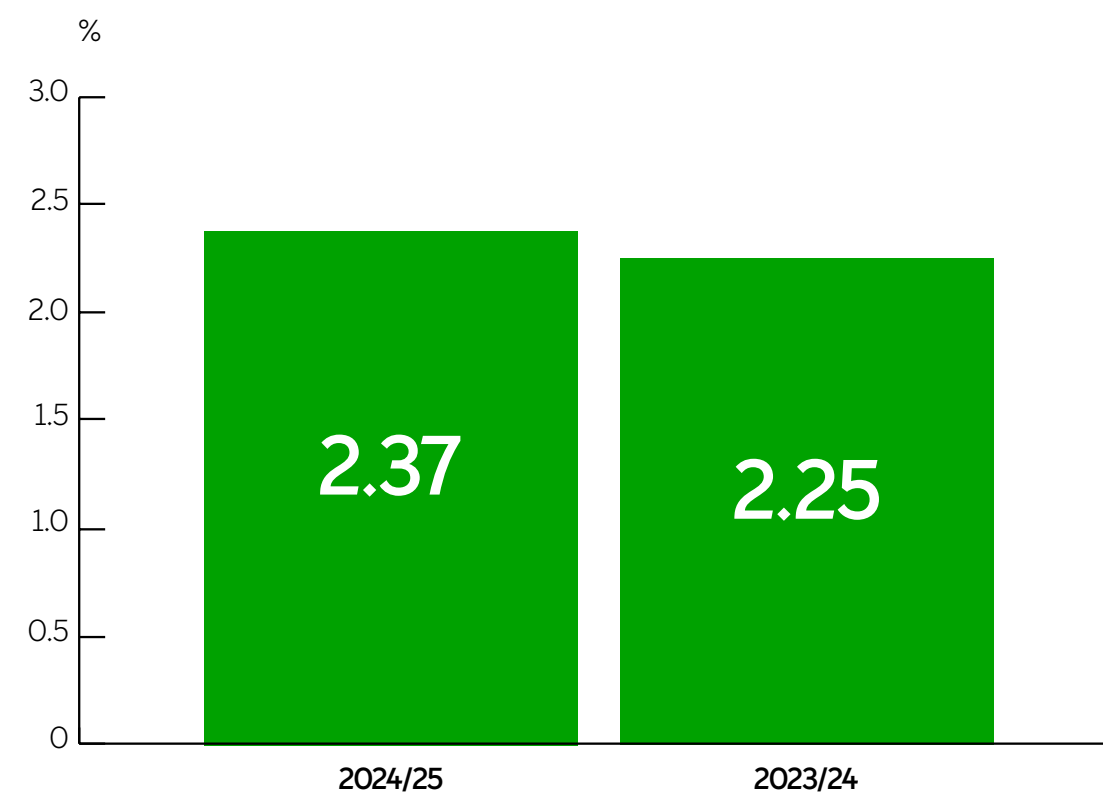
The data made available to the provider with regard to the number and, where available, rate of patient safety incidents reported within the provider during the reporting period, and the number and percentage of such patient safety incidents that resulted in severe harm or death.

Nuffield Health statement

Nuffield Health had the following patient safety incidents relating to NHS patients during the reporting period:

- Number of total patient safety incidents (including those that resulted in severe harm, moderate harm, low harm and/or death): 1063 (1.8% vs activity) (vs 932 for previous period which is 2.1% reviewed against activity)
- Rate (percentage of episodes): 2.37% (vs 2.25% for the previous period)
- Number resulting in severe harm/death for NHS patients: 15 (11 patient deaths and 4 severe harm events, compared against 14 deaths and 3 severe harm events in 2023/24)
- Rate (percentage severe harm/death): 0.03% (0.03% in 2023/24).

Percentage of patient safety incidents*



Nuffield Health continually strives to build a just safety culture that is grounded in openness, transparency and accountability. Our incident rate continues to remain low.

Since the successful launch of our Quality Management System, Radar, across our entire estate, the system has now become fully embedded. Over this period, we have continued to strengthen and optimise its use, introducing additional functionality and refinements to support continuous improvement. The integrated analytics tool is now firmly established and widely utilised, providing comprehensive visibility of incident themes and trends at national, regional, and site levels, enabling data-driven improvements and proactive preventative actions. We also continue to utilise an additional analytic tool Tableau which can be used to overlay the data against activity to enable accurate comparisons across sites.

We remain committed to contributing to the national learning agenda for patient safety. We continue to be fully compliant with NHS England’s Learn from Patient Safety Events (LFPSE) reporting requirements, ensuring that Integrated Care Boards (ICBs) maintain visibility of incidents affecting NHS-funded patients in their areas. Our sustained engagement supports a culture of openness, shared learning, and ongoing improvements in patient safety and quality of care.

Following our launch of Quality Scorecards for primary and secondary care in 2022/23 this has supported internal and external benchmarking across all areas of Quality (Safety, Effectiveness, Patient Experience). We have further enhanced this area with the launch of 13 Quality Scorecards across specialty services that are used both centrally and locally to support continued data-led decision making in areas of quality improvement.

During this period we have launched a standardised template for quality reporting monthly and quarterly for each of our hospital sites. These reports utilise the Quality Scorecard for a site to expand on themes, trends and any areas of focus. They also enable setting site-based quality improvement action plans. These will be discussed throughout the local governance structure at sites and drive the engagement of all team members to support change.

We continue to roll out our quality review processes, driving the development of individual site action plans which contribute to Nuffield Health’s wider Quality Improvement Programme. Building on this, the Hospital Quality Review process now continues in 2025 with every hospital site receiving a face-to-face review within each calendar year, supplemented by Subject Matter Expert reviews of specialist services within our hospitals. In addition, we are strengthening the capability of our site leadership teams and Registered Managers by aligning the Well-Led quality statements into our review and development processes to:

- Improve strategic clarity and direction
- Strengthen governance and accountability
- Drive a positive organisational culture
- Boost quality improvement and innovation
- Enhance staff retention and leadership development
- Improve patient outcomes and experience
- Strengthen reputation and regulatory ratings
- Support system-wide collaboration.

*Accident and Emergency discharges are not applicable

NHS England prescribed information

The data made available to the provider with regard to the number and, where available, rate of patient safety incidents reported within the provider during the reporting period, and the number and percentage of such patient safety incidents that resulted in severe harm or death.

Nuffield Health statement continued

The Charity has strengthened its clinical governance processes by transitioning to the Patient Safety Incident Response Framework (PSIRF) from October 2023. This aimed to reduce the risk of patient safety incidents (PSIs) occurring to as low as reasonably practicable, as well as enhancing the understanding of, and learning from those which do occur. Embedding the four key PSIRF Principles of compassionate engagement and involvement of all those affected by a PSI; the application of a range of responses to learn from them; considered and proportionate responses; and supportive oversight to strengthen responses and quality improvement were recognized as being key to the success of PSIRF.

It was recognized during the PSIRF planning phase that creating a psychologically safe environment was of paramount importance for fostering a 'just culture' where staff feel comfortable raising patient safety concerns and contributing to proportionate responses which enable quality improvement. To this end the Head of Safety Culture has been integral to aligning PSIRF with the Freedom to Speak Up Agenda. The proportionate response tools Nuffield has initially chosen to adopt are 'SWARMS' and 'After-Action Review' (AARs), which facilitate learning from PSIs; and current feedback indicates high staff appreciation for the supportive environment and inclusive decision-making these achieve. The Charity's commitment to patient safety is further demonstrated through initiatives such as weekly 'Patient Safety Lunch and Learns', enabling shared learning from PSIs and promoting ongoing safety education for all staff across primary and secondary care settings. These are recorded and accessible to all staff to enable those who cannot attend to watch at a later time and widen the sharing of learning even further.

Following the introduction of PSIRF we have further enhanced our quality governance with the introduction of a Morbidity and Mortality Forum, a Patient Safety Improvement Forum (PSIF) and a Weekly Adverse Event Forum. These all have a broad range of stakeholders including Subject Matter Experts (SMEs) within both Primary and Secondary care. This enables them to efficiently and effectively recognise patient safety themes and trends which may warrant further 'deep dives' and to identify safety actions which could prevent near miss and low harm events becoming more serious incidents in the future.

In order to engage with patients on patient safety the Charity has appointed its first Patient Safety Partner (PSP) who is actively involved in reviewing PSII reports to ensure they are written in language which the patient and/or their family can understand and that they answer any questions raised by these too. Other activities include working with the Charity's Patient Safety Specialist to pilot and introduce effective Patient Forums which will give patients the chance to give their perspective on the safety of the service they received whilst in the Charity's care.

Nuffield Health continues to prioritise patient safety and the following activities are planned in 2025/26:

- Appoint a dedicated independent Patient Safety Investigator whose focus is solely on leading PSIs
- Introduce 'Supper and Learns' for night teams to ensure safety learning from incidents which have occurred during the night is shared with a broader audience first hand
- Ensure each Nuffield Health secondary care site is invited to participate in their local ICB Patient Safety Improvement Network to allow for external oversight and achieve the NHSE PSIRF aim of shared learning across the whole of healthcare
- Pilot a standardised methodology for site based and national patient forums to continue to strengthen patient feedback and continual improvement of service.

NHS England prescribed information

Details of ways in which the provider’s staff can speak up (including how feedback is given to those who speak up) and how they ensure staff do not suffer detriment.

Nuffield Health statement

Nuffield Health is committed to facilitating an open safety culture, where all staff feel able to engage with us and raise issues, concerns, or improvement suggestions.

Speaking up is encouraged across the Charity. All members of staff have access to a variety of channels and escalation mechanisms that support the raising of issues or concerns. These include escalation through the local line manager and Senior Leadership Team (Director of Clinical Services/ Hospital Director); and direct escalation through our Head of Safety Culture (HoSC), Regional Freedom to Speak Up (FTSU) Leads, Onsite Hospital FTSU Guardians and Champions.

Anonymous disclosure of concerns is possible via Safecall, our 24/7 confidential, independently managed, hotline. Or, if concerns are raised formally, through Nuffield Health’s grievance process.

We have created a bespoke FTSU case management system, only accessible to the HoSC, FTSU Regional Leads and Guardians. This enables confidential case management; the recording of key themes and trends and data analysis; and the learning and improvement of cultures across the Charity.

In all instances, issues and concerns are reviewed and investigated, with feedback provided appropriately.

In addition, Wellbeing Champions in our hospitals work with the FTSU Champions, and can contact the FTSU Guardian on behalf of a member of staff. As of 2025 our Employee Forum has representation from one of the FTSU regional leads to ensure promotion of FTSU as business usual and any concerns/themes/trends are recognized, followed up on and triangulated.

The executive and non-executive FTSU leads promote and actively engage with the FTSU network.

The Executive FTSU lead and Head of Safety Culture co-chair monthly Safety Culture Network meetings to align FTSU issues, human resources and employee relations issues, grievances, exit interview feedback, doctor concerns, clinical concerns and incidents, regulatory compliance, safeguarding, complaints, incidents and risks.

Mandatory FTSU training has been implemented. ‘Speak Up, Listen Up and Follow Up’ is accessible to all employees through the Learning Online (LOL) system.

The national Freedom to Speak Up policy has been adopted and we have successfully implemented the Patient Safety Incident Response Framework (PSIRF).

During 2024 Nuffield Health continued to prioritise patient safety and advanced its Speak Up culture. We have further developed Regional FTSU Leads, and the network of operational onsite FTSU Guardians, across every hospital and central services. The FTSU Regional Leads and Guardians promote healthy Speak Up cultures and respond to concerns raised at local levels, signposting and escalating concerns to the relevant leaders for action. FTSU Regional Leads and Guardians request that feedback is given directly to the individual speaking up, and that they are thanked for coming forward.

Issues raised and actions taken to resolve matters are recorded confidentially within the case management system, and used to help influence positive learning and improvement for the whole organization.

The FTSU Guardian network is overseen by the Head of Safety Culture who collects data on concerns raised, theme and trends to influence continuous improvements. The FTSU Regional Leads attend National Guardian’s Office (NGO) regional FTSU Guardian network meetings, to learn from colleagues across pan-sector organizations including the NHS, the independent sector and social care.

During 2024 we have:

- Created a FTSU risk register and controls
- Developed a FTSU standard operating procedure aligned to the policy
- Developed a FTSU Manager Guidance training package for all Hospital Directors and senior leadership teams
- Conducted a FTSU internal audit
- Reviewed and evaluated all routes for staff to speak up and raise concerns
- Created an induction pack for all FTSU Guardians.



NHS England prescribed information

Details of ways in which the provider's staff can speak up (including how feedback is given to those who speak up) and how they ensure staff do not suffer detriment.

Nuffield Health statement continued

During 2025/26 we will aim to improve insight, strategy and practice by:

- Continuing to implement and embed the organisational FTSU strategy, focusing on evolving our safety culture. This will enable updates to policy framework and SOP, aligning with the National Speak Up Policy
- Recommended areas of attention are: triangulating FTSU information with patient experience, complaints, employment relations, sickness absence rates and causes, attrition and retention rates, exit interviews (including the introduction of internal movement exit interviews), workforce emotional wellbeing, staff safety culture/psychological safety surveys and focused attention on FTSU in relation to Equality, Diversity and Inclusion (EDI)
- Continuing to deliver our Speak Up improvement plan, including aligning with the NGO updated guidance and expectations of best practice.
- Continuing to support the workstream for staff engagement and 'Just Culture', to ensure shared learning and improvement
- Explore implementation of 'restorative supervision' to support just culture – enhancing the wellbeing and resilience of professionals
- Continuing to develop leadership capability to ensure all leaders feel confident in enabling a safe 'Speak Up, Listen Up and Follow Up' culture – competently recognizing and responding to concerns raised
- Continuing to support and develop psychologically safe speaking up behaviours across the Charity - developing a bespoke Psychological Safety survey to gather measurable information, data and feedback from colleagues

- Developing a bespoke FTSU Guardian annual survey to gain insights about how supported and effectual the onsite Guardians are, whether have adequate ringfenced time to be proactive and what improvements could be made
- Continuing to review and investigate Speak Up incidents, ensuring all concerns are appropriately investigated, and that feedback and follow up is given. These insights and learnings should be used as a driver for clinical and organisational improvement
- Continuing ongoing evaluation of current systems and processes. Standardise and streamline where necessary to improve resource effectiveness so we invest in credible, high-impact methods and strategies. Our aim is to drive and strengthen a business-as-usual approach to FTSU
- Streamline and clearly promote all routes and mechanisms staff can use to speak up to raise any issues.

Ways staff can Speak Up & Prevention of Detriment:

Staff can Speak Up in a number of ways throughout Nuffield Health. Currently, Freedom to Speak Up Guardians are only active within the hospital sites and central support services.

Best practice promotes a business-as-usual approach to creating safe cultures, so staff are encouraged to speak up to their colleagues, managers and senior leaders at the time the concern arises, or very soon after. They can also speak to colleagues who are Wellbeing Champions, Surgical Safety Champions, and Employee Forum Representatives.

Regular Hospital Quality Reviews provide staff with an opportunity to meet senior central leaders and raise any concerns they may have. Managers are encouraged to seek

advice from HR and ER, in supporting and dealing with staff speaking up. The independent, and anonymous, SafeCall telephone line is also available to log any concerns. Issues are escalated to the ER team for further action.

In addition to these approaches, staff are aware they can contact the CEO and other executive leaders directly to raise any concerns they may have with them.

Issues raised with ER, are treated in the same way as a grievance and staff will be given the opportunity for a hearing meeting to understand the concerns in more detail. Following investigation, the individual receives a full investigation report of findings. Due to confidentiality restrictions, there may be some areas that cannot be disclosed to them, however they do receive a final report.

Most calls to SafeCall tend to be anonymous, so the only means of communication is via the Safecall portal. Concerns are acknowledged and a further message sent to ask if the person would like to speak to someone direct from HR.

Preventing detriment is crucial. This is included as part of our Speaking Up awareness training for all staff and, specifically, as part of our leadership training and how to respond to staff who raise concerns or issues. This is also referenced within the FTSU policy and SOP.

We keep in touch with staff who have raised issues or concerns and they are encouraged to inform us if they feel they are suffering any form of detriment. It is vital that confidentiality is maintained throughout an investigation process. The individual has a key contact, usually the investigation manager, so, if there are any concerns, they know who to reach out to. If potential concerns of detriment or victimisation were raised, these would be investigated immediately.



National and local Audit

Clinical audits continue to be an important component of Nuffield Health's Quality Assurance Framework. They support assurances around regulatory compliance and clinical quality, while helping facilitate quality improvement.

During 2024/25, we launched a new Clinical Audit Framework and Clinical Audit Module through our Quality Management System – Radar. The system has improved both the completion of audits and output of audit results with the ability to complete audits via computers as well as tablets. In addition, the automated analytics enables review of audit results, including analysis nationally, regionally and at individual sites. Scrutiny of lower scoring questions across sites can be reviewed so that appropriate action plans can be put in place.

During the transition of audits from the previous system to our current Quality Management System, Radar, we took the opportunity to evaluate the clinical audits being completed. The new clinical audit schedule focusses on priority areas of clinical practice and areas of continued improvement. Since the launch of the Radar audit module in October 2024, the Charity completed 1,113 national audits at our hospital locations.

Multidisciplinary Team (MDT) compliance has continued to improve, following a time of ongoing education and embedding of process. This includes cancer related audits continue to give evidence of improved safety and quality.

In 2025/26 Nuffield Health will:

- Utilise audit results across updated Primary, Secondary Care and Specialty dashboards, to further enhance quality assurance against current measures across Patient Safety and Clinical Effectiveness
- Continue improvements within the system to manage audit-linked action plans more effectively
- Further enhance the audit analytic dashboards to enable scrutiny across specialties, to highlight areas of best practice and those with a focus on quality improvement
- Continue working with NHS England regarding the introduction of the JAG mandatory audit of incidents of post colonoscopy colorectal cancers (PCCRC). This audit will support Nuffield Health in monitoring and maintaining quality colonoscopy procedures for all patients, using endoscopy services across the Charity.

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Independent regulators' hospital reviews

Our hospitals are inspected by independent healthcare regulators to ensure they meet the fundamental standards of quality and safety, as determined by the regulating body of each country. The table details the rating of each of our hospitals, according to the findings of the [Care Quality Commission](#), [Health Improvement Scotland \(HIS\)](#) and [Health Inspectorate Wales \(HIW\)](#). Full reports of the inspections are available on the regulators' websites.



Hospital	Report published	Overall	Safe	Effective	Caring	Responsive	Well led	
Bournemouth	June 2022	Good	Good	Good	Good	Good	Good	
Brentwood	June 2017	Good	Requires improvement	Good	Good	Good	Good	
Brighton	December 2022	Good	Good	Good	Good	Good	Good	
Bristol	April 2024	Good	Good	***	Good	Good	Good	
Cambridge	November 2016	Requires improvement	Good	Good	Requires improvement	Requires improvement	Requires improvement	
Cancer Centre London (sold Dec 2024)	February 2020	Good	Good	Good	Good	Good	Good	
Cheltenham	January 2023	Good	Good	Good	Good	Good	Good	
Chester	December 2016	Good	Good	Good	Good	Good	Good	
Chichester	December 2021	Requires improvement	Good	Good	Requires improvement	Good	Requires improvement	
Derby	May 2016	Good	Good	Good	Good	Good	Good	
Exeter	October 2016	Good	Good	Good	Good	Good	Good	
Guildford	July 2019	Good	Good	Good	Good	Good	Good	
Haywards Heath	December 2017	Good	Requires improvement	Good	Good	Good	Good	
Hereford	March 2017	Good	Good	Good	Requires improvement	Good	Good	
Highgate	May 2017	Good	Good	Good	Good	Good	Requires improvement	
Ipswich	November 2016	Good	Requires improvement	Requires improvement	Requires improvement	Good	Good	
Leeds	June 2017	Requires improvement	Good	Good	Requires improvement	Requires improvement	Good	
Leicester	October 2023	Good	Good	Good	Good	Good	Requires improvement	
Newcastle	August 2016	Good	Good	Good	Good	Good	Good	
North Staffordshire	January 2022	Good	Good	Good	Good	Good	Good	
Nuffield Health at St Bartholomew's		Hospital opened May 2022 – as yet not rated						
Oxford	June 2022	Good	Good	Good	Good	Good	Good	
Parkside	November 2021	Good	Good	Good	Good	Good	Good	
Plymouth	July 2022	Good	Good	Good	Good	Good	Good	
Shrewsbury	October 2018	Good	Good	Good	Good	Good	Good	
Taunton	April 2024	Good	Good	Good	Good	Good	Requires improvement	
Tees	April 2022	Good	Good	Good	Good	Good	Good	
The Holly	May 2017	Good	Good	Good	Good	Good	Requires improvement	
Tunbridge Wells	July 2017	Good	Good	Good	Good	Good	Good	
Warwickshire	February 2025	Good	Good	Good	Good	Good	Good	
Wessex	January 2023	Good	Good	Good	Good	Good	Good	
Woking	August 2017	Good	Good	Good	Good	Good	Good	
Wolverhampton	October 2022	Good	Good	Good	Good	Good	Good	
York****	April 2025	Good	Good	Good	Good	Good	Good	
Cardiff & Vale*	February 2022	No issues identified by HIW						
Edinburgh**	March 2022	Good (HIS)						
Glasgow**	November 2020	Good (HIS)						

Rating key: ◆ Outstanding ◆ Good ◆ Requires improvement

* HIW conducts a review and provides a letter of findings, but not a rating. No breaches were identified in its inspection.
 ** Inspected by HIS – areas of patient experience, safe care and leadership/change improvement all recorded as Good. HIS does not produce an overall rating.
 *** Not enough evidence to rate.
 **** CQC report was published in April 2025. Positive feedback, await formal grading.

Bournemouth Hospital

About the hospital

Nuffield Health’s hospital in the centre of Bournemouth was established in 1957 and was the first to be acquired by the Charity. Highly trained teams provide care on an individual basis, with the aim of creating a safe and welcoming environment to encourage fast recovery and wellbeing.

Offering a wide range of first class medical and surgical services, Nuffield Health Bournemouth Hospital attracts many of Dorset’s leading consultant surgeons and physicians. It has a reputation for the delivery of an extensive range of services and treatments. Specialist focus is on orthopedics, cardiology, ophthalmology, cosmetic surgery, paediatrics, and men and women’s health.

Facilities include 39 beds; three operating theatres; an endoscopy suite; a catheter laboratory; two theatres for minor operations; and a physiotherapy gym, which includes a hydrotherapy pool. A full range of on-site diagnostics is offered, including MRI, CT, and mammography scanning.

Voice of the customer score

83%

Patient satisfaction with their experience at our hospital



“As Director of Clinical Services, I’m proud to lead a fantastic team that is passionate about delivering excellent patient focused care in a safe and welcoming environment.”

Louise Dennington
Director of Clinical Services

Quality inspection rating

Inspected and rated

Good

Highlights and accreditations

- ◆ National Joint Registry (NJR) Quality Data Provider Gold Award (2023/24)
- ◆ We successfully carried out our 2000th Mako® hip replacement with great patient outcomes
- ◆ We successfully implemented Nuffield Health’s Electronic Patient Records system in July 2024, with great commitment and engagement from our staff.

Brentwood Hospital

About the hospital

Nuffield Health’s hospital in Brentwood, Essex, has been serving the community since 1970, and has a reputation for clinical excellence and patient satisfaction.

This modern hospital specialises in orthopaedics; general surgery; men and women’s health; children’s services; and cosmetic surgery. A large team of consultants, working with specialist nurses, treats children for a variety of conditions.

Unique in the area, a dedicated endoscopy unit performs a wide range of camera-led procedures, dramatically improving patient outcomes. State-of-the-art diagnostic equipment includes a new X-ray and MRI suite. Skilled teams look after patients before, during and after a procedure, significantly reducing time spent in hospital.

Facilities include 40 beds; 25 outpatient rooms; one digital and three laminar flow theatres; onsite pathology, pharmacy, physiotherapy, and radiology services, offering a full range of diagnostics; and an onsite gym.

Voice of the customer score

86%

Patient satisfaction with their experience at our hospital



“Our hospital team is committed to providing a professional, high standard of safe care, where we are always looking to improve the patient experience.”

Alison Williams
Director of Clinical Services

Quality inspection rating



Highlights and accreditations

- ◆ National Joint Registry (NJR) Quality Data Provider Gold Award (2023/24)
- ◆ Significant investment into provision of new procedures including aquablation surgery, and for theatre equipment; new anaesthetic machines and instrument trays to enhance the patient experience
- ◆ Installed state-of-the-art X-ray machine, with the latest imaging technology
- ◆ CQC rating Good, with Outstanding for safety and service for children and young people.

Brighton Hospital

About the hospital

Nuffield Health's hospital in Brighton, East Sussex, was founded in 1976, in Hove. It moved to its current site in Woodingdean in 1995, to meet increased demand for its clinical services.

The hospital is one of the UK's leading gender affirmation centres, offering supportive and specialist care throughout a person's journey. With over 20 years experience in this field, Nuffield Health Brighton Hospital has some of the country's leading gender affirmation surgeons, and a highly skilled support team.

A wide range of services and treatments are offered, with specialisms including orthopaedics; ophthalmology; spinal and general surgery. The latest technological medical equipment complements exceptional facilities, to deliver fast, effective and efficient healthcare.

In the Autumn of 2024 the hospital was proud to open a state of the art MRI and CT scanning suite that provides patients and consultants with access to up to date scanning and diagnostic services in a modern and welcoming environment.

Facilities include 36 beds; three theatres; 11 outpatient rooms; a minor operations suite; and a dedicated oncology unit. A full range of diagnostics is available.

Voice of the customer score

85%

Patient satisfaction with their experience at our hospital



“I am proud to have joined Brighton this year. I have rarely worked with such a committed, caring and compassionate team, and I believe we provide patients with the care they want and deserve.”

Andrew Cook
Director of Clinical Services

Quality inspection rating



Highlights and accreditations

- ◆ National Joint Registry (NJR) Quality Data Provider Gold Award (2023/24)
- ◆ Macmillan Quality Environment Mark (MQEM) holders, for our high quality, patient centred, Oncology services.
- ◆ Delivered and developed our orthopaedic joint replacement capability with the introduction of the Mako® robot
- ◆ Introduced innovative aquablation surgery for prostate disease, using robotic technology
- ◆ Continued development and growth of our gender affirmation service
- ◆ Successful implementation of Nuffield Health's new Electronic Patient Record, meeting the national target for electronic patient records by 2026.

Bristol Hospital

About the hospital

Nuffield Health's Bristol Hospital opened in 1961 and, with a Grade II listed Georgian villa as its centrepiece, it's an established part of the local community. In October 2013, an entirely new hospital opened on the site, combining leading-edge clinical facilities with Nuffield Health's outstanding dedication to quality customer care.

The hospital offers a comprehensive range of services, from spinal surgery and ophthalmology to dedicated women's and men's health clinics. Orthopaedic care at NH Bristol is exceptional, featuring advanced treatments such as Mako® robotic-arm assisted joint replacement surgery, complemented by Recovery Plus support at either of Bristol's two Nuffield Health Fitness and Wellbeing Centres.

The hospital's facilities include 30 inpatient beds, three digital operating theatres; a minor surgery suite; a JAG-accredited endoscopy unit; 11 consultation rooms; and a modern imaging department offering a full suite of diagnostic services, including on-site MRI and CT scanning.



Voice of the customer score

85%

Patient satisfaction with their experience at our hospital



“It is a privilege to work with a dedicated team that is committed to delivering outstanding care and an exceptional experience to our patients.”

Eva Seccatore
Director of Clinical Services

Quality inspection rating

Inspected and rated

Good

Highlights and accreditations

- ◆ National Joint Registry (NJR) Quality Data Provider Gold Award (2023/24)
- ◆ Joint Advisory Group (JAG) – accredited site for high quality gastrointestinal endoscopy services.
- ◆ 2024 was a period of growth and innovation for Nuffield Health Bristol
- ◆ Expansion of the outpatients department with four additional consulting rooms to enhance delivery of service
- ◆ Successful recruitment of key clinical staff to enhance patient care.

Cambridge Hospital

About the hospital

Nuffield Health’s hospital in Cambridge opened its doors in July 2015, featuring state-of-the-art clinical facilities. It brings together a wide range of first-class medical and surgical expertise, ensuring rapid access to excellent treatment and quality care.

Addenbrooke’s hospital and Cambridge city centre are within close proximity of the hospital, which attracts many of Cambridgeshire’s leading consultant surgeons and physicians. Areas of expertise include cancer care; cancer and orthopaedic surgery; neurosurgery; cardiology; and specialist paediatric services.

Facilities include 34 inpatient beds; three high specification surgical theatres; one endoscopy / procedure suite with an adjoining 12 pod day case suite; an oncology suite; and paediatric services supported by registered children’s nurses. A physiotherapy suite, with skilled rehabilitation specialists, is located at the local Nuffield Health Fitness and Wellbeing Centre. It offers specialist services for orthopaedic care, as well as cancer rehabilitation.

Voice of the customer score

85%

Patient satisfaction with their experience at our hospital



“We pride ourselves on providing excellent standards of clinical care, focusing on innovative service development and clinical expertise. Patient safety is our priority.”

Lorraine Sizer
Director of Clinical Services

Quality inspection rating



Highlights and accreditations

- ◆ National Joint Registry (NJR) Quality Data Provider Gold Award (2023/24)
- ◆ Macmillan Quality Environment Mark (MQEM) holders, for our high quality, patient centred, Oncology services
- ◆ Patient engagement with established patient focus group and patient-led assessments of the care environment (PLACE) audit completion
- ◆ Continue to support our local NHS Trust and ICB in helping to reduce waiting lists through the provision of breast, orthopaedic, neuro and scoliosis correction surgery
- ◆ Implementation of Joint School; supporting both pre and post joint replacement surgery
- ◆ Installation of new Olympus Stack for endoscopy.

Cardiff Bay & The Vale Hospitals

About the hospitals

Nuffield Health's Cardiff Bay & The Vale hospitals provide first class private healthcare to Cardiff and the Vale of Glamorgan, as well as across South Wales and surrounding regions.

Located in the tranquil setting of Hensol, The Vale (mainly in-patients) and Cardiff Bay (day cases) are multi-specialty hospitals, combining the finest consultants and latest medical technology with the unrivalled reputation of Nuffield Health.

Specialisms include orthopaedic joint replacement; spinal surgery; ophthalmology; ear, nose and throat (ENT); urology; gynaecology; and general surgery. In addition, The Vale is the only independent hospital in Wales offering children and young person services.

Facilities at The Vale include 29 beds and two state-of-the-art theatres, with an endoscopy theatre, all equipped with ultra-clean air technology, designed to provide the highest standards of safety and infection control, and a one-stop breast clinic. A minor operations suite is located at Cardiff Bay, as well as the latest digital X-ray equipment.

Voice of the customer score

91%

Patient satisfaction with their experience at our hospital



“I’ve been Director of Clinical Services since June 2023 and it’s a privilege to work with such a hardworking, dedicated team. They are passionate about delivering excellent care, always putting the patient at the centre of everything we do.”

Charlotte Miller
Director of Clinical Services

Regulated and quality checked by



Highlights and accreditations

- ◆ Unannounced HIW inspection at The Vale Hospital July 2024 received outstanding feedback across all areas
- ◆ National Joint Registry (NJR) Quality Data Provider Gold Award (2023/24)
- ◆ The only private hospital in Wales offering robotic-assisted hip and knee replacements using the state-of-the-art Stryker Mako® system, enabling greater precision and quicker recovery times
- ◆ Our All-Wales Eye Centre of Excellence is home to a team of 12 expert consultant ophthalmologists
- ◆ The only hospital in Wales carrying out aquablation procedures.

Cheltenham Hospital

About the hospital

Nuffield Health’s hospital in Cheltenham relocated to its current site in 2000. Situated on the edge of the Cotswolds, the hospital has an excellent reputation for offering modern medical facilities and technology to treat a wide range of conditions in a safe and caring environment.

A full range of clinical and surgical specialties is offered, including orthopaedics, spinal services, urology, gynaecology, and sports injury, as well as a rapid access breast clinic. The hospital brings together medical and surgical expertise, backed by the latest diagnostic imaging facilities. It has an extremely low infection rate record.

Facilities include 32 beds; three theatres; a dedicated minor procedures room; and an ear, nose and throat (ENT) consultation suite. Diagnostic services include X-ray, MRI, CT, mammography, ultrasound and DEXA scanning. There is also a dedicated physiotherapy suite, with gymnasium and studio offering specialist support and post-operative rehabilitation.

Voice of the customer score

83%

Patient satisfaction with their experience at our hospital



“We are proud to provide a friendly, caring environment with our committed staff providing treatment and care. The patient is always at the centre of everything we do.”

Andrea Scott
Director of Clinical Services

Quality inspection rating

Inspected and rated

Good

Highlights and accreditations

- ◆ National Joint Registry (NJR) Quality Data Provider Gold Award (2023/24)
- ◆ £1.8 million investment replacing and renewing equipment, commencing bathroom refurbishment, improving flooring and introducing the VELYS™ robotic assisted knee replacement technology
- ◆ Joint Advisory Group (JAG) – seventh year as an accredited site for high quality gastrointestinal endoscopy services
- ◆ Recognised as leading sports medical care, in partnership with local football and premiership rugby teams
- ◆ Supported employee development, in order to grow our teams through the leadership, Nursing Associate and Registered Nurse apprenticeships programmes.

Chester, The Grosvenor Hospital

About the hospital

Nuffield Health’s hospital in Chester, known as The Grosvenor, has been the city’s leading private hospital since 1975, and prides itself on maintaining the highest levels of patient care to encourage a speedy recovery.

The dedicated team of consultants, clinicians and nurses deliver a range of treatments and services in the areas of orthopaedics, ophthalmology, cosmetic and general surgery, as well as comprehensive paediatric services.

Facilities include 25 beds and a suite of outpatient consultation rooms. Following major refurbishment, we opened two state-of-the-art operating theatres, and an ENT facility, plus a new ambulatory day case suite, offering cataract surgery, minor operations, endoscopy procedures, and pain management treatment. A full range of diagnostics, including static MRI and CT scanning, as well as physiotherapy and an onsite gym are available. The latest MAKO robot technology supports hip and knee replacement surgery.

Voice of the customer score

91%

Patient satisfaction with their experience at our hospital



“Our teams are highly skilled and truly pride themselves on providing a first class, safe and efficient service to all our patients. We put patient care at the heart of everything we do.”

Melanie Dewart
Director of Clinical Services

Quality inspection rating

Inspected and rated

Good

Highlights and accreditations

- ◆ National Joint Registry (NJR) Quality Data Provider Gold Award (2023/24)
- ◆ Joint Advisory Group (JAG) – accredited site for high quality gastrointestinal endoscopy services
- ◆ The latest technology to support hip and knee replacement surgery with our Mako® robotic arm
- ◆ New state-of-the-art ENT facility in the Outpatients department
- ◆ Outstanding patient feedback
- ◆ Staff development programme - Apprenticeship Nurse associate training and Operating Department Practitioner training.

Chichester Hospital

About the hospital

Nuffield Health's hospital in Chichester opened in 1992 and is situated on the outskirts of the city. Purchased by Nuffield Health in 2000, the hospital has an excellent reputation for the delivery of a wide range of services and treatments, with a surgical focus on orthopedics, urology, gynaecology, ophthalmology, and general surgery.

Offering a full range of diagnostics, the hospital is supported by a mobile CT and MRI scanning service. Facilities are modern and complemented by a highly skilled, dedicated team who support the delivery of clinically effective healthcare.

Facilities include 28 beds, situated on two floors; three laminar flow operating theatres, alongside a minor procedure room; a suite of outpatient consultation rooms; minor operation treatment rooms; and a dedicated gynaecology suite, offering a one-stop service for suitable patients.

Voice of the customer score

85%

Patient satisfaction with their experience at our hospital



“I’m proud to lead an exceptional team of dedicated people, delivering high quality, safe, effective care, recognised by the CQC’s Outstanding rating.”

Christine Hunter
Director of Clinical Services

Quality inspection rating



Highlights and accreditations

- ◆ National Joint Registry (NJR) Quality Data Provider Gold Award (2023/24)
- ◆ Aseptic Non-Touch Technique (ANTT®) Silver Accreditation awarded to our Infection Prevention Team
- ◆ Introduced post-operative Joint classes
- ◆ Launched monthly patient safety lunch and learn sessions.

Derby Hospital

About the hospital

Nuffield Health's hospital in Derby is set in beautiful grounds, three miles south-west of the city centre. It has served the local community with quality private healthcare for nearly 40 years. Highly trained teams create a caring environment to encourage the speedy recovery and ongoing wellbeing of patients.

Offering a comprehensive mix of first class medical and surgical services, using advanced technological equipment, the hospital has an excellent reputation for the delivery of a wide range of treatments.

Areas of specialism are orthopaedic, spinal, gynaecology and general surgeries; ear, nose and throat (ENT); ophthalmology, cataract and cosmetic surgery; and oncology. Varicose vein removal treatments are also offered.

Facilities include 38 beds; three theatres; a recently refurbished outpatient department; a minor operations suite; and a dedicated oncology unit, as well as the full range of diagnostics, including onsite CT and MRI scanning.

Voice of the customer score

89%

Patient satisfaction with their experience at our hospital



“At Nuffield Health’s Derby Hospital we pride ourselves on delivering a first class, safe and efficient quality service, evidenced by our proven track record and excellent patient satisfaction.”

Collette Orme
Director of Clinical Services

Quality inspection rating

Inspected and rated

Good

Highlights and accreditations

- ◆ National Joint Registry (NJR) Quality Data Provider Gold Award (2023/24)
- ◆ Macmillan Quality Environment Mark (MQEM) holders, for our high quality, patient centred, oncology services
- ◆ Successful sixth-year Joint Advisory Group (JAG) accreditation for high quality endoscopy services
- ◆ Significant investment in our radiology service with the recent introduction of new X-ray equipment, and a new static CT scanner due for delivery in the summer of 2025.

Edinburgh Hospital

About the hospital

Nuffield Health’s hospital in Edinburgh, formerly known as the Edinburgh Clinic, was founded in 2008. Situated in a beautiful Victorian building close to the city centre, the hospital has been described by patients as ‘feeling like a home’.

A private day case hospital, Nuffield Health Edinburgh offers fast access to appointments for outpatient consultations, diagnostic services, and day surgery. Specialties include ophthalmology; orthopaedics; vascular surgery; X-ray and DEXA scanning; physiotherapy; and health screening.

Over 80 consultants and specialists from the local area work at the hospital, many of whom are leaders in their field and also work with NHS Scotland. More than 50 hospital staff, including highly experienced nurses, are on-hand to help patients get the best from their healthcare experience.

Facilities include one theatre; eight consulting rooms; and on-site diagnostic imaging.

Voice of the customer score

89%

Patient satisfaction with their experience at our hospital



“We’re dedicated to fostering innovation, collaboration, and clinical excellence. By integrating advanced technology and evidence-based practices, we deliver top-quality care that makes a difference to the lives of our patients and the community.”

Justin Du Plessis
Director of Clinical Services

Inspected and rated GOOD by



Highlights and accreditations

- ◆ Successfully implemented a knee arthroplasty pathway, expanding the service we offer to our local community
- ◆ Hosted a blood drive in collaboration with the Scottish National Blood Transfusion Service (SNBTS)
- ◆ The Association for Perioperative Practice (AfPP) reaccreditation until June 2026.

Exeter Hospital

About the hospital

Nuffield Health’s hospital in Exeter, is located minutes from the city centre, close to the M5, and adjacent to the local NHS teaching hospital. Established in 1963, it has an excellent reputation for providing first class clinical care and expertise.

A wide range of surgical specialties are offered, with focus on orthopaedic, cardiology and spinal surgery, as well as general surgery and diagnostic imaging.

Patient Focus Groups are held regularly to discuss topics and issues relating to the patient experience. This provides valuable input and influence in the development and delivery of hospital and patient services.

Facilities include 21 beds, plus 12 day case beds; two laminar flow theatres; and one hybrid cath lab theatre, along with a dedicated endoscopy unit. The outpatient department includes three minor operating rooms; physiotherapy; and a diagnostic suite with a static MRI and CT scanning capabilities.

Voice of the customer score

85%

Patient satisfaction with their experience at our hospital



“We pride ourselves on the five-star service we provide for all our patients. High quality clinical services and care for patients is at the heart of all we do.”

Shannon Oxenham
Director of Clinical Services

Quality inspection rating

Inspected and rated

Good

Highlights and accreditations

- ◆ National Joint Registry (NJR) Quality Provider Gold Award (2023/24)
- ◆ Highly functioning cardiology unit with fourth highest number of cryo ablations carried out in the UK
- ◆ Close working with our local NHS, as part of the drive to help reduce waiting lists
- ◆ Embedded Nuffield Health Electronic Patient Record System, which has been well received.

Glasgow Hospital

About the hospital

Nuffield Health’s hospital in Glasgow opened in 1984 and has been meeting the healthcare needs of the city, and surrounding areas, for over 45 years. It provides a personalised service, with high standards of clinical excellence in a caring environment that encourages swift recovery and wellbeing.

A broad spectrum of treatments and surgeries is offered, including orthopaedic, spinal, and general surgery; eye care; urology; ear, nose and throat (ENT); weight loss surgery; cosmetic treatments; women’s health; and neurology.

Facilities include 33 beds, two operating theatres, one ambulatory care unit, and two minor operations treatment rooms. An extensive range of diagnostic services includes a recently refurbished imaging suite, with a new MRI scanner, CT, ultrasound, plain film and fluoroscopy. An outpatient department offers diagnostic suites for cardiology, audiology, and an eye centre.



Inspected and rated **EXCELLENT** by



Highlights and accreditations

- ◆ Increased activity through our ambulatory care unit, encompassing further specialties
- ◆ Infection prevention team taught handwashing techniques to over 300 school children across the local area
- ◆ Introduction of a consultant anaesthetist pre-op assesment clinic.

Voice of the customer score

90%

Patient satisfaction with their experience at our hospital



“We have an amazing team at Glasgow Hospital and are proud to deliver patient centered care and excellence in clinical standards and quality.”



Deborah Hewitson
Director of Clinical Services

Guildford Hospital

About the hospital

Nuffield Health’s hospital in Guildford opened in 1999, providing quality healthcare for the people of Guildford and the surrounding areas of Surrey and Hampshire. Highly trained teams provide care on an individual basis, with the aim of creating a safe and welcoming environment to encourage faster recovery and wellbeing.

Working with leading consultants, the hospital offers a range of services for the prevention, diagnosis and treatment of various medical conditions, with special focus on orthopaedics, oncology, urology, cosmetic surgery and paediatric care. A rapid access ‘one stop’ breast clinic, using state-of-the-art imaging technology, provides same day results to ease patient concerns. The hospital recently launched a ‘one stop’ clinic to help diagnose back pain faster, speeding up recovery.

Facilities include 50 beds; four operating theatres, including a dedicated digital theatre; 16 consulting rooms; and a wide range of diagnostic services.



Voice of the customer score

83%

Patient satisfaction with their experience at our hospital



“The Guildford team always does the best they can for every patient. I am really proud of the responsiveness and support they provide to help our patients improve their health and wellbeing.”

Sara Kearney
Director of Clinical Services

Quality inspection rating

Inspected and rated

Good

Highlights and accreditations

- ◆ National Joint Registry (NJR) Quality Data Provider Gold Award (2023/24) for third consecutive year
- ◆ Joint Advisory Group (JAG) – accredited site for high quality gastrointestinal endoscopy services
- ◆ Macmillan Quality Environment Mark (MQEM) awarded for our high quality, patient centred, Oncology services
- ◆ Introduced Mako® robotic orthopaedic surgery in May 2024 and reached 100 robotic assisted joint replacements by February 2025
- ◆ Established patient safety group and anaesthetic clinics to ensure patients are optimised before planned surgery.

Haywards Heath Hospital

About the hospital

Nuffield Health’s hospital in Haywards Heath is situated close to the mainline train station, making it easily accessible to the local community and surrounding areas. The hospital is an established part of the local community, providing first class, consultant-led, healthcare. Teams are highly trained in providing clinically effective healthcare on an individual basis, with the overall aim of creating a caring environment that encourages swift recovery and wellbeing.

With the introduction of the CORI™ surgical system, the hospital is the first in Sussex to offer robotic-assisted surgery for patients requiring knee replacement surgery. This complements its specialist focus on orthopaedics and spinal conditions, sports injuries, and eye care.

Facilities include 26 beds; three theatres; eight consulting rooms; a minor operations suite; and a 3T MRI, which provides more detailed images than a standard MRI, helping radiologists see more structures inside the body.

Voice of the customer score

85%

Patient satisfaction with their experience at our hospital



“We are a dedicated team proud to focus on delivering the best possible care for our patients and each other. We continue to commit to enhancing and improving the patient journey from start to finish.”

Nalishebo Elliot
Director of Clinical Services

Quality inspection rating

Inspected and rated

Good

Highlights and accreditations

- ◆ National Joint Registry (NJR) Quality Data Provider Gold Award (2023/24)
- ◆ Launched a pre-assessment transformation project in order to optimise patients prior to surgery
- ◆ Nuffield Health TrakCare Electronic Patient Record (EPR) system launched
- ◆ Launched twice-daily safety huddles to support learnings from PSIRF and other incidents.

Hereford Hospital

About the hospital

Nuffield Health's hospital in Hereford was previously known as the Wye Valley, and is situated half a mile from Hereford city centre. A modern hospital, it offers an exceptional healthcare service to the community, both within and beyond the county of Herefordshire. Highly trained teams give care on an individual basis, with the overall aim of creating a caring environment across the hospital, to encourage speedy recovery and wellbeing.

Skilled consultants provide a wide range of medical and surgical services. Specialisms include orthopaedics; general surgery; ear, nose and throat (ENT); and cosmetic surgery. Access to onsite X-ray services, including ultrasound, CT and MRI scanning, provides patients and consultants with a first rate diagnostic service.

Facilities include 22 beds; two operating theatres; an onsite pharmacy; physiotherapy and hydrotherapy. The radiology department was recently refurbished as part an ongoing investment programme.

Voice of the customer score

90%

Patient satisfaction with their experience at our hospital



“I'm proud to lead a diverse team of dedicated health professionals who consistently provide high-quality, people-centred care in a safe and welcoming environment. Over the year, their commitment and expertise has been reflected in outstanding patient feedback.”

Lizzie Green
Director of Clinical Services

Quality inspection rating

Inspected and rated

Good



Highlights and accreditations

- ◆ National Joint Registry (NJR) Quality Data Provider Gold Award (2023/24)
- ◆ Continued to support local NHS Trusts in reducing waiting lists through provision of orthopaedic and gynaecology surgery
- ◆ Excellent feedback from patient satisfaction survey
- ◆ Introduced dedicated GP service
- ◆ Updated our X-ray department
- ◆ Celebrated the 50th anniversary of the hospital.

Highgate Hospital

About the hospital

Nuffield Health’s hospital in Highgate was established in 1980, and is located in leafy north London, just a few steps from Hampstead Heath. It prides itself on delivering high standards of nursing care and continually invests in the latest medical technology, its people, training and facilities.

Working with over 200 of London’s most experienced consultants and specialists, many of whom are leaders in their field, the hospital offers a range of services, including specialist orthopaedic treatments, gynaecology, and women’s health. A flexible private GP service is available during the day and evening, six days a week.

Facilities include 32 beds; five theatres; six recovery bays; a dedicated Joint Advisory Group (JAG) accredited endoscopy suite; 15 outpatient-consulting rooms; and a minor operations suite. There is an in-house pharmacy, as well as physiotherapy and imaging departments.



Voice of the customer score

85%

Patient satisfaction with their experience at our hospital



“At Nuffield Health Highgate Hospital, we are committed to delivering the highest standards of patient care, safety, and clinical excellence to ensure the best possible outcomes for every individual we serve.”

Emmet Steed-Mundin
Director of Clinical Services

Quality inspection rating

Inspected and rated

Good

Highlights and accreditations

- ◆ National Joint Registry (NJR) Quality Data Provider Gold Award (2023/24)
- ◆ Joint Advisory Group (JAG) – accredited site for high quality gastrointestinal endoscopy services
- ◆ Significant investment in clinical equipment and refurbishment across the hospital
- ◆ Introduced Health Assessment services, focusing on illness prevention.

Ipswich Hospital

About the hospital

Nuffield Health’s hospital in Ipswich opened in 1997 and is an established part of the local community, being the only purely private healthcare provider in East Anglia. The purpose built acute hospital is located on the site of a former sanatorium and is set in 19 acres of private woodland.

The highest levels of service and comfort are offered to our patients, within a calm and welcoming environment. Over 100 consultants provide care across a range of specialties including eye care, cosmetic surgery, gynaecology, orthopaedic, urology, and men’s health.

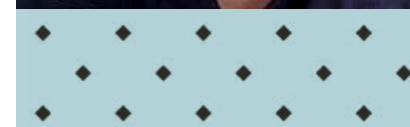
Facilities include 35 beds; four operating theatres, two with laminar flow; one Joint Advisory Group (JAG) accredited endoscopy theatre; an onsite physiotherapy suite; and gym. Diagnostic and imaging services, including static MRI and CT scanning, speed up results for patients and our consultants. Health screening is also available.



Voice of the customer score

85%

Patient satisfaction with their experience at our hospital



“We are a dedicated team, always striving to provide excellent, high quality, patient focused care, in a safe and welcoming hospital.”

Deborah Weeks
Director of Clinical Services

Quality inspection rating

Inspected and rated

Good

Highlights and accreditations

- ◆ National Joint Registry (NJR) Quality Data Provider Gold Award (2023/24)
- ◆ Joint Advisory Group (JAG) – accredited site for high quality gastrointestinal endoscopy services
- ◆ Excess of £1 million investment for new endoscopy equipment which is now in service. The initial feedback from consultants is very positive
- ◆ £450,000 investment in new anaesthetic equipment, and patient monitoring devices.

Leeds Hospital

About the hospital

Nuffield Health's hospital in Leeds, based in the heart of the city centre, is Yorkshire's largest private hospital. It takes pride in delivering excellent patient care and a personalised service, every time, to the highest clinical standards.

With the backing of its Critical Care Unit, the hospital undertakes complex surgeries such as cardiac, weight loss, spinal, and neurosurgery. It also specialises in more traditional treatments including orthopaedics, women and men's health, sports injuries, and cosmetic surgery.

Facilities include 80 beds; an eight-bed critical care unit; six theatres; and an interventional suite for cardiology, neuro and vascular procedures. A full range of onsite diagnostics including CT, MRI, mammography and X-ray scanning ensures comprehensive diagnosis for patients. A rapid access breast clinic allows for quick results and treatments when necessary.



Quality inspection rating



Highlights and accreditations

- ◆ National Joint Registry (NJR) Quality Data Provider Gold Award (2023/24)
- ◆ Established strong partnership with West Yorkshire Critical Care Network (WYCCN)
- ◆ Strong commitment to staff development through a wide range of apprenticeship.

Voice of the customer score

87%

Patient satisfaction with their experience at our hospital



“The team and I are dedicated to providing excellent care to all our patients. We achieve this through our strong partnership with our consultants, ensuring that the care we provide is evidence based and patient-centered.”

Elizabeth Munyanyi
Director of Clinical Services

Leicester Hospital

About the hospital

Nuffield Health's hospital in Leicester, founded in October 1970, was originally known as The Leicester Clinic. It moved to its current larger site in 1990 to meet increased demand for its clinical services.

Offering a comprehensive range of treatments and services, Nuffield Health Leicester Hospital uses the most up-to-date technological medical equipment, supporting delivery of clinically effective healthcare. Specialisms are orthopaedics; ear nose and throat (ENT); cosmetic surgery; paediatrics; women's health; physiotherapy and sports injuries; as well as general surgery. It also has an excellent child and young person's provision.

The hospital recently underwent a £4 million refurbishment. Facilities include 37 beds, two operating theatres, 14 consultation rooms, a minor operations suite, and a dedicated children's ward. A full range of diagnostics is available, including CT and MRI scanning.

Voice of the customer score

86%

Patient satisfaction with their experience at our hospital



“Quality and patient safety are at the heart of everything we do. Through continuous improvement, teamwork, and a patient-first approach, we strive to deliver the highest standards of care. I am incredibly proud of our teams for their unwavering focus on excellence.”

Kimberley Wardle
Director of Clinical Services

Quality inspection rating

Inspected and rated

Good

Highlights and accreditations

- ◆ National Joint Registry (NJR) Quality Data Provider Gold Award (2023/24)
- ◆ Introduced Mako® robotic arm assisted surgery for hip and knee replacements
- ◆ First and only hospital to run ‘one-stop’ paediatric cardiology clinics.

Newcastle upon Tyne Hospital

About the hospital

Nuffield Health’s hospital in Newcastle upon Tyne was built in 1973, in the heart of the city. It has been providing outstanding private healthcare to people in the North East for over 50 years.

Specialist consultants are leading experts in their medical field, with areas of speciality including orthopaedic and spinal surgery; men and women’s health; ophthalmology; and cosmetic surgery. A wide range of outpatient services and diagnostic scans are offered.

Continual investment in this modern hospital ensures provision of first-class medical facilities and services. In recent years, over £1.5 million has been spent on state-of-the-art diagnostic equipment, including MRI and CT scanners.

Facilities include 27 beds; eight day-case bays; three theatres; radiology, pathology and physiotherapy departments; and 18 outpatient-consulting rooms, including an ophthalmic suite.

Voice of the customer score

88%

Patient satisfaction with their experience at our hospital



“I’m proud of the team here at the Newcastle hospital, and the excellent clinical care they give to all our patients. Patient care is at the heart of everything we do.”

Caren Morrison
Director of Clinical Services

Quality inspection rating

Inspected and rated

Good

Highlights and accreditations

- ◆ National Joint Registry (NJR) Quality Data Provider Gold Award (2023/24)
- ◆ Joint Advisory Group (JAG) – accredited site for high quality gastrointestinal endoscopy services
- ◆ Achieved Aseptic Non Touch Technique (ANTT) Silver Award 2023
- ◆ Delivery of Mako® robotic arm for hip and knee joint replacement surgery.

North Staffordshire Hospital

About the hospital

Nuffield Health’s hospital in North Staffordshire opened in 1978 and has an excellent reputation for clinical care and expertise. Established clinical and administrative teams ensure this modern purpose built hospital is a safe and effective choice for patients.

A variety of services are provided, covering medical and surgical specialities, including orthopaedics and oncology. CT and MRI scanning provide rapid diagnostics, and an expert oncology team covers a variety of treatments and specialities. From diagnostic testing and care planning, to treatments, patients are provided with individualised care in a professional environment.

Twinned with its sister hospital in Wolverhampton, consultations, diagnostic testing and assessments are carried out at Nuffield Health North Staffordshire Hospital, with chemotherapy treatment provided by Wolverhampton.

Facilities include 39 beds; three theatres; outpatient department; physiotherapy; pathology; and diagnostic imaging; along with inpatient services.

Voice of the customer score

88%

Patient satisfaction with their experience at our hospital



“Our hospital is growing and continually reassessing and evolving to meet our patients’ needs and embrace diversity. We are building a healthier and happier environment for our local community.”

Lisa Steel
Director of Clinical Services

Quality inspection rating

Inspected and rated

Good

Highlights and accreditations

- ◆ National Joint Registry (NJR) Quality Data Provider Gold Award (2023/24)
- ◆ Joint Advisory Group (JAG) – accredited site for high quality gastrointestinal endoscopy services
- ◆ Macmillan Quality Environment Mark (MQEM) awarded for high quality, patient centered, oncology services
- ◆ Significant investment in healthcare equipment, including a spinal microscope to assist in precision surgery
- ◆ New cataract service, using best in class biometry equipment and expert ophthalmic consultants
- ◆ Informative events in community settings, including nursing homes.

Nuffield Health at St Bartholomew's Hospital

About the hospital

Nuffield Health at St Bartholomew's Hospital opened in May 2022, with the aim of being London's most trusted independent hospital. In 2018, the Charity acquired the lease of the former St Bart's pathology and residential staff quarters, and invested £70 million into transforming the building into a state-of-the-art centre of medical excellence.

The hospital specialises in cardiac surgery, cardiology, orthopaedics, cancer care, and women's health. Its unique cardiac care pathway includes rehabilitation where patients have dedicated specialist support, from diagnosis to rehabilitation. Specialist fitness and dietary experts are on hand, with the aim of improving the patient's long-term health. Emotional wellbeing services and Cognitive Behavioural Therapy (CBT) are also available.

Facilities include 55 beds, seven of which are intensive care; 26 consultation rooms; four advanced operating theatres; physiotherapy; and a diagnostic suite with MRI, CT and ultrasound.

Voice of the customer score

85%

Patient satisfaction with their experience at our hospital



“We're proud to be providing a unique connected cardiac care pathway, that supports patients from diagnosis, through treatment and then onto specialist rehabilitation support.”

Victoria Pangratiou
Director of Clinical Services

Highlights and accreditations

- ◆ National Joint Registry (NJR) Quality Data Provider Gold Award (2023/24)
- ◆ Macmillan Quality Environment Mark (MQEM) holders, for our high quality, patient centred, Oncology services
- ◆ Supporting NHS patients through selection of our service at point of GP referral
- ◆ Introduction of enhanced cardiology services with most up-to-date technology, including FaraPulse – Pulsed Field Ablation system
- ◆ Increasing our reach to support patients in wider catchment areas within and outside London for cardiac surgery and cardiology procedures.

Oxford, The Manor Hospital

About the hospital

Nuffield Health's purpose built hospital in Oxford, known as The Manor, opened in 2004. The largest hospital in the Nuffield Health Group, The Manor has gained an international reputation for excellence in healthcare, offering patients a premium service in neurosurgery, cardiac care, orthopaedics, and oncology.

A 370-strong team of qualified medical staff works at the hospital, many of whom are leaders in their field, and also work for the NHS within the Oxford region. The consultants, administrative, and clinical teams take pride in providing the finest medical and nursing treatments to patients, in a clean and comfortable environment.

Facilities include 64 beds; six high specification surgical theatres; interventional radiology, supported by a four-bed intensive care unit, and a six-bed post-anaesthesia care unit (PACU). There are two minor procedure suites for day-case and outpatient surgery, and a radiology unit, including mammography, ultrasound, MRI and CT scanning.

Voice of the customer score

80%

Patient satisfaction with their experience at our hospital



“At the Manor, we have a truly dedicated team of staff that go above and beyond everyday ensuring that patients are at the centre of everything we do.”

Corinne Bailey
Director of Clinical Services

Quality inspection rating

Inspected and rated

Good

Highlights and accreditations

- ◆ National Joint Registry (NJR) Quality Data Provider Gold Award (2023/24)
- ◆ Macmillan Quality Environment Mark (MQEM) holders, for our high quality, patient centred, oncology services
- ◆ Established aquablation services, including support for NHS procedures
- ◆ Continued to advocate apprenticeships and staff development, supporting our aim to cultivate talent from within and empower individuals to reach their full potential.

Parkside Hospital

About the hospital

Nuffield Health's Parkside Hospital is located in Wimbledon, south west London. Established in 1983, the hospital offers elective and emergency surgical services, as well as medical and oncological treatments.

Over 400 consultants and other specialists work with the hospital, many of whom practice in the NHS and are leaders in their field. A 360-strong team, including highly experienced nurses, is dedicated to making sure patients receive the best care.

Facilities include 82 beds, including five high-dependency, with associated diagnostic and treatment facilities, which enhance a holistic service; physiotherapy department and hydrotherapy pool; a UK Accreditation Service (UKAS) accredited pathology laboratory; dedicated Joint Advisory Group (JAG) accredited endoscopy suite and day unit; a 'one stop' breast cancer screening service; 38 outpatient consulting rooms; two onsite pharmacies; plus access to a full range of diagnostic services – MRI, CT, digital mammography, ultrasound and X-ray.

Voice of the customer score

76%

Patient satisfaction with their experience at our hospital



“Here at Parkside, we are proud to provide safe and exceptional care for all of our patients who are at the heart of everything we do.”

Allison Bullivant
Director of Clinical Services

Quality inspection rating

Inspected and rated

Good

Highlights and accreditations

- ◆ National Joint Registry (NJR) Quality Data Provider Gold Award (2023/24)
- ◆ Macmillan Quality Environment Mark (MQEM) awarded for our high quality, patient centred, oncology services
- ◆ Joint Advisory Group (JAG) – accredited site for high quality gastrointestinal endoscopy services
- ◆ Increased use of our Da Vinci robot for urological and gynaecological cases
- ◆ Commencement of brachytherapy and urodynamic procedures to enhance our urological service in Q2, 2025.

Plymouth Hospital

About the hospital

Nuffield Health’s hospital in Plymouth is located on the northern outskirts of the city, adjacent to the local NHS teaching hospital. Established in 1971, it has an excellent reputation for providing first class clinical care and expertise.

A wide range of surgical specialties is offered, with focus on orthopaedic, spinal and general surgery, as well as plastic surgery and diagnostic imaging.

Patient Focus Groups are held regularly to discuss topics and issues relating to the patient experience. This provides valuable input and influence in the development and delivery of hospital and patient services.

Facilities include 37 beds, three theatres, and a four-bed endoscopy recovery room adjacent to the dedicated Joint Advisory Group (JAG) endoscopy unit. The outpatient department includes a minor operating room; physiotherapy; and a clinical imaging unit, with MRI and CT scanning capabilities.

Voice of the customer score

91%

Patient satisfaction with their experience at our hospital



“We pride ourselves on the five-star service we provide for all our patients. High quality clinical services and care for patients is at the heart of all we do.”

Jenny Saunders
Director of Clinical Services

Quality inspection rating

Inspected and rated

Good

Highlights and accreditations

- ◆ National Joint Registry (NJR) Quality Data Provider Gold Award (2023/24)
- ◆ Macmillan Quality Environment Mark (MQEM) holders, for our high quality, patient centred, oncology services
- ◆ Joint Advisory Group (JAG) – accredited site for high quality gastrointestinal endoscopy services
- ◆ Close working with local NHS Trusts and Integrated Care Board (ICB) providers to help reduction of waiting lists
- ◆ Continued to facilitate Patient Focus Group across hospital services.

Shrewsbury Hospital

About the hospital

Nuffield Health’s hospital in Shrewsbury is situated close to the town centre, in a well-equipped purpose built building. The teams are highly trained in providing care on an individual basis, with the overall purpose of creating an environment that enhances recovery and supports wellness.

Using the most up to date medical treatments, the hospital specialises in orthopaedics. A dedicated team of consultants and physiotherapists are experts in all areas of musculoskeletal, including spinal surgery. Other specialities include ophthalmology, urology, general surgery, cosmetic, and women’s health.

Facilities include 24 beds; three theatres; an endoscopy suite; and a comprehensive outpatient department, which includes physiotherapy and diagnostic imaging. The diagnostic suite includes X-ray, ultrasound, DXA, MRI and CT scanning facilities. We have a dedicated team of pre-operative assessment nurses who ensure our patients are safely optimised for surgery.



Voice of the customer score

88%

Patient satisfaction with their experience at our hospital



“I’m proud to be Director of Clinical Services at Shrewsbury. The services our hospital provides continue to grow and our exceptional teams are dedicated to providing excellent patient care.”

Pippa Parry
Director of Clinical Services

Quality inspection rating

Inspected and rated

Good

Highlights and accreditations

- ◆ National Joint Registry (NJR) Quality Data Provider Gold Award (2023/24)
- ◆ ANTT Patient Protection Accreditation Silver Award (2024-2027)
- ◆ ISO 9001 passed for physiotherapy services with no conformities
- ◆ Continue to promote staff development with a wide range of apprenticeships with a particular focus on leadership.

Taunton Hospital

About the hospital

Nuffield Health’s hospital in Taunton opened in 1974 as a small private unit serving the local community. Now established as one of the leading providers of private healthcare in the South West region, the hospital has built a reputation for clinical excellence and outstanding patient care. Highly experienced consultants, and a dedicated nursing team, ensure patients receive the best possible care.

Constant investment in the hospital enables a wide range of surgical services and treatments to be offered. Areas of speciality include orthopaedics, spinal surgery, ophthalmology, urology, bariatrics, general surgery and diagnostic imaging. A private GP service is available as well as women and men’s health clinics.

Facilities include 38 beds, three theatres, two of which are lamina flow and a minor ops unit that caters for cosmetic, dermatology and other procedures under local anaesthetic only.



“I am proud to lead a strong team of professional clinicians. We aim to provide the highest possible patient centered care to the population of Somerset, delivered in a caring, safe and well-led environment, with the highest standards of infection control.”

Heidi Finney
Director of Clinical Services

Voice of the customer score

90%

Patient satisfaction with their experience at our hospital

Quality inspection rating

Inspected and rated

Good

Highlights and accreditations

- ◆ National Joint Registry (NJR) Quality Data Provider Gold Award (2023/24)
- ◆ Strong collaboration with local NHS Trust and Integrated Care Board (ICB), sharing practice and development of PSIRF, safeguarding and Infection Prevention
- ◆ Care Quality Commission rating, Outstanding for Well-Led and Good overall.

Tees Hospital

About the hospital

Nuffield Health's hospital in Tees is a leading provider of healthcare in the North East. Since 1981 it has proudly served Stockton-on-Tees, Darlington, Middlesbrough and surrounding areas. Due to its convenient location, the hospital attracts patients from further afield, and has built a reputation for outstanding levels of patient care.

A major refurbishment in 2014 saw improvements to the decoration, flooring and furniture for bedrooms, consulting rooms, main reception and associated areas. Further investment is due for completion in 2024, when it opens a new modular theatre extension and improved car parking area.

Specialist areas of treatment include orthopaedic; spinal; urology; general and vascular surgery; eye care; and cosmetic surgery. In addition, the hospital offers nurse-led pre assessments, and a full range of diagnostics, including state-of-the-art mammography, CT and MRI scanners.

Facilities include 30 beds, eight outpatient-consulting rooms, a physiotherapy suite, on-site pharmacy, imaging department and pathology department.

Voice of the customer score

91%

Patient satisfaction with their experience at our hospital



“I am immensely proud to lead a clinical team who are passionate about delivering excellent safe patient care, are flexible and show dedication every day. The patient is always at the heart of everything we do.”

Suzanne Birbeck
Director of Clinical Services

Quality inspection rating

Inspected and rated

Good

Highlights and accreditations

- ◆ National Joint Registry (NJR) Quality Data Provider Gold Award (2023/24)
- ◆ Key provider of NHS services, working closely with local NHS Trusts and Integrated Care Board (ICB) providers to help bring down waiting lists
- ◆ New theatres opened in October 2024
- ◆ Continued professional development for staff through apprenticeship programmes.

The Holly Hospital

About the hospital

Nuffield Health's The Holly Hospital is located in Buckhurst Hill, in the midst of Epping Forest, on the borders of London, Essex and Hertfordshire. It is one of the leading private hospitals in the South East of England and renowned for high standards of patient care and a friendly atmosphere.

Working with more than 260 of the most experienced consultants and specialists in the country, The Holly provides a wide range of services including outpatient clinics, and treatment in most specialties. These include cardiology; ophthalmic; gynaecology; general medicine and surgery; oncology; orthopaedics; paediatrics; and urology.

Facilities include 42 beds; day care and chemotherapy suites; oral surgery and dentistry suite; as well as 24 outpatient-consulting rooms. In addition, the hospital provides diagnostic imaging; chemotherapy; a private GP service; pharmacy; pathology; and sterile services for patients, the local community and other healthcare organisations. There is also a physiotherapy and sports centre.

Voice of the customer score

88%

Patient satisfaction with their experience at our hospital



“Our mission is to provide first-class independent healthcare for the local community in a safe, comfortable and welcoming environment, one in which we would be happy to treat our own families.”

Olivia Santos
Director of Clinical Services

Quality inspection rating

Inspected and rated

Good

Highlights and accreditations

- ◆ National Joint Registry (NJR) Quality Data Provider Gold Award (2023/24)
- ◆ Macmillan Quality Environment Mark (MQEM) holders, for our high quality, patient centred, oncology services
- ◆ Awarded Joint Advisory Group (JAG) Accreditation
- ◆ Awarded The Association for Perioperative Practice (AfPP), UK Accreditation Service (UKAS)
- ◆ Strong patient engagement with established Patient Focus Group and Patient-led Assessments of the Care Environment (PLACE) audit completion.

Tunbridge Wells Hospital

About the hospital

Nuffield Health’s hospital in Tunbridge Wells opened in 1968, funded by the local community. It’s now an established leader in private healthcare across Kent, having built a strong reputation for providing the highest standards of clinical excellence, delivered in a safe and welcoming environment to encourage faster recovery and wellbeing.

Working with industry-leading consultants, the hospital offers a wide range of services and treatments. The most up-to-date technological medical equipment complements exceptional facilities, and highly trained teams, to deliver fast, effective and efficient healthcare treatments.

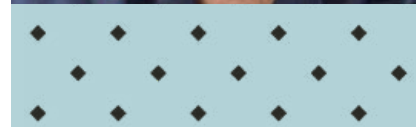
A centre of excellence for orthopaedics, the hospital provides robotic assisted knee surgery, whilst also focusing on paediatric care, oncology, urology, and general and cosmetic surgery.

Facilities include 40 beds; a dedicated paediatric unit; three state-of-the-art theatres; minor operations suite; cancer care unit; physiotherapy; and pathology.

Voice of the customer score

85%

Patient satisfaction with their experience at our hospital



“I’m proud to head a team of dedicated clinicians. The patient and their network is always at the heart of our decision making and care delivery.”

Philip Golding
Director of Clinical Services

Quality inspection rating

Inspected and rated

Good

Highlights and accreditations

- ◆ National Joint Registry (NJR) Quality Data Provider Gold Award (2023/24)
- ◆ Macmillan Quality Environment Mark (MQEM) holders, for our high quality, patient centred, oncology services
- ◆ Joint Advisory Group (JAG) – accredited site for high quality gastrointestinal endoscopy services, achieved in March 2025
- ◆ Successful implementation of the Nuffield Health Electronic Patient Record, in May 2024
- ◆ Diagnostic imaging department redesign and digitisation.

Warwickshire Hospital

About the hospital

Nuffield Health’s hospital in Warwickshire was originally the home of an orthopaedic surgeon. Redesigned and renovated, it opened in 1981 as a private hospital and charitable trust, delivering fast, effective and efficient healthcare treatments in a welcoming environment. Nuffield Health assumed ownership in 1994.

The hospital offers the latest facilities and technology for the care of patients from Leamington Spa, Coventry, Kenilworth, Stratford and surrounding areas. With a wide range of surgical and medical services and treatments, Nuffield Health Warwickshire Hospital specialises in orthopaedics, oncology care, spinal surgery, ophthalmology, diagnostic imaging, and general surgery.

Facilities include 41 beds, three theatres, an endoscopy theatre, 17 outpatient consultation rooms, a minor operations suite, and an oncology suite. A full range of onsite support services includes diagnostics with CT and MRI scanning, physiotherapy, and a pharmacy.



Voice of the customer score

85%

Patient satisfaction with their experience at our hospital



“We have an amazing team here at the Warwickshire Hospital, who are proud of the standard of care that they deliver. The patient is at the heart of everything we do.”

Heather Wood
Director of Clinical Services

Quality inspection rating



Highlights and accreditations

- ◆ National Joint Registry (NJR) Quality Data Provider Gold Award (2023/24)
- ◆ Joint Advisory Group (JAG) – accredited site for high quality gastrointestinal endoscopy services
- ◆ Macmillan Quality Environment Mark (MQEM) holders, for our high quality, patient centred, oncology services
- ◆ Increased support to the NHS with Electronic Referral Service
- ◆ Introduced aquablation, a state-of-the-art, minimally invasive procedure for the treatment of benign prostatic hyperplasia (BPH)
- ◆ Further investment in a Mako® robotic arm is set to revolutionise the way we approach surgery, helping improve precision and accelerate recovery.

Wessex Hospital

About the hospital

Nuffield Health's Wessex Hospital is located in Hampshire, between Southampton and Winchester. Founded 46 years ago, it has developed to provide a complete healthcare service to support the patient journey from referral to discharge.

The hospital specialises in orthopaedics, ophthalmology, urology, women's health and spinal surgery. A recent £1.5 million investment in robotic spinal surgery has enhanced our robotic service for patients, as we already offer robotic hip and knee replacements. Use of this technology has been shown to result in shorter hospital stays, smoother recovery, and increased patient satisfaction.

Facilities include 46 beds; four theatres; an endoscopy suite; a large outpatients department, with 16 consulting rooms and the ability to carry out minor operations; ophthalmology facilities; onsite radiology; pathology; physiotherapy; and hydrotherapy facilities, enabling a strong multidisciplinary approach to patient care and outcomes.

Voice of the customer score

88%

Patient satisfaction with their experience at our hospital



“I’m so proud to work alongside a strong multi-disciplinary team that places the patient at the centre of care, and works towards positive patient outcomes.”



Rachel Harris
Director of Clinical Services

Quality inspection rating

Inspected and rated

Good

Highlights and accreditations

- ◆ National Joint Registry (NJR) Quality Data Provider Gold Award (2023/24)
- ◆ Joint Advisory Group (JAG) – accredited site for high quality gastrointestinal endoscopy services
- ◆ The Spinal Surgery Framework and Pathway has been fully validated and endorsed by BASS and launched throughout all Nuffield Health hospitals
- ◆ Recruitment and retention to key senior roles within the clinical team and maintaining leaderships and service
- ◆ Commitment to patient outcomes with strong multi-disciplinary team working.

Woking Hospital

About the hospital

Nuffield Health’s hospital in Woking is located in the leafy suburbs of West Surrey just a few minutes drive from the town’s train station, with direct services to London. Since opening in 1962, it has become an established part of the local community and one of the leading independent hospitals in the South East.

Offering a comprehensive range of consultant-led services and extensive diagnostic and therapy facilities, the hospital prides itself on providing exceptional standards of treatment and care. State-of-the-art facilities allow most major surgical and medical procedures to be offered, including the use of Mako® robot for joint replacement surgery.

Areas of specialty include orthopaedic surgery; ophthalmology; gynaecology; a ‘one stop’ breast care clinic; and rapid-access prostate screening.

Facilities include 27 beds; two high specification theatres; an onsite physiotherapy suite, and an on-site pharmacy.



Voice of the customer score

88%

Patient satisfaction with their experience at our hospital



“We are proud to provide the best care and exceptional service to everyone who enters our hospital. We work together to enhance the patient’s journey to ensure they have the quality and individualised experience they deserve.”

Wendy Midgley
Director of Clinical Services

Quality inspection rating

Inspected and rated

Good

Highlights and accreditations

- ◆ National Joint Registry (NJR) Quality Data Provider Gold Award (2023/24)
- ◆ Completed over 100 Mako® robotic-arm surgical cases
- ◆ On-site MRI updated in January 2025
- ◆ New minor ops room opened in January.

Wolverhampton Hospital

About the hospital

Nuffield Health’s hospital in Wolverhampton opened its doors in 1978, quickly establishing itself as a leading provider of private healthcare in the West Midlands.

Since February 2022, the ward team has been free of agency staff, apart from in theatre. This helps ensure patient safety by giving continuity of care, provided by teams trained to Nuffield Health’s exacting standards.

With highly skilled consultants, nursing and admin staff, the hospital provides a range of clinical services, including orthopaedics; ophthalmology; oncology; ear nose and throat (ENT); gynaecology; urology; cosmetic surgery; and breast and general surgery. Clinics for men and women’s health provide expert advice and rapid access to surgery.

Facilities include 27 beds; two theatres, one with a laminar flow system; a minor operations treatment suite; a purpose built oncology suite; 10 outpatient-consulting rooms; and a full on-site diagnostic service.

Voice of the customer score

86%

Patient satisfaction with their experience at our hospital



“We strive to deliver the safest and highest quality care to every beneficiary, and focus on improving the health and wellbeing of our teams, so they can deliver an excellent service through collaborative working.”

Nichola Jane Plant
Director of Clinical Services

Quality inspection rating

Inspected and rated

Good

Highlights and accreditations

- ◆ National Joint Registry (NJR) Quality Data Provider Gold Award (2023/24)
- ◆ Macmillan Quality Environment Mark (MQEM) holders, for high quality, patient centred, oncology services
- ◆ Joint Advisory Group (JAG) – accredited site for high quality gastrointestinal endoscopy services
- ◆ Launched aquablation treatment, which is proven to reduce risks of benign prostate enlargement surgery
- ◆ Restructured physiotherapy service, promoting effective use of fitness and wellbeing centre facilities, working alongside hospital treatment
- ◆ Trialled new endoscopy equipment, which enables us to deliver ultrasound procedures in a relatively short time frame.

York Hospital

About the hospital

Nuffield Health’s hospital in York opened in 2004 in response to increasing demand from the local region for high-class medical facilities. The hospital is one of the leading providers of private healthcare to the residents of the historic city of York, as well as towns and communities across North Yorkshire.

A comprehensive range of healthcare services is available, using the most up-to-date technology and medical equipment to ensure the best possible patient care and outcomes. Specialisms include orthopaedic surgery; general surgery; gynaecology and urology encompassing men and women’s health; and ophthalmology.

Facilities include 41 beds, three theatres, an ambulatory unit, and a diagnostic suite. Ongoing investment has seen the installation of a digital platform for radiology diagnostic equipment.



Voice of the customer score

87%

Patient satisfaction with their experience at our hospital



“Our dedicated team is always looking at innovative ways to improve the healthcare needs of the local community, which makes it an exciting and rewarding place to work.”

Sally Pank
Director of Clinical Services

Quality inspection rating

Inspected and rated

Good

Highlights and accreditations

- ◆ National Joint Registry (NJR) Quality Data Provider Gold Award (2023/24)
- ◆ Discussions continue with NHS Trust regarding waiting lists, and how Nuffield Health can support specific specialisms
- ◆ Introduction of the online booking process, enhancing patient access
- ◆ Pre-operative optimisation fully embedded, ensuring streamlined patient journey
- ◆ Freedom to Speak Up guardian role proved successful, along with the creation of a wellbeing room
- ◆ Celebrated 20-years since the hospital moved to the current Rowntree site.

**Building a
healthier nation
is at the heart
of everything
we do.**

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All our hospitals in England, and those clinics delivering regulated activities, are registered with the Care Quality Commission. Our hospitals in Scotland are registered with Healthcare Improvement Scotland and our hospital and clinic in Cardiff are registered with Healthcare Inspectorate Wales.