

# NHS Quality Account

2021/22

# We are the UK's largest healthcare charity

Our family of award-winning hospitals, fitness and wellbeing clubs, medical centres and workplace wellbeing services are united behind our purpose to build a healthier nation. For the past 60 years, our team of experts has been working together to make the UK fitter, healthier, happier and stronger, all for the public benefit.

As a charity, our income is invested into delivering our purpose, whether that's through outstanding day-to-day services, flagship programmes designed to support unmet health needs, or by collaborating on research and innovation to improve health outcomes. Our members, customers and patients always come first, in everything we do.







# Our services

## Hospitals

Highest standards of clinical care, undertaken in state-of-the-art facilities, for a range of conditions. Treatment is consultant-led, delivering care to patients referred from the NHS, private medical insurers, and those who self-pay.

## Fitness and wellbeing

Where health meets fitness. With industry leading personal trainers, and gyms, equipped with the latest technology, we offer free health MOTs, varied fitness classes, and services ranging from emotional wellbeing to physiotherapy.

## Personal training

Our CIMPSA accredited PTs don't just help people reach their fitness goals faster and more effectively, they are specialists in working with people with debilitating health conditions, such as joint pain, cystic fibrosis and long-Covid.

## Physiotherapy

Treatments to heal and prevent injuries that stop people leading active lives. As one of the UK's largest provider outside the NHS, we combine physiotherapy with fitness and emotional wellbeing, for long-term benefits.

## HSSU

Seven modern, efficient, purpose-built hospitals sterilisation services units (HSSU), delivering accredited decontamination and sterilisation services for reusable medical devices.

## Diagnostics

State-of-the-art scans, imaging and wellbeing services, giving immediate insight into a person's health, and assisting in the diagnosis of early signs of disease in order to help plan ongoing treatment.

## Pathology

Our fully accredited laboratory blood science, blood transfusion and microbiology services are tailored to individual requirements. Pathology results can be reported through a web-based paperless system.

## GP services

Access to a range of private GP services, offering people the flexibility to fit appointments around busy schedules, including during the evenings.

## Flagships

Supporting people through the different stages of their lives, our unique programmes address unmet health needs, and expand our ability to reach those who wouldn't normally be able to afford or access our services.

## Health assessments

A comprehensive range of face-to-face and online health assessments covering key health concerns such as diabetes, heart health, cancer risk, and emotional wellbeing.

## Workplace wellbeing

Unique connected range of services to meet employee health and wellbeing needs, through onsite clinics and gyms, including health assessments, emotional wellbeing, physiotherapy and GP services.

## Emotional wellbeing

Tailored therapy plans supported by accredited BABCP and BACP therapists, through preventative and curative treatments, including cognitive behavioural therapy, counselling, and stress management.

# Our network

## Hospitals

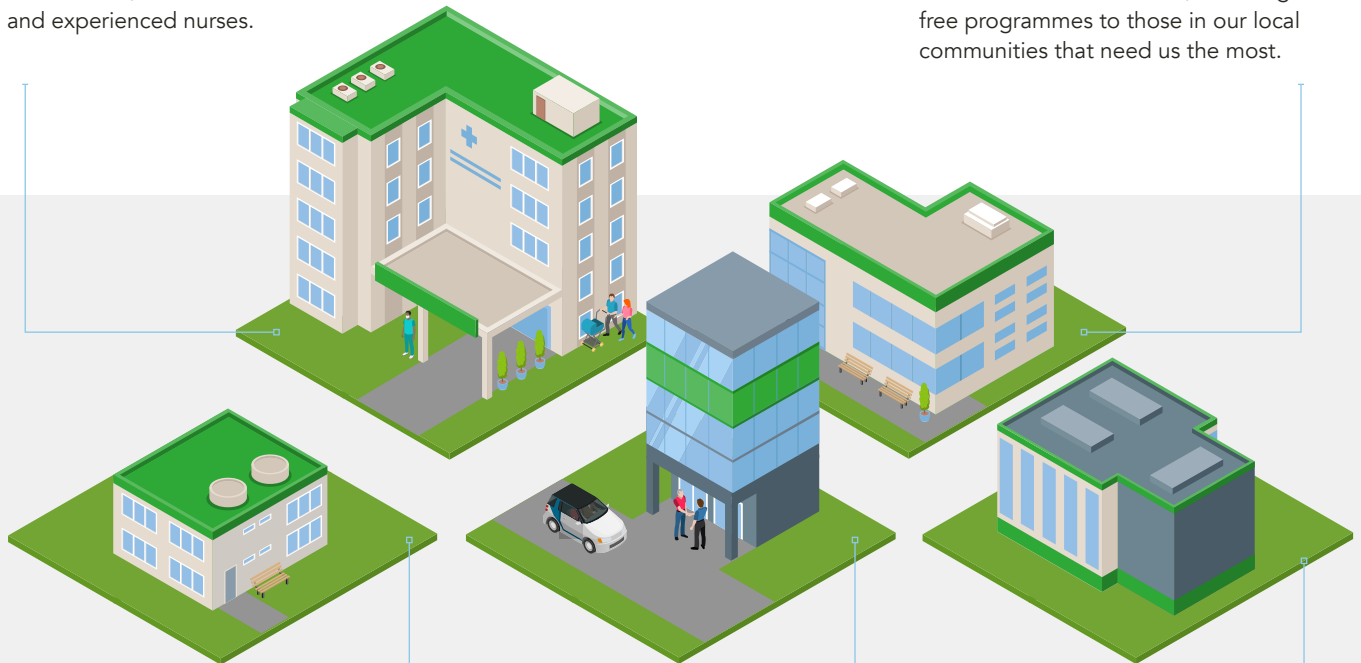
32

We deliver the highest standards of clinical care in state-of-the-art facilities, with Consultant-led treatment, spotlessly clean rooms, and a team of dedicated and experienced nurses.

## Fitness and wellbeing centres

114

Our network of health and fitness experts based at our cutting-edge facilities, offer a wide range of wellbeing services all under one roof, including free programmes to those in our local communities that need us the most.



## Hospital Sterilisation Services Units

7

Our HSSUs offer a bespoke decontamination service for re-useable medical device (surgical instruments) from seven purpose built units throughout England, with access to fully supported and expert mobilisation and transition planning.

## Corporate fitness and wellbeing sites

127

We provide a wide range of quality corporate healthcare services that both engage and empower employees, playing a central role in creating a thriving organisation. This includes onsite facilities and experts.

## Research and development facility

1

We are the operating partner of the Manchester Institute of Health and Performance, a purpose built facility for world-class diagnosis, education and research. By identifying local unmet health needs we can test and learn how best to support local communities across the UK.



# Chief Quality and Operating Officer statement



**Caroline Smith**  
Chief Quality and  
Operating Officer

Nuffield Health aspires 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. To achieve this, our people must be highly skilled professionals; processes, practices and procedures must be evidence-based, and meet or exceed healthcare standards; and our technology must be cutting edge.

Our commitment to Quality leads the agenda for our Board of Trustees and Executive Board meetings, and is prioritised over financial performance. Everything we do is evaluated against our Quality Assurance Framework, facilitating – Safe and Effective care delivery that provides a high-quality Experience to our beneficiaries.

2021 was the year COVID-19 restrictions were lifted, and we began the move to the 'new normal'. Delivering the highest quality care and a safe environment to our beneficiaries remained a top priority. So we were particularly delighted when our Chichester Hospital received an Outstanding CQC rating.

Industry recognition came in a number of other areas, and we were proud when our Infection Prevention and Control Lead Nurse, Chris Finch, was awarded the silver Chief Nursing Officers' Award by the Chief Nursing Officer for England, Ruth May. Our commitment towards excellence in infection prevention was further recognised when our cleaning team received the British Institute of Cleaning Science Award for 'excellence in education and training' for our accredited housekeeping training programme. (Read our interview with Tracey Baxandall, Infection Prevention Lead Nurse, on page 9)

In recognition of our commitment to patient safety, in February 2022, all our hospitals in England and Wales received the 'Quality Data Provider' award from the National Joint Registry (NJR). The NJR monitors the performance of hip, knee, ankle, elbow and shoulder joint replacement operations to improve clinical outcomes and

support orthopaedic clinicians and industry manufacturers. For the second year running, we won the prestigious Nursing Times 2021 Workforce Award for Preceptorship Programme of the Year, demonstrating our commitment to workforce excellence. The programme was also accredited by the Royal College of Nursing in January 2022, and awarded the Capital Nurse Preceptorship Quality Mark by Health Education England in March.

Our growth strategy continued apace. In September, we completed the acquisition of five hospitals from Aspen Healthcare Limited. Each is located close to one of our existing fitness and wellbeing centres, allowing us to strengthen our connected healthcare services in communities inside the M25 corridor, and across the east coast of Scotland.

Years of planning came to fruition, when the doors to our state-of-the-art new hospital, Nuffield Health at St Bartholomew's, opened to patients in May 2022. The first independent hospital to open in the City of London, it forms the central pillar of our London campus, providing a unique cardiac care pathway for patients, while also specialising in cancer care, orthopaedics and women's health. Opportunities to connect the hospital to our new Barbican fitness and wellbeing centre, and our other sites in London, will be maximised.

In early 2021, we launched our COVID-19 Rehabilitation programme to help people suffering from the long-term effects of the virus. Our leadership in recognising this need was endorsed when we contributed to the National







Institute for Health and Care Excellence (NICE) Review of long-COVID Guidelines. Now up and running in 49 of our fitness and wellbeing centres, the Rehabilitation programme is making a tangible difference to people recovering from the physical and emotional effects of this unpredictable virus. During the year, over 1.8K participants benefited from the free 12-week programme, with a further 2.3K taking part in our Joint Pain programme. Both exceeded expectations in terms of demand and, together, delivered a social return on investment (SROI) of £18m.

The year saw us confirm our plans to reduce carbon emissions by 5% in 2022, with a commitment to be carbon net zero for Scope 1 and 2 emissions by 2030, and Scope 3 emissions by 2040. We believe everyone has a part to play in achieving these plans and, in early 2022, we launched an internal sustainability campaign, focused on energy reduction, to inspire our people to get involved and help us help achieve our 5% carbon target. Through our greener surgery programme, we're targeting care pathways, improving clinical waste systems, using less carbon intensive gases, changing from single use products, and reducing single use plastics.

Working with the Florence Nightingale Foundation, we recently launched a new, bespoke, leadership development programme – Green Healthcare Leadership Programme. This focuses on championing sustainable healthcare through nurse-led initiatives that facilitate quality and sustainability benefits.

Diversity, inclusion, cohesion and equality remain core beliefs for Nuffield Health, and I'm delighted that our Equity Forum, launched two years ago, has gone from

strength to strength. It now boasts over 100 members and its open and forthright discussions about issues faced in the workplace are contributing to our ongoing strategy. We're subscribed to the D&I index, an online benchmarking platform on the HR Datahub, which will help us measure and compare progress in respect of our ambitious targets around age, disability, ethnicity, gender and LGBTQIA+.

Nuffield Health emerged from the pandemic stronger as individuals, as a team, and as the largest UK healthcare charity. Of course, none of this would have been possible without our amazing team. And I want to say a huge thank you to everyone, at every level, for their resilience, enthusiasm and loyalty, and for always putting the interests of our beneficiaries first.

**Caroline Smith,**  
Chief Quality and Operating 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 is the format prescribed by NHS England for 2021/22 for the indicators that are most relevant to the services provided by Nuffield Health's hospitals.

# Delivering quality healthcare

## June – July




Some of the team at MIHP

### Manchester Institute of Health and Performance (MIHP):

MIHP is now fully operational, with the facility successfully registered with the CQC. Patient scheduling in progress, and first patients booked in for consultation and diagnostics in early July.

### Chief Nursing Officers' Silver Award:

 Presented to Chris Finch, Quality Lead for Infection Prevention, for leading all infection prevention and control elements during the pandemic response. Award is ordinarily reserved for nurses and midwives within the NHS.

### Men's Health Week:

Content created focuses on men's physical and mental wellbeing. Shared externally and distributed internally, alongside the promotion of the Healthy Work Hub that supports our people.

### Understanding our differences:

Series of podcasts launched exploring diversity to build inclusion within the Charity of LGBTQIA+ colleagues, customers and communities.

### The Nightingale Programme:

The Nightingale programme (clinical talent programme) launched to 16 nurses identified as future leaders – positive feedback received from all.

## August – September


### International Recruitment:

Sixty nurses from the Philippines are supported to successfully pass exams to complete their Nursing and Midwifery Council (NMC) registration and become valuable members of our nursing workforce.

### Corporate Clinic Medical Emergency Drugs Kits:

Implementation of standardised medical emergency drugs kits across Primary Care Corporate Clinics to align with Registered Primary Care Clinics. This now enables a full standardisation across all registered locations throughout Nuffield Health.

### British Institute of Cleaning Science Award:

 Award achieved for Excellence in Education and Training. Related to BICS-accredited training for housekeepers. The first to be awarded in the independent sector.



British Institute of Cleaning Science Award



## October – November

### Infection Prevention Awareness Week:

Effective engagement at sites with informative displays, vaccination drives and use of activities that showcase infection prevention and control.

### Chartered Society of Physiotherapy Conference:

Showcasing clinical excellence, innovation and thought leadership through strong representation at conference with four posters and one platform presentation. These included, 'The impact of a virtual MSK physiotherapy service on patient satisfaction measures throughout 2020'; 'Evaluation of a training programme to enable MSK physiotherapists to assess ongoing respiratory symptoms in patients with Long COVID'.

### JAG Accreditation:

Chichester and Cheltenham achieve reaccreditation (Total of nine sites now JAG accredited).

### Pathology UKAS Accreditation Assessment:

Assessment complete, quality management system deemed to be effective and remains compliant against the associated standards.

### RCN Education Conference:

Three abstracts accepted for conference in 2022. Two of these are linked to Preceptorship and one for advancing equality, diversity and inclusion within international recruitment.


### Preceptorship Programme:

Nuffield Health win Preceptorship of the Year at the 2021 Nursing Times Workforce Awards. Our second consecutive win in this category.



## December – January 22

### COVID-19 Rehabilitation Programme Award:

 Won at the Healthcare Research awards, this award celebrated the importance of service-user engagement, enabling customers and users to have a voice in the design and innovation of a new programme.

### International Day of People with Disabilities:

Various activities undertaken to showcase disability and lived experience. A podcast was published exploring what it's like to live with severe dyslexia. Physiotherapist Jamie Miller co-chaired a session at the National Physiotherapy Conference on 'How reasonable are reasonable adjustments?' and contributed to an article in Physiotherapy professional magazine on the same subject with his experience of clinicians who are deaf or hard of hearing.

### Wellbeing Blog:

Launch of internal emotional wellbeing blog to support colleagues with their mental health and wellbeing. Regular blogs will be written to ensure emotional wellbeing is at the forefront of conversations within the Charity.

## February – March 22

### Preceptorship Programme:

Awarded Capital Nurse Preceptorship Quality Mark by Health Education England.

### National Joint Register:

In recognition for their commitment to patient safety, all Nuffield Hospitals in England and Wales received the 'Quality Data Provider' award from the National Joint Registry in February 2022. This was the first time the award has been achieved at all participating Nuffield Health hospitals.





The pandemic reinforced the critical importance of infection prevention, and the importance of our role as Infection Prevention Nurses; it brought us to the forefront of patient and employee safety.



## An interview with...

Tracy Baxandall, Infection Prevention Lead Nurse,  
Nuffield Health at St Barthomolemew's Hospital

### Describe your role

I'm the Infection Prevention Lead Nurse at Nuffield Health at St Bart's, our new hospital in the City of London. In a nutshell, I'm responsible for ensuring measures are in place to prevent patients contracting infections when in our care, and for making sure all our people, whatever job they do, are aware of the part infection prevention and control (IPC) plays in keeping our patients safe.

### What's your background?

I've been an infection prevention nurse for 27 years, and was one of the first to undertake a specialist three-year BSc degree in IPC. In my early career, I was a ward sister, specialising in cardiothoracics, at Harefield Hospital.

### What's your first priority?

Training. Everyone employed at the hospital must understand our processes and know just how critical IPC is, particularly when we're caring for immuno-compromised patients. Everyone employed at the hospital goes through IPC induction, whether they're in clinical or non-clinical roles. And then there are mandatory annual updates.

Training's a mix of online modules, classroom sessions, and practical assessments, which include aseptic non-touch technique (ANTT), to ensure sterility is maintained when invasive procedures are carried out, and hand hygiene.

### What sets Nuffield Health apart?

We've always been ahead of the game in respect of IPC. Strict processes are in place for policy development, staff education and training, plus a rigorous audit programme, which includes quality assurance reviews (QARs) of hospitals and non-acute sites, to make sure standards of IPC are as we would expect.

### What are you passionate about?

The pandemic reinforced the critical importance of infection prevention, and the importance of our role as Infection Prevention Nurses; it brought us to the forefront of patient and employee safety. I'm passionate that we maintain this recognition and value.

### What are you most proud of?

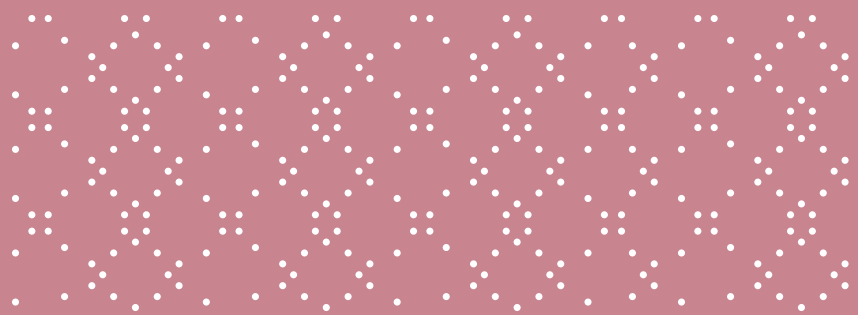
In England, there's a shortage of specialist infection prevention nurses. During my career I recruited, trained and mentored four, all of whom attained the BSc degree in infection prevention. I think that's an important contribution to the bigger picture.

### What excites you about the future?

Seeing Nuffield Health at St Bart's operating at full capacity, and demonstrating our excellence through accreditation schemes such as ANTT, which requires the highest level of excellence in aseptic technique. The accreditation has three levels and we're definitely going for gold!



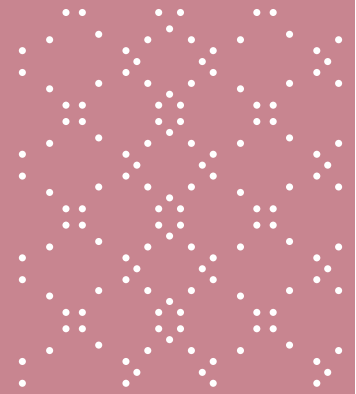
# Prescribed information 2021/22



## 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

Seven NHS patients died during the reporting period (a rate of 0.023%), this is a significant reduction since the last reporting period (last reporting period 77 deaths a rate of 0.111%). Of these deaths, all were unexpected and there were no palliative deaths. For unexpected deaths this demonstrated a marginal increase of 0.001% compared against the previous reporting year, whereas there was a significant drop in palliative deaths down to 0 from 0.089%). Following local and independent review, no significant findings pertaining to clinical Quality were identified in any of these cases.

The decrease in palliative deaths is reflective of a return to a more typical clinical caseload, following the support Nuffield Health's hospitals had provided to local and regional health care systems during the COVID-19 response. During this time a significant contribution had been provided to palliative care provision which for some hospitals became a considerable component of the care provided.

As required NHS COVID-19 support by Nuffield Health facilities reduced, we have found there has been enhanced collaborative working across the healthcare system. An example - Ipswich Hospital hosted the local trust's oncology service during the first-wave of the pandemic. Following return to the trust and the building of relationships Nuffield Health Ipswich are now actively supporting the trust with its elective waiting list activity.

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

All patient deaths in Nuffield Health's sites are independently reviewed and clinically appraised by our Learning from Deaths Committee and subject to further scrutiny if any care issues are identified. Comprehensive Care Appraisal (utilising the Royal College of Physicians Structured Judgment methodology) and thematic review of all patient deaths enables us to assure that our care delivery meets the highest standards.

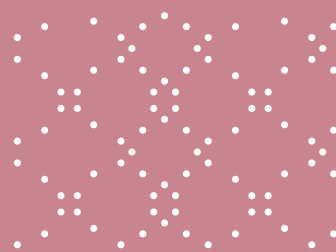
In 2022, Nuffield Health intends on taking the following action as part of its Quality Improvement Plan, which aims to improve the safety and Quality of its clinical services:

- A dedicated national medical examiner has been appointed to strengthen mortality review processes and provide best-practice support and guidance
- Continued focus on perioperative safety through the deployment of a Patient Safety Reset Plan – this programme has proactively evaluated areas of focus and will continue to work through a number of quality initiatives to support continual improvement of patient safety
- Introduce a new quality management system with continued focus on high-Quality, accurate incident reporting, investigation and learning.



## 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.

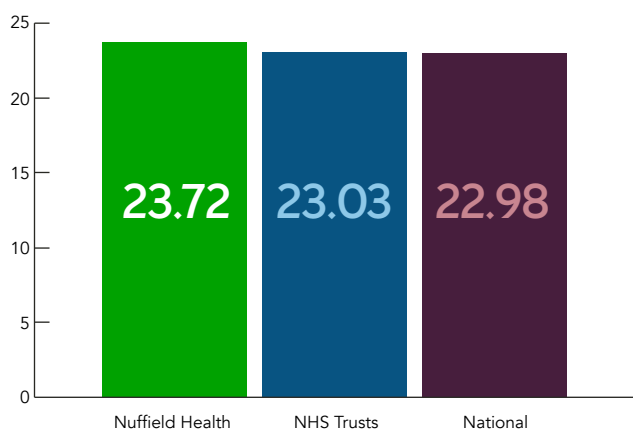


## Nuffield Health statement

On average, an NHS funded patient treated by Nuffield Health reported a 58% improvement in their overall health status and achieved an outcome 3.2% higher than the national average. 66% of patients achieved a 'better-than-expected' outcome (+1.3% vs. national average) with 98% reporting an improvement 6-9 months following surgery and only 0.61% dissatisfied with the results of their procedure with Nuffield Health.

### Primary Hip Replacement - Adjusted Health Gain (OHS)

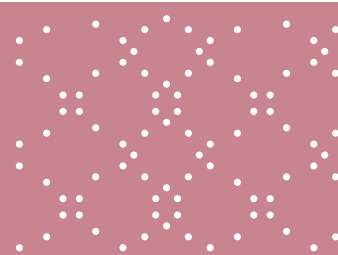
Case mix adjusted health gain



Period Covered – April 2020 to March 2021. Published: 10th Feb 2022. Data Available at: <https://digital.nhs.uk/data-and-information/publications/statistical/patient-reported-outcome-measures-proms/finalised-hip-and-knee-replacement-procedures-april-2020-to-march-2021>

## NHS England prescribed information

The data made available with regard to the provider's patient reported outcome measures core, during the reporting period, for (ii) knee replacement surgery.



## Nuffield Health statement

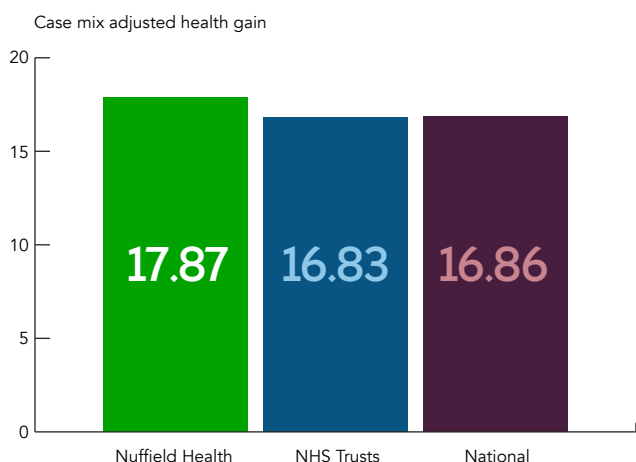
On average, an NHS funded patient treated by Nuffield Health reported a 23% improvement in overall health status and achieved an outcome 6% higher than the national average. 61% of patients achieved a better-than-expected outcome with 96% of patients reporting an improvement 6-9 months following surgery and only 1.42% of patients dissatisfied with the results of their procedure with Nuffield Health.

Nuffield Health continue to monitor Patient Reported Outcomes with outliers investigated through a standardised Consultant-led approach governing 'Outlier Management'. Where necessary, lessons learnt and best practice are shared across the charity to facilitate quality improvement.

Nuffield Health has also continued its relationship with Leicester University to further understand how the charity can use patient reported outcomes to deliver better outcomes for patients. The partnership has a focus on developing a deep understanding of our patient reported outcomes data, how this relates to other clinical and demographic data and the impact of adverse events.

More broadly, delivering sector leading outcomes remains fundamental to Nuffield Health's strategy. Nuffield Health has provided significant investment into data science and research with the strategic aim of further understanding how we can continually improve the health of our patients and prevent poor outcomes. This year shows another positive performance which continues to reflect this investment into patient outcomes.

## Primary Knee Replacement - Adjusted Health Gain (OKS)

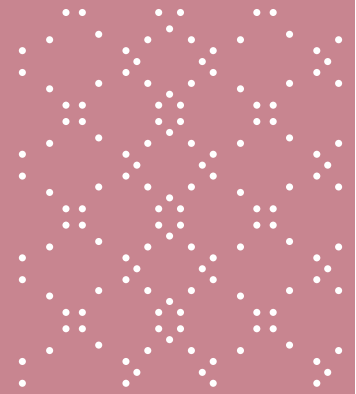


Period Covered – April 2020 to March 2021. Published: 10th Feb 2022. Data Available at: <https://digital.nhs.uk/data-and-information/publications/statistical/patient-reported-outcome-measures-proms/finalised-hip-and-knee-replacement-procedures-april-2020-to-march-2021>

## 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 which forms part of the provider, 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: 0.071% of hospital episodes (+0.034% vs previous year)

Nuffield Health has maintained a concerted focus on improving its readmission rate year-on-year; during the reporting period we have seen a marginal increase of 0.034% on the previous year.

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. During the reporting period, no specific concerns readmission concerns have been identified.

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

- The Discharge Policy continues to be embedded across all hospitals, which clarifies MDT accountabilities and improves discharge planning effectiveness
- A number of Nuffield Health hospitals have introduced pre-op anaesthetic clinics to ensure any existing conditions are identified and appropriately managed. These have strived to reduce the risk of clinical complications post-discharge, which could result in subsequent readmission

- Optimisation of several perioperative pathways, including the introduction of an anaemia pathway for those patients having arthroplasty; these have reduced cancellation volumes, and the risk of adverse outcomes developing in the post-operative period.

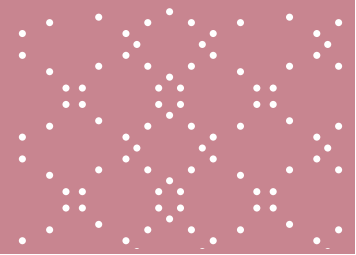
As we return to a more typical activity profile our focuses for 2022/23 include:

- All hospitals will look to adopt the optimised perioperative pathways, and we are exploring a digital platform for pre-operative assessment
- Continued focus on data analysis, using internal and external benchmarking to identify outliers, explore trends and themes and take all appropriate quality improvement actions
- Improved pharmacy focus on medicines reconciliation to ensure a comprehensive understanding of medicines taken, and the steps required if there are any clinical issues
- Continuing to encourage any discharged patient to contact the hospital as early as possible so that appropriate measures can be taken that may reduce the risk of readmission e.g. management of early-stage wound issues via outpatient clinic.



## 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) and measures the responsiveness to the personal needs of our patients. During the reporting period, this score confirmed:

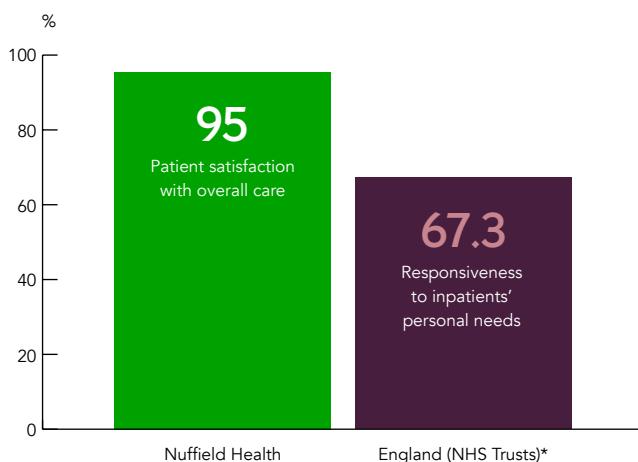
- 95% satisfaction with overall care.

Nuffield Health considers this excellent feedback to be the result of our continued focus on patient experience and is committed towards ensuring that we provide people with a positive experience of care.

Nuffield Health intends to take the following action to maintain this percentage, and so the Quality of its services:

- Since moving from paper-based survey on discharge to online surveys we have seen a small decline in survey participation and satisfaction scores. Online surveys provide the opportunity for constructive appraisal, where patients can reflect on their experiences of care and provide balanced feedback. Given current rates, we will investigate ways to improve participation levels so that these provide higher-quality datasets
- We have recognised that there are improvements to be made in the ways patients contact us and are investing in improving our operating model and redesigning our customer contact journeys to simplify
- We have re-defined our overarching value proposition and initiated a programme of work to ensure all our services deliver a differentiated and patient-centred experience true to Nuffield Health's brand in line with NHS guidance.

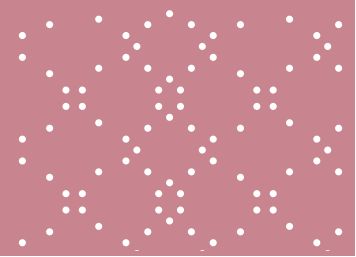
### Patient satisfaction measures (2021/22)



\*Aug 2020 data, as reported by NHS England. Source: <https://digital.nhs.uk/data-and-information/publications/statistical/nhs-outcomes-framework/august-2020/>

## 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

Nuffield Health makes a concerted effort to engage our people in our purpose, and aspiration to build the best health and wellbeing brand. We are committed towards ensuring that our patients have a positive experience of care, and that our staff have a positive experience of working with us to support care delivery.

In January 2022 as we started to emerge from the pandemic, Nuffield Health introduced Peakon Employee Voice, our new employee engagement platform that empowers our employee to take ownership for change. It evolves the way we listen and feedback to our people so that together we can shape a better employee experience.

The surveys use intelligent listening technology to personalise questions for employees. This enables us to ask the right questions, to the right people, at the right time to discover a true picture of employee engagement.

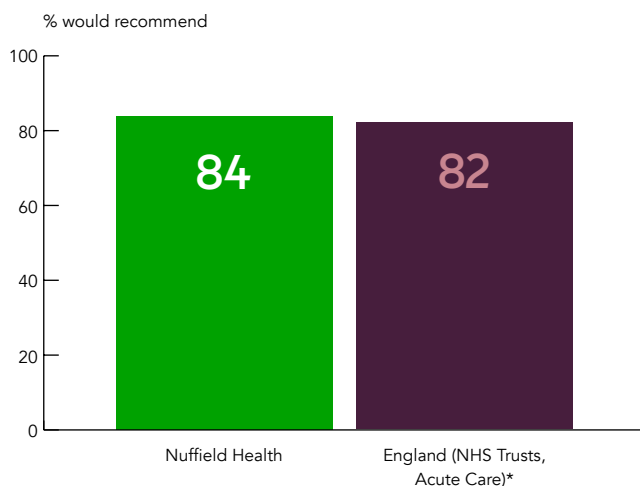
We have autonomy over the questions we ask and the frequency. Included in our monthly survey is the question 'How likely is it you would recommend Nuffield Health's products or services to family and friends?'

- Data captured up until April 2022 reported 84% of our hospital staff responded they would recommend a product or service to family and friends.

Benefits of our new engagement platform for employees:

- Anonymity is protected. Line managers can only see results after five responses are submitted to prevent identifying respondents.
- Personal dashboards allow for anonymous interaction with line managers to help them understand feedback.
- Multiple languages enabled for greater understanding and contribution.
- Open to all, employees without direct access to a computer will be able to scan a QR code and complete on a mobile device.

### Staff friends and family recommendation (2021)



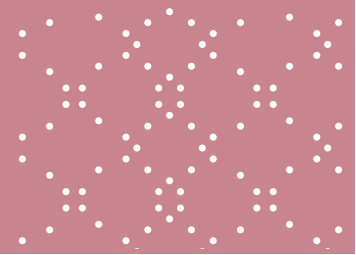
We are taking the following action to improve staff engagement, and so the Quality of our services, by:

- continuing to engage with, and listen to our staff in a range of ways (staff forums, site visits by leaders), striving to improve the quality of their experience
- continuing to engage with, and listen to our patients, seeking opportunities to improve the experience of care delivery at all stages of the patient's journey
- continuing to engage with our staff, ensuring that they feel connected to our purpose and that they recognise and understand our achievements e.g. awards and accolades, Inspection data.

\*Q2 2019 – 2020 data, as reported by NHS England. Source: <https://www.england.nhs.uk/publication/staff-friends-and-family-test-fft-data-quarter-2-2019-20/>

## 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. At the end of the reporting period:

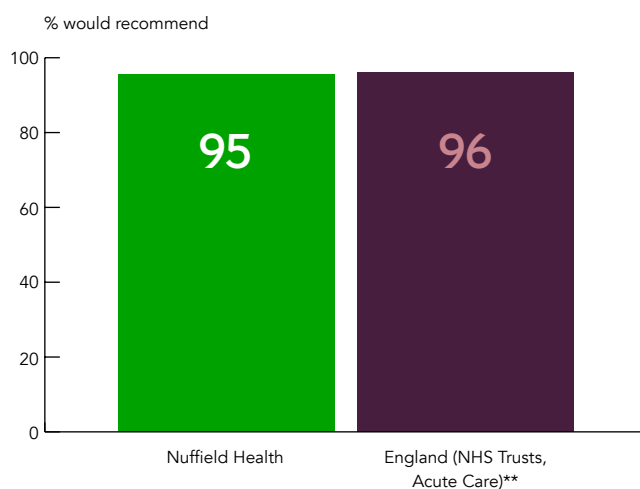
- 95% of our in-patients rated the service they received as very good or good

Nuffield Health considers that this data is as described for the following reasons; Nuffield Health strives to ensure that people have a positive experience of care; such a high rating of the service they received is suggestive of a positive experience.

Nuffield Health intends to take the following action to maintain this score, and so the Quality of its services, by:

- continued focus upon patient experience and the embedding of our service standards
- enhancing the capability of our leaders, ensuring that they embed our WE CARE values in our hospitals, which strive to ensure that we put patients, customers and colleagues at the heart of everything that we do
- continued focus upon Quality improvement activity that contributes towards patient experience and the delivery of seamless clinical care
- raising leadership awareness of cultural blockers to equality. Our leadership induction programme for newly appointed managers covers diversity, inclusion, cohesion, and equity and includes recruitment skills training and the importance of limiting bias.

### Patients' friends and family test outcomes (2021/22)

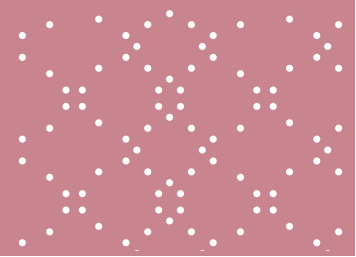


\* Accident and Emergency discharges are not applicable \*\* February 2020 Inpatient score (response rate 24.4%) as reported by NHS England.  
Source: <https://www.england.nhs.uk/publication/friends-and-family-test-data-february-2020/>



## 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

All of our patients admitted to hospital received appropriate VTE risk assessment during the reporting period.

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

Through vigilant monitoring of VTE's, higher incidence of DVT and PE events was observed early-on in the reporting period in in-patients and patients who had been discharged. Therefore, a deep dive was conducted to explore any trends, themes and potential correlations. Although no definitive correlations could be made e.g. COVID-19 and increased VTE prevalence, this work did identify several learnings and quality improvement actions that have enhanced the effectiveness of VTE care management, these include:

- We have identified a number of VTE events where dehydration may have been a contributing factor. Therefore, we have commenced a pilot for a 'sip to send' (which enables patients to continue to drink a small amount of water until the time they are taken to the operating department for surgery)
- Improvements in minimising list theatre list order have been introduced to decrease the length of time that patients remain nil by mouth ahead of surgery
- An evidence-informed VTE investigation tool has been developed and introduced, which facilitates high-quality investigation and holistic VTE management

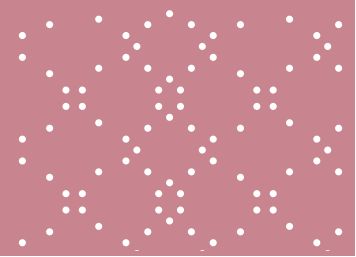
- A standardised VTE risk assessment tool has been introduced
- The VTE prevention policy was updated in line with the latest NICE guidance (NG158)
- Focus on improved engagement with NHS Trusts. As a result, we are now receiving information from some local trusts regarding patients who have been admitted due to a VTE event and are working collaboratively to facilitate shared learning.

Our continuous improvement activities for 2022/23 include:

- A VTE tracker has been developed which will strengthen our trend analysis processes. This tracker will capture all VTE investigation information and can be used to identify specific clinical trends that can support future VTE-specific practice improvements
- An audit tool has been piloted and will be introduced to evaluate progress in relation to the new risk assessment tool and updated policy requirements
- All sites have identified a VTE champion to support VTE prevention in each hospital. These individuals will facilitate best-practice and shared learning.

## 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

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 maintains high-standards of infection prevention and control, which contribute towards the maintenance of a safe environment and 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:

- 2.7 per 100,000 bed days (compared to 5.3 per 100,000 bed days in 2020/21)

The decrease in C.difficile infections is attributed to the change in activity profile during the pandemic and closer monitoring of Anti-Microbial Stewardship (AMS). During the reporting period, 'Smart, Start the Focus' AMS audits increased to Quarterly with a concerted focus on action planning. Furthermore, thematic investigation concluded that 80% of the C.difficile infections during the reporting period were community-acquired, and non-attributable to Nuffield Health intervention. The key theme identified in other cases related to antibiotics being prescribed outside of the recommended local antimicrobial formulae.

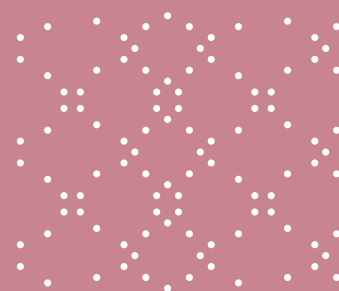
During 2021/22, Nuffield Health have continued to deployed and update (in line with changing national guidance) a range of quality improvement and key activities that aimed to reduce C.difficile incidents and enhance infection prevention standards more broadly, these included:

- Continue to enhance Infection Prevention Toolkit developed adding practical and educational sessions
- Continued review of the Infection Prevention Board Assurance Framework live document, centrally reviewed quarterly, at each hospitals and all clinics
- Continue development of the comprehensive infection prevention audit programme as a component of our Quality Assurance Framework
- Continued development of HCAI surveillance systems to support identification of all infections including C.difficile

During 2022/23 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), clinical effectiveness activity e.g. Clinical audit, and engagement in Infection Prevention initiatives that facilitate improvements in care delivery and management.

## 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): 716, a decrease of 871 compared against 2020/21
- rate (percentage of episodes): 2.32% (vs 2.28% for the previous year; variance associated with a significant decrease in NHS episodes)
- number resulting in severe harm/death for NHS patients: 10 (7 patient deaths and 3 severe harm events, compared against 77 deaths and 5 severe harm events in 2020/21)
- rate (percentage severe harm/death): 0.03% (0.118% in 2020/21) (lower percentage is associated with a decrease in palliative caseload).

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.

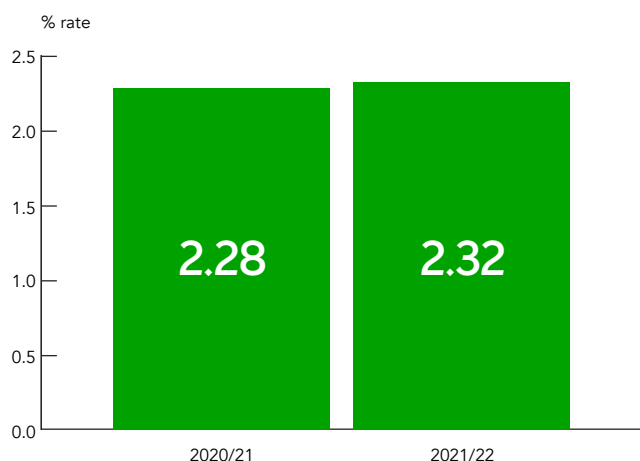
Following a return to a more typical clinical caseload and acuity of patients in this reporting period, our incident count and percentage of episodes have decreased, to those seen in 2020-21. The significant decrease in patient deaths is attributed to the decrease in palliative care services and higher acuity patients managed by Nuffield Health during the early-phases of COVID-19.

Throughout the pandemic effective incident management has been a sustained focus ensuring that all incidents are thoroughly investigated and used as opportunities for learning and continuous improvement.

Nuffield Health continues to prioritise patient safety and intends to take the following actions to improve this rate in 2022/23 and so the Quality of its services, by:

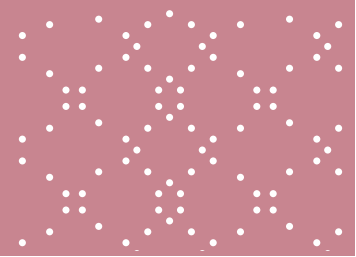
- the introduction of weekly incident appraisal forums that facilitate responsive incident management and early identification of trends, themes and learnings
- the deployment of Hospital Quality Reviews across all hospitals that facilitate clinical quality and effectiveness through subject-matter expert appraisal and service-line evaluation
- improved assurance through the introduction of a new Quality Scorecard that supports internal and external benchmarking across all areas of Quality (Safety, Effectiveness, Patient Experience)
- implementing a new Quality Management System which will facilitate high-quality incident reporting, trend analysis and preventative action
- continuing to drive an open and transparent reporting culture where all incidents (including near misses) are accurately reported, and systematically investigated with key learnings captured and disseminated
- acting with integrity, being open and honest when things go wrong
- continuing to empower our staff as advocates of patient safety and clinical Quality, ensuring that they feel confident to speak up and raise concerns, and actively encouraged to contribute towards care and Quality improvement initiatives.

### Percentage of patient safety incidents



## 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 towards facilitating an open safety culture, where all staff feel able to engage with us and raise issues, concerns or improvement opportunities.

Speaking up is encouraged across the organisation and all members of staff have open access to a variety of channels and escalation mechanisms that support the raising of issues or concerns, these include: local escalation via line manager and/or Senior Leadership Team (Matron/Hospital Director); direct escalation to our Freedom to Speak Up Guardian, or and the FTSU ambassadors, escalation via Safecall (our 24/7, confidential and independently-managed hotline); or through Nuffield Health's grievance process, if concerns are raised formally. In all instances, all issues/concerns are reviewed, appropriately investigated and feedback provided (as appropriate). In addition, we have wellbeing champions in our hospitals who work with the FTSU ambassadors and can contact the FTSU guardian on behalf of a member of staff.

Patient safety is paramount in all of Nuffield Health's clinical environments.

The improvement plan that was developed in 2020 was implemented in 2021 and has focused upon system, process and cultural enhancement, which helps us to embed a culture of true openness and psychological safety, where all staff, irrespective of grade are empowered to Speak Up. It also led to the appointment of a designated Head of Safety Culture role with the appointee commencing in 2022. This role will take the lead on speak up strategy and oversight.

In 2020, we also produced supplementary guidance that centered on the management of COVID-19 concerns; this encouraged open dialogue and enabled us to manage COVID-specific concerns that arose as a result of the pandemic. Timely management enabled us to responsively identify issues/concerns and appropriately manage them, helping to keep our patients and staff safe; this will be an area of sustained focus, as we continue to navigate the pandemic.

Training sessions were rolled out to FTSU ambassadors in 12 sites with more staff having volunteered to take on this role and this will continue across all sites.

Nuffield Health continues to prioritize patient safety and intends to take the following actions in 2022/23 to advance it's speak up culture by;

### Increasing dedicated resources:

- Establishing an Executive lead and Trustee lead responsible for FTSU
- Establishing the Head of Safety Culture role which will create a network of operational FTSU Guardians across the Charity's regions and sites to promote healthy Speak Up cultures and respond to concerns raised at local levels. This network of FTSU Guardians will be overseen by the Head of Safety Culture, collect data on concerns raised and attend regional NGO FTSU Guardian network meetings, in order to learn from follow FTSUGs from across the NHS, IS, social care etc.

### Improving insight, strategy and practice:

- Developing a new organisational FTSU strategy, Policy, Framework and SOP - paying particular attention to triangulating 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 surveys, ED&I etc
- Delivering our Speak Up improvement plan. This includes aligning with the National Guardian Office (NGO) guidance and expectations of best practice
- Continuing to review and investigate all Speak Up incidents, ensuring that all concerns are appropriately investigated, feedback and follow up given and used as a driver for clinical and organisational improvement



- valuating current systems and processes to establish effectiveness. Standardising and streamlining to improve resource effectiveness so that we invest in credible, high-impact methods and strategies. For example, cost benefit analysis of the SafeCall system to assess whether this expense could be put to more efficient use in strengthening FTSU awareness, learning & improving cultures across the Charity. Thus, driving and strengthening a business as usual approach to FTSU
- Introducing a FTSU case management system to confidentially record data for NGO quarterly data returns and, in addition, develop broader categories to collect data on common themes and trends to monitor activity and outcomes for wider organisational learning and improvement.

#### Culture change:

- Further growing a network of FTSU Ambassadors/ Champions across the Charity in all settings and services. Ensuring they are fully, supported and developed. We will increase the FTSU Ambassadors/ Champions links with the Wellbeing Champions and establish links with the Equity Forum members to promote and support ED&I and triangulate soft intelligence in relation to any concerns or suggested improvements
- Driving high levels of cultural engagement and compassionate leadership, fostering and embedding a culture of openness and transparency in which staff are empowered to Speak Up, voice concerns, and champion clinical Quality
- Establishing availability of the NGO & HEE's Speak Up, Listen Up, Follow Up training, as mandatory for all staff. Including Board of Trustee and Executive Management Team level.

## Tell us

If you see or hear something at work which makes you feel uncomfortable, it's important that you report it.

I can speak up.



If you or your colleagues need to raise a concern, you can discuss with your line manager or contact **Gill Milward** (our Nuffield Health Freedom to Speak Up Guardian) by emailing: [FTSU.Guardian@nuffieldhealth.com](mailto:FTSU.Guardian@nuffieldhealth.com)

**You can also:**

- Read our 'Speak Up (Whistleblowing) Policy' on the extranet,
- Discuss the matter with your senior manager, or
- Contact SafeCall on...

0800 915 1571

Online reporting is also available at [www.safecall.co.uk/report](http://www.safecall.co.uk/report)  
All calls are treated confidentially.





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



## National and local Audit

The reports of 6919 national clinical audits and local clinical audits were reviewed by the provider in 2021/22. Nuffield Health intends to take the following actions to improve the Quality of healthcare provided:

34 national clinical audits were conducted in the reporting period with significant attention given to Infection Prevention (17), which has continued to be a key area of focus during the pandemic.

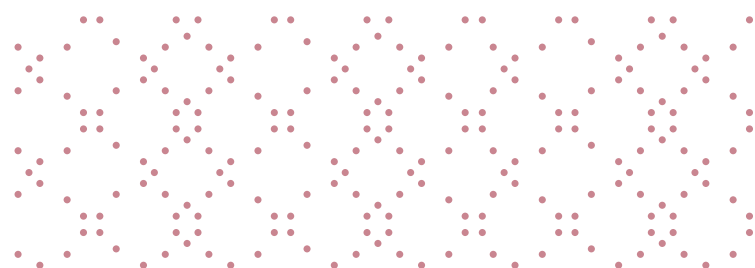
Clinical audit continues to be an important component of Nuffield Health's Quality Assurance Framework. This supports assurances around regulatory compliance and clinical Quality, whilst helping to facilitate Quality improvement, some examples include:

- Cancer MDT audits were transferred to a digital solution. These support the teams in demonstrating decision making regarding cancer treatment options, which ensures patients are safely managed with evidenced based treatment protocols
- JAG quality and safety audits are part of the endoscopy annual audit plan and include the endoscopy infection prevention and endoscopy WHO safety checklist audits, which are now accessed via a digital platform.
- We have continued to deploy a robust infection prevention audit schedule that is underpinned by UKHSA guidance. This continues to include the evaluation of, and compliance with infection prevention protocols, e.g. social distancing, hand hygiene & PPE.

During the reporting period Nuffield Health have strived to improve the organisational management of clinical audit. This includes clinical audit identification, improved functionality and capabilities and increased visibility with the launch of an organisational-wide audit schedule. These will remain continued areas of focus as we evolve our clinical audit infrastructure.

Planned developments include:

- We will look to launch our new Clinical Audit Framework embedding the Healthcare Quality Improvement Partnership (HQIP) audit standards
- We will continue to enhance the governance and efficiency of audit through our Clinical Governance and Outcomes Forum and specialty Expert Advisory Groups.
- We will continue to consider system enhancement for ease of audit analysis and provision of instantaneous feedback to sites





# Our hospitals

St Bartholomew's Hospital	26	Ipswich Hospital	42
Bournemouth Hospital	27	Leeds Hospital	43
Brentwood Hospital	28	Leicester Hospital	44
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Bristol Hospital	30	North Staffordshire Hospital	46
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Cheltenham Hospital	33	Shrewsbury Hospital	49
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Exeter Hospital	37	Warwickshire Hospital	53
Glasgow Hospital	38	Wessex Hospital	54
Guildford Hospital	39	Woking Hospital	55
Haywards Heath Hospital	40	Wolverhampton Hospital	56
Hereford Hospital	41	York Hospital	57

# Independent regulators hospital reviews

All 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. This table details the rating of our hospitals according to the findings of the Care Quality Commission, Health Improvement Scotland (HIS) and Health Inspectorate Wales (HIW).

Hospital	Date of review	Overall	Safe	Effective	Caring	Responsive	Well led
Bournemouth	June 2022	Good	Good	Good	Good	Good	Good
Brentwood	June 2017	Good	Outstanding	Good	Good	Good	Good
Brighton	Feb 2018	Good	Good	Good	Good	Good	Good
Bristol	Aug 2016	Good	Good	***	Good	Good	Good
Cambridge	Nov 2016	Outstanding	Good	Good	Outstanding	Outstanding	Outstanding
Cheltenham	Jul 2016	Good	Good	Good	Good	Good	Good
Chester	Dec 2016	Good	Good	Good	Good	Good	Good
Chichester	Oct 2021	Outstanding	Good	Good	Outstanding	Good	Outstanding
Derby	May 2016	Good	Good	Good	Good	Good	Good
Exeter	Oct 2016	Good	Good	Good	Good	Good	Good
Guildford	Apr 2019	Good	Good	Good	Good	Good	Good
Haywards Heath	Dec 2017	Good	Requires improvement	Good	Good	Good	Good
Hereford	Mar 2017	Good	Good	Good	Outstanding	Good	Good
Ipswich	Nov 2016	Good	Requires improvement	Outstanding	Outstanding	Good	Good
Leeds	Jun 2017	Outstanding	Good	Good	Outstanding	Outstanding	Good
Leicester	Mar 2017	Good	Good	Good	Good	Good	Good
Newcastle	Aug 2016	Good	Good	Good	Good	Good	Good
North Staffordshire	Dec 2021	Good	Good	Good	Good	Good	Good
Oxford	Mar 2022	Good	Good	Good	Good	Good	Good
Plymouth	Nov 2015	Requires improvement	Requires improvement	Good	Good	Good	Requires improvement
Shrewsbury	Jul 2018	Good	Good	Good	Good	Good	Good
Taunton	Nov 2016	Good	Good	Good	Good	Good	Outstanding
Tees	Apr 2022	Good	Good	Good	Good	Good	Good
Tunbridge Wells	Jul 2017	Good	Good	Good	Good	Good	Good
Warwickshire	Mar 2017	Good	Good	Requires improvement	Good	Good	Good
Wessex	Apr 2018	Good	Good	Good	Good	Good	Good
Woking	Aug 2017	Good	Good	Good	Good	Good	Good
Wolverhampton	Apr 2017	Good	Good	Good	Good	Good	Requires improvement
York	Jun 2017	Good	Good	Good	Good	Good	Good
Cardiff & Vale*		No issues identified by HIW					
Glasgow**		Good (Health Inspectorate Scotland)					
St Bartholomew's		Hospital opened May 2022 – as yet not rated					

● 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 with improvements noted across three areas – patient experience, safe care delivery and leadership/change improvement. HIS does not produce an overall rating. \*\*\*Not enough evidence to rate.



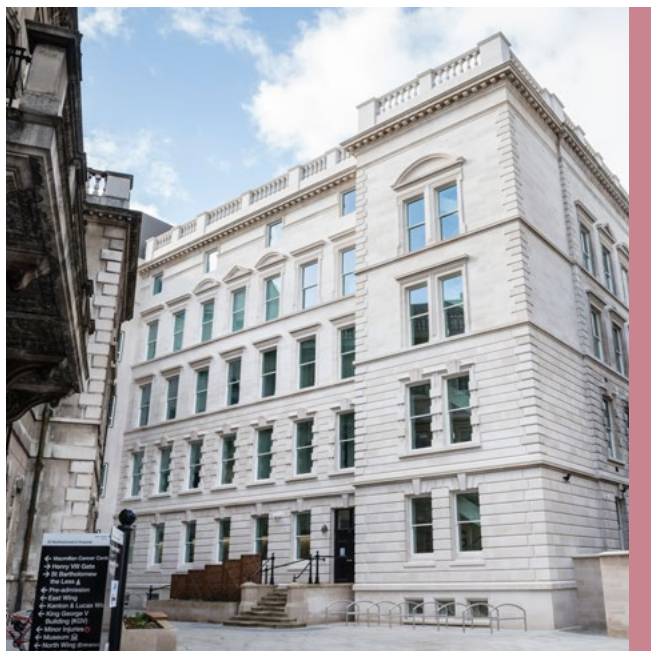
# St Bartholomew's Hospital

## About the hospital

Nuffield Health at St Bartholomew's Hospital opened on the 3rd May 2022. We have taken over the former pathology building and resident surgeon quarters from Barts NHS Trust and converted them into our hospital. The buildings are beautiful in every way.

We have built a self-sufficient, high acuity hospital to support a wide range of procedures but will have a clear cardiac, oncology and orthopaedic focus. We aim to be London's most trusted Independent Hospital

We have 55 beds including, 7 Intensive Care, 8 Oncology, 8 Endoscopy, 2 Operating theatres and a Cardiac Cath lab and hybrid theatre, a Minor procedure and Endoscopy theatre in our out patients building along with 26 Consultation Rooms and a Physiotherapy gym. We have a diagnostic suite which includes MRI, CT and ultra sound.



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

Anthony Fitzgerald, Matron

## Highlights

- ◆ Treating each patient as an individual and personalising their health care journey every step of the way
- ◆ To provide quality care and have quality outcomes every single time
- ◆ To have a culture where we all feel empowered to do the right thing, all the time
- ◆ We are proud to support Barts NHS Trust
- ◆ We are proud to be the first independent hospital in London to provide Cardiac rehabilitation across the entire patient pathway.



# Bournemouth Hospital

## About the hospital

Established in 1957, Nuffield Health Bournemouth was the first hospital acquired by the Charity. The original building in Owls Road was called Strathallan and was previously a nursing home.

We have an excellent reputation for the delivery of a wide range of services and treatments with a specialist focus on orthopaedics, cardiology, ophthalmology and paediatrics. We have 41 beds, three operating theatres, an endoscopy suite and a catheter laboratory, as well as two minor ops theatres and a physiotherapy gym including a hydrotherapy pool. We offer a full range of diagnostics on site, including MRI, CT, mammography and DEXA scan. Our state-of-the-art facilities enable us to offer first class healthcare to our patients in a safe and caring environment.



“I have been Matron here for over five years after joining from the NHS. I am very proud of the team, we are all passionate about delivering excellent patient focused care in a safe and welcoming environment.”

Louise Dennington, Matron

## Highlights

- ◆ We are taking pace on our new Hospital and working with our corporate expert advisors to propose a state-of-the-art Hospital that will be carbon neutral. Plans to start in 2023
- ◆ We have recruited a specialist nurse to support our Robotic Hip Surgeon and his research institute. He will have a dedicated area in the new hospital that will support research development and clinical innovation
- ◆ We are proud to have worked with the NHS during the last year and cared for many patients during the pandemic.



## Voice of the Customer score

# 95%

Patient satisfaction  
with their experience  
at our hospital

# Brentwood Hospital

## About the hospital

Our modern Brentwood Hospital specialises in orthopaedics, general surgery, men and women's health, children's services and cosmetic surgery. We offer a wealth of exceptional clinical services for both patients who have private medical insurance and the self-pay market with a large team of consultants and specialised children's nurses that can see children of any age, for a variety of conditions.

Unique in the local area, our dedicated endoscopy unit performs a wide range of camera-led procedures to investigate conditions. Our new unit has dramatically improved our patient experience, offering significantly reduced time spent in hospital, state-of-the-art diagnostic equipment and dedicated, skilled staff who look after patients before, during and after the procedures.



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

Alison Williams, Matron

## Highlights

- ◆ The Hospital has recently expanded its out-patients facilities to accommodate more clinics through the day and evening for Patient and Consultant convenience
- ◆ Our CQC rating was Good with Outstanding across the board for safety and service for Children and young people
- ◆ Our Imaging department has a new state of the art CT scanner and mammography machine, and is updating its X-ray machine this Autumn with the latest imaging technology.



## Voice of the Customer score

# 97%

Patient satisfaction  
with their experience  
at our hospital



# Brighton Hospital

## About the hospital

The original Nuffield Health Brighton Hospital in Hove was founded in 1976, but our present, larger site in Woodingdean opened in 1995 to meet increased customer demand for our medical services. We have an excellent reputation and offer a wide range of services and treatments with a specialist focus on orthopaedics, ophthalmology, spinal and general surgery. Nuffield Health Brighton Hospital is also a national centre for gender affirmation.

Our facilities are exceptional and complemented by the most up to date technological medical equipment to deliver fast, effective and efficient healthcare. We have 36 beds, three theatres, 11 outpatient rooms, a minor ops suite and a dedicated oncology unit. We also have a full range of diagnostics including on site CT and MRI.



“As part of our sustainability plan and in partnership with our city council, we encourage staff to leave their cars at home and commute using alternative ways e.g subsidised e-bikes and public transport.”

Michael Turner, Matron

## Highlights

- ◆ National adoption of the complex admissions 'shared decision making' tool developed here to promote diverse access to our hospitals' services
- ◆ National Joint Registry (NJR) Quality Data Provider Award for a second consecutive year
- ◆ Local development and potential national adoption of an app which streamlines the management of orthopaedic activity through our operating theatre department, pioneered by our entrepreneurial orthopaedic team.



## Voice of the Customer score

# 98%

Patient satisfaction  
with their experience  
at our hospital



# Bristol Hospital

## About the hospital

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

The 30-bed hospital offers a wide range of services and expertise, from spinal surgery and eye care to Women's and Men's Health clinics. Our facilities include three digital theatres and one minor surgery suite, 11 consultation rooms, and a modern imaging department offering a full range of diagnostics, including on site MRI and CT. Our orthopaedic specialists provide exceptional treatment, including state-of-the-art Mako® robotic-arm assisted joint replacement surgery, with Recovery Plus support available at either of Bristol's two Nuffield Health fitness & wellbeing clubs.



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

Nora Clarke, Matron

## Highlights

- ◆ Hospital achieved JAG accreditation December 2021
- ◆ State-of-the-art Storz OR system installed April 2022
- ◆ Consultant Anesthetist, twice weekly pre-assessment clinic introduced.



## Voice of the Customer score

# 99%

Patient satisfaction with their experience at our hospital

# Cambridge Hospital

## About the hospital

Nuffield Health Cambridge Hospital provides the highest level of private healthcare, offering a wide range of first class medical and surgical services. Located on Trumpington Road, the new facility opened in July 2015 featuring state-of-the-art clinical facilities, ensuite bedrooms and free on-site parking.

Our proximity to Addenbrooke's and Cambridge City centre means we attract many of Cambridgeshire's leading consultant surgeons and physicians. Situated in the heart of Cambridge's world-renowned medical region, we provide a full range of medical and surgical specialties.

Our expertise includes cancer care, cancer surgery, orthopaedic surgery (including robotic surgery), neurosurgery, cardiology, specialist paediatric services.



“We pride ourselves on providing excellent standards of clinical care by prioritising innovative service development, clinical expertise and focusing on patient safety and experience.”

Victoria Pangratiou, Matron

## Highlights

- ◆ Cambridge continues to support private and NHS patients in accessing high quality services
- ◆ Focus on building relationships in the local trust to secure Clinical Multidisciplinary Team working and clear referral pathways
- ◆ Cambridge is committed to development and expansion of cardiology services to support private and NHS patients.



## Voice of the Customer score

# 98%

Patient satisfaction  
with their experience  
at our hospital

# Cardiff & Vale Hospitals

## About the hospitals

Nuffield Health Cardiff & Vale consists of two purpose built hospitals and takes great pride in providing patients with a personalised service and the highest standards of clinical excellence.

Our Vale Hospital is located in the tranquil setting of Hensol which has a strong exterior design utilising Welsh slate and the internal appearance is quite unique built in 2010. We have 28 luxury ensuite private bedrooms, two state of the art theatres and a minor ops suite located at our dedicated Cardiff Bay Hospital unit.

We have a special focus on orthopaedic joint replacement, spinal surgery, ophthalmology, urology, gynaecology and general surgery. Our aim is to ensure that patients receive the highest quality of patient care and first class private treatment.



“I am proud of the huge progress at our two hospitals in Wales. We have grown our team and their knowledge and skills, to maintain delivery of a high quality and patient sensitive service in world class facilities.”

Melanie Webber Maybank, Matron

## Highlights

- ◆ Cardiff and Vale have introduced MAKO joint replacements to grow our Orthopaedic service and become the first private hospital in Wales to offer this service
- ◆ Both hospitals have received unannounced HIW inspections and received outstanding feedback across all areas of the service

Regulated and quality checked by



## Voice of the Customer score

# 99%

Patient satisfaction with their experience at our hospital

# Cheltenham Hospital

## About the hospital

Situated in Regency Cheltenham on the edge of the Cotswolds, we have been part of the local community for decades relocating to our current facility in 2000. The Hospital offers modern medical facilities and technology to treat a wide range of conditions. We provide a full range of medical and surgical specialities including orthopaedics, spinal services, Urology, gynaecology, ENT 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.

The hospital has 32 ensuite bedrooms, three theatres, a dedicated minor procedures room, and ENT consultation suite. Diagnostic services include; X-ray, MRI, CT, mammography, ultrasound and DEXA scanning. We also have a dedicated physiotherapy suite with gymnasium and studio offering specialist support and post-operative rehabilitation. The hospital has an excellent reputation and is proud of its extremely low infection rate record.



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

Andrea Scott, Matron

## Highlights

- ◆ Joint Advisory Group (JAG) accredited for high-quality gastrointestinal endoscopy services
- ◆ Recognised leading sports medicine care in partnership with local football and premiership rugby teams
- ◆ National Joint Registry (NJR) Quality Data Provider Award for 2020/21



## Voice of the Customer score

**100%** Patient satisfaction with their experience at our hospital



# Chester, The Grosvenor Hospital

## About the hospital

Nuffield Health Chester Hospital, The Grosvenor has remained Chester's leading private hospital since 1975. We deliver a comprehensive range of treatments and services, whilst working alongside our dedicated team of expert consultants and nurses.

We specialise in the areas of orthopaedics, ophthalmology, cosmetic surgery and general surgery offering a wide range of treatments. We also partner with Pheonix Health to offer weight loss surgery.

In 2018 we completed a major refurbishment to our hospital, with two brand new state of the art theatres and a new day case suite offering cataract surgery, minor operations, endoscopy procedures and pain management treatment. We have a full range of diagnostics including a static MRI and CT. Our hospital provides excellent private ensuite rooms and facilities including on-site gym and physiotherapy.



“Our team here at Chester are highly skilled and truly pride themselves in 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**, Matron

## Highlights

- ◆ Outstanding patient satisfaction feedback referring to great quality and care provided
- ◆ Supporting and collaborating with our local NHS trusts with waiting lists
- ◆ Continuation of our staff development through the leadership programme and Nursing associate and Operating department practitioner training
- ◆ On site fitness and wellbeing gym supporting our patients with enhanced recovery plus service



## Voice of the Customer score

# 98%

Patient satisfaction  
with their experience  
at our hospital

# Chichester Hospital

## About the hospital

Built in 1992 and situated on the outskirts of the town, Chichester Hospital has an excellent reputation for the delivery of a wide range of services and treatments, with a surgical focus on orthopaedics, urology, gynaecology, ophthalmology and general surgery.

Purchased by Nuffield Health in 2000, the hospital currently has 30 beds on two floors and two laminar flow operating theatres alongside a JAG accredited endoscopy unit/ minor procedure room. It also has a suite of outpatient consultation rooms, minor operation treatment rooms and a dedicated gynaecology suite offering a one-stop service for suitable patients.

We offer a full range of diagnostics supported by a mobile CT and MRI service. Our facilities are modern and complemented by a dedicated team of staff and Consultants who support the delivery of clinically effective healthcare.



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

**Alison Long**, Matron

## Highlights

- ◆ Digitalisation of our X-ray department has enabled us to offer exceptional quality images
- ◆ Rated Outstanding by the CQC in October 2021
- ◆ Held Joint Advisory (JAG) accreditation continuously for over 5 years.



## Voice of the Customer score

**98%** Patient satisfaction with their experience at our hospital

# Derby Hospital

## About the hospital

Nuffield Health Derby Hospital has served the local community with quality healthcare for nearly 40 years. Offering a comprehensive range of first class medical and surgical services, using advanced technological equipment we have an excellent reputation for the delivery of a wide range of services and treatments including Orthopaedics and spinal surgery, general surgery, Gynaecology surgery, ENT, Ophthalmology and cataract surgery, Oncology and cosmetic surgery.

We have 38 beds and three operating theatres along with a recently refurbished outpatient department, a minor ops suite and a dedicated oncology unit. We have a full range of diagnostics, including on site CT and MRI. Our highly trained staff create a caring environment to encourage speedy recovery and wellbeing.



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

Collette Orme, Matron

## Highlights

- ◆ Our Cancer services have been awarded the Macmillan Quality Environment Mark and we have gained Macmillan Adoption
- ◆ We are Jag accredited for endoscopy services.
- ◆ We are GIRFT assessed as an exemplar site for Orthopaedic Surgery



## Voice of the Customer score

# 99%

Patient satisfaction with their experience at our hospital



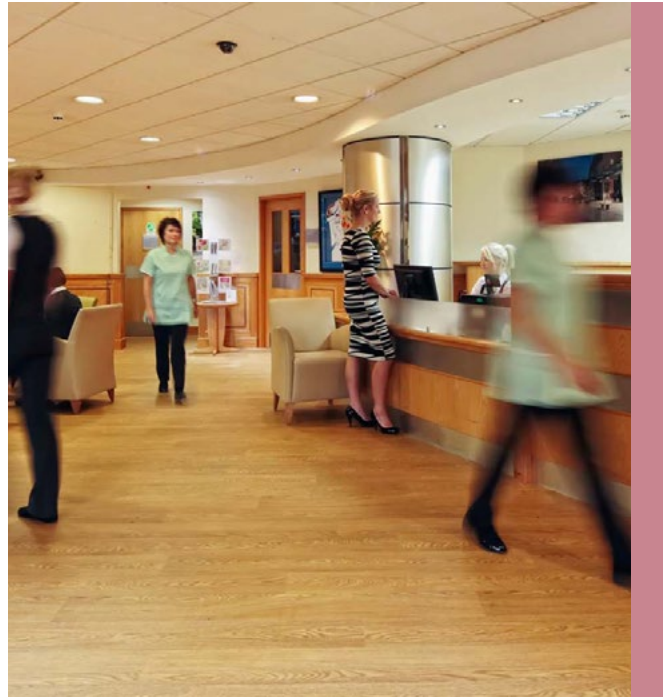
# Exeter Hospital

## About the hospital

Nuffield Health Exeter Hospital is a leading private hospital in Devon, located just minutes from Exeter city Centre. Our dedicated staff and consultants offer rapid access to expert treatment and personalised care.

We specialise in orthopaedic surgery and some of the top orthopaedic surgeons practise with us, providing the best care to those undergoing hip, knee, spinal, shoulder or foot and ankle operations. We have two laminar flow theatres, a hybrid theatre which is also a modern cardiac catheterisation facility and an endoscopy suite.

With 120 consultants from over 30 specialities, we offer diagnostics and surgery in the specialities of cardiology, ophthalmology, ENT, gynaecology, gastrointestinal and general surgery. Our consultants are supported by state-of-the-art in-house radiology, pathology, pharmacy, physiotherapy and wellbeing services.



“It’s been a privilege to support the NHS throughout the pandemic. Our staff welcomed all patients ensuring the care they provided was second to none. The feedback we’ve received has been amazing.”

Ian Harvey, Matron

## Highlights

- ◆ Low rates of surgical site infections
- ◆ Excellent feedback from patient satisfaction survey
- ◆ No identified Covid outbreaks within the Hospital
- ◆ Leading the way across Nuffield with training of Nurse apprentices



## Voice of the Customer score

**100%** Patient satisfaction with their experience at our hospital

# Glasgow Hospital

## About the hospital

Nuffield Health Glasgow Hospital opened in 1984 and has been meeting the healthcare needs of the City of Glasgow and surrounding area for over 45 years. Patients travel from the length and breadth of Scotland to access our medical services.

The hospital has a reputation of excellence in a number of specialities and we provide a broad spectrum of treatments and surgeries including orthopaedic surgery, spinal surgery, general surgery, eye care, urology, ENT, cosmetic surgery, women's health and neurology. We have 33 private bedrooms, two operating theatres, one ambulatory care unit and two minor ops treatment rooms. We have an extensive range of diagnostic services, including a recently refurbished imaging suite, with a new MRI scanner, CT, ultrasound, plain film and fluoroscopy. Our outpatient's department has diagnostic suites for cardiology, audiology and an eye centre.



“It’s a privilege to work with dedicated teams who strive to achieve clinical excellence at every opportunity. The hospital services are continuing to grow and flourish and patients remain at the heart of everything we do.”

Sharon Campbell, Matron

## Highlights

- ◆ Improved Tutela response to ensure effective drug storage compliance
- ◆ Improved controlled drug best practice compliance
- ◆ Reduction in Surgical Site Infections
- ◆ Ongoing development towards one patient record

Inspected and rated GOOD by





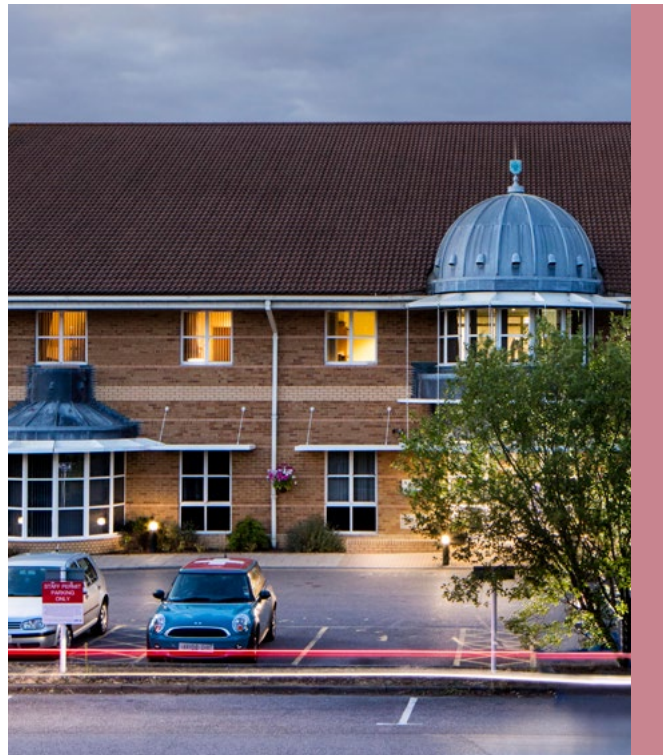
# Guildford Hospital

## About the hospital

Opened in 1999, Nuffield Health Guildford Hospital provides high-quality healthcare for the people of Guildford and its surrounding areas. We work with leading consultants to offer a range of services for preventing, diagnosing and treating various medical conditions. Our highly trained staff provide care on an individual basis, with the aim of creating a safe and welcoming environment to encourage speedy recovery and wellbeing.

Our amenities include:

- Four operating theatres including a dedicated digital theatre.
- 16 private consulting rooms.
- 50 individual ensuite patient rooms with satellite flat screen televisions and WiFi access.
- Wide range of diagnostic services.
- Free on-site parking.



“The Guildford team always do 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, Matron

## Highlights

- ◆ Continuing to support the NHS to recover from the impact of the pandemic by providing theatre space and inpatient beds
- ◆ The Hospital achieved JAG accreditation for our Endoscopy unit
- ◆ Developing our own staff by encouraging both clinical and non-clinical apprenticeships, and successful completion of the first year of the trainee nurse associate programme for one staff member and enrolling a further three candidates



## Voice of the Customer score

**100%** Patient satisfaction with their experience at our hospital

# Haywards Heath Hospital

## About the hospital

Situated close to the main line train station, Nuffield Health Haywards Heath Hospital has become an established part of the local community, providing first class private consultant led healthcare. We offer a vast range of medical, surgical and diagnostic services.

All of our staff are highly trained in providing clinically effective health care on an individual basis, with an overall aim of creating a caring environment that encourages swift recovery. Our hospital offers 26 bedrooms, three theatres along with eight consulting rooms, a minor ops suite and 3T MRI. We are proud to be the first hospital in Sussex to offer robotic-assisted surgery for patients requiring knee replacement surgery, which complements our specialist focus on orthopaedics, along with spinal and gynaecology.



“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.”

Kathi Jackman, Matron

## Highlights

- ◆ NJR data provider quality award
- ◆ Continue to work with our NHS colleagues to provide elective surgery
- ◆ Work is underway to transform our out-patient services to offer an ambulatory pathway



## Voice of the Customer score

# 97%

Patient satisfaction with their experience at our hospital

# Hereford Hospital

## About the hospital

Nuffield Health Hereford Hospital is situated half a mile from the city centre and is a modern hospital offering exceptional private healthcare to the community, both within and beyond Herefordshire.

Offering a vast range of first-class medical and surgical services performed by expert consultants, our specialisms include ophthalmology, orthopaedics and cosmetic surgery.

Access to our own X-ray services including CT and MRI provides the hospital with a first rate diagnostic service.

We're constantly investing in new facilities. We've recently refurbished our day care suite. We take pride in the high standards of care and treatment our patients receive.



“We provide Matron-led and patient-centric exceptional care delivered by talented, well trained, motivated and compassionate individuals working together as an effective team.”

**Martin Tippet**, Matron

## Highlights

- ◆ Following the restrictions imposed by the pandemic the Hereford Nuffield Hospital has returned to its normal work, with a substantial increase to our Orthopaedic service delivery.
- ◆ The staff continue to deliver a high level of service to all our patients, both private and NHS.



## Voice of the Customer score

# 97%

Patient satisfaction with their experience at our hospital



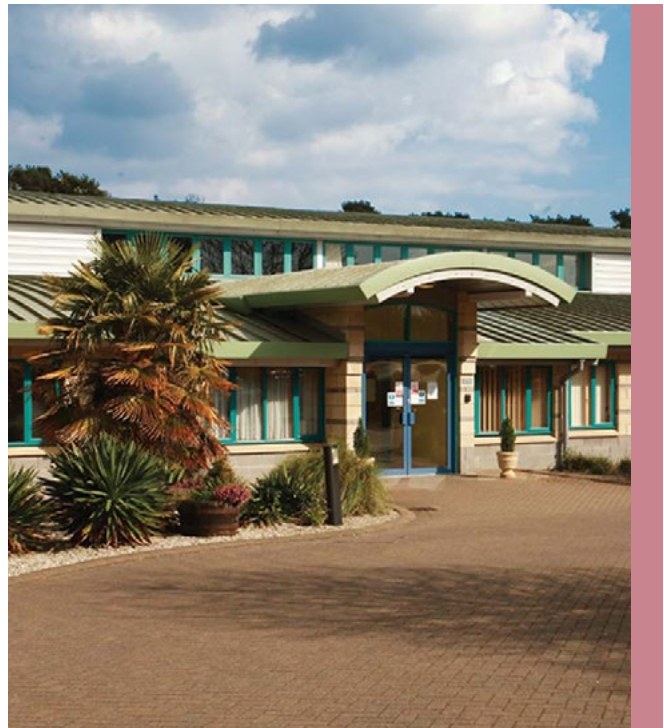
# Ipswich Hospital

## About the hospital

Nuffield Health Ipswich Hospital opened in 1997 and is an established part of the local community. The hospital was purpose built on the site of a former sanatorium and is set in 19 acres of private woodland.

We offer our patients the highest levels of service and comfort within a calm and welcoming environment. The majority of our bedrooms have patio doors with access to the gardens with woodland views.

Nuffield Health Ipswich Hospital is an acute hospital with 35 bedrooms all with ensuite facilities and over 100 consultants providing private practice within a range of specialties, with access to specialist medical treatments and equipment for surgery, diagnostics and medical services.



“Our staff’s passion and commitment to provide outstanding patient care is our greatest strength and is reflected in consistently positive patient feedback.”

**Sam Bower**, Matron

## Highlights

- ◆ NJR quality data provider award for 2020-21
- ◆ Since the pandemic we have continued to support the NHS with surgical procedures and diagnostic imaging
- ◆ A high retention rate amongst staff who are supported in career development with numerous training opportunities.



## Voice of the Customer score

**100%** Patient satisfaction with their experience at our hospital

# Leeds Hospital

## About the hospital

We are Yorkshire's largest private hospital, based in the heart of Leeds city centre and have been inspected and rated as Outstanding by the CQC. We deliver complex surgery such as cardiac, spinal and neurosurgery, due to the backing of our Critical Care Unit, alongside specialities more traditional to a private hospital including orthopaedics, women's and men's health, sports injury and cosmetic surgery.

We have 80 patient bedrooms, eight Critical Care beds, six operating theatres and an interventional suite (for cardiology, neuro and vascular procedures). We offer a full range of diagnostics onsite including CT, MRI, mammography and X-ray. Our patients are cared for by a highly experienced team of staff and consultants, ensuring excellent patient care.



“The team and I pride ourselves on the excellent clinical care we provide within our outstanding hospital. Our strong partnerships with our consultants ensures evidence-based, safe and patient-centred care.”

**Charlotte Kendrick**, Interim Matron

## Highlights

- ◆ CQC outstanding
- ◆ Operates 6 theatres and a 8 bedded Critical Care Unit
- ◆ Provides complex surgeries including cardiac, neuro and liver specialities
- ◆ Actively promoting apprenticeships and staff development
- ◆ National joint registry quality data provider award
- ◆ 4 freedom to speak to guardians are available within the hospital



## Voice of the Customer score

# 99%

Patient satisfaction  
with their experience  
at our hospital



# Leicester Hospital

## About the hospital

The original Nuffield Health Leicester Hospital in Leicestershire was founded in October 1970 and was known as 'The Leicester Clinic', but our present, larger site on Scraptoft Lane opened in 1990 to meet increased customer demand for our clinical services.

We have an excellent reputation for a wide range of elective surgery and treatments including orthopaedics, ear, nose and throat and general surgery.

We have 37 beds, two theatres, 14 consultation rooms, a minor ops suite and dedicated children's ward. We have a full range of diagnostics, including CT and MRI. Our hospital is part of the UK's leading healthcare charity, with matron-led care which is complemented by the most up to date technological equipment that supports the delivery of clinically effective healthcare.



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

Heather Wood, Matron

## Highlights

- ◆ We are proud to be one of the UK centres hosting SuperPATH™ Hip replacements. This provides a less invasive rapid recovery technique.
- ◆ 100% Patient satisfaction score in 'making our patients feel safe' and 'being treated with respect and dignity'
- ◆ A specialist Recovery Plus personal trainer offers ongoing support to our joint replacement patients
- ◆ National Joint Registry (NJR) Quality Data Provider Award for 2020/21



## Voice of the Customer score

**99%** Patient satisfaction with their experience at our hospital

# Newcastle upon Tyne Hospital

## About the hospital

Built in 1973 and set in the heart of Newcastle, our hospital has been providing outstanding private healthcare to people in the North East for over 40 years. We constantly invest in our modern hospital, providing first-class medical facilities and demanding exceptional standards of care. As a charity our aim is not only to provide quality healthcare, but to articulate and deliver community programmes and reinvest back into the hospital. In recent years we have spent over £1.5 million on state-of-the-art diagnostic equipment (MRI/CT).

Our facilities include: 18 outpatients consulting rooms including an ophthalmic suite, 27 residential patient bedrooms with ensuite facilities, eight day case bays, three operating theatres plus Radiology, Pathology and Physiotherapy departments.



“This year has asked a lot of our hospital team. I am proud of the response of all staff here at Newcastle Hospital and how we have continued to deliver excellent patient care through difficult times.”

Caren Morrison, Matron

## Highlights

- ◆ National Joint Registry (NJR) Quality Data Provider Award for 2020/21
- ◆ Investment in Holmium Laser Enucleation of the Prostate (HoLEP) equipment for prostate procedures
- ◆ Supporting Newcastle Hospitals NHS Foundation Trust to deliver breast cancer surgery during COVID-19 pandemic



## Voice of the Customer score

96%

Patient satisfaction with their experience at our hospital

# North Staffordshire Hospital

## About the hospital

Nuffield Health North Staffordshire Hospital was opened in 1978 with funds raised by the local community. The hospital is now a modern purpose-built private healthcare facility with 39 onsite bedrooms. The hospital has three theatres, a busy out-patient department and offers physiotherapy, pathology and diagnostic imaging, along with inpatient services.

The hospital has an excellent reputation for clinical care, expertise and efficient friendly staff. The team provide a variety of services covering medical and surgical specialities including orthopaedic and oncology and have a diagnostic centre for CT and MRI scanning for rapid diagnostics. We have a well-established team of clinical and administrator staff who all make the hospital a safe and effective choice for patients, both locally and from further afield.



“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 Colclough, Matron

## Highlights

- ◆ CQC inspection in 2021 with an overall rating of “Good” with “Good” awarded to all areas inspected
- ◆ Making significant improvement through the implementation of our sustainability plan



## Voice of the Customer score

# 97%

Patient satisfaction  
with their experience  
at our hospital



# Oxford, The Manor Hospital

## About the hospital

The Manor Hospital Oxford was purpose built and opened in 2004 and is managed by Nuffield Health, a not-for-profit organisation. It is the largest of 31 hospitals and has gained an international reputation for excellence offering patients a premium service in neurosurgery, cardiac care, orthopaedics, and oncology.

Facilities include six high-specification surgical theatres, cath lab, interventional radiology, 64 private ensuite bedrooms, supported by a four bedded intensive care unit and six bedded PACU. Dedicated to delivering safe and compassionate care. There are two minor procedure suites for day case and outpatient surgery, a radiology unit including mammography, ultrasound, MRI & CT.

Over 370 qualified medical staff have practising privileges drawn predominantly from substantive NHS positions within the Oxford region. Our consultants and staff take great pride in providing the finest medical and nursing care in a clean and comfortable environment.



“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, Matron

## Highlights

- ◆ Our cancer services have been awarded the Macmillan Quality Environment Mark
- ◆ In partnership with Oxford University Hospitals, jointly delivering a first class cardiology service, especially TAVI procedures



## Voice of the Customer score

95%

Patient satisfaction with their experience at our hospital



# Plymouth Hospital

## About the hospital

Nuffield Health Plymouth Hospital has built an excellent reputation of providing first class clinical care since 1971. Our consultant delivered treatment and traditional matron-led nursing team provide 24-hour care that's tailored to your individual needs. We offer a wide range of surgical specialties with a special focus in the areas of orthopaedic surgery, ophthalmology, plastic surgery and diagnostic imaging.

Our hospital has a dedicated Infection Prevention Control Team ensuring the highest standard of cleanliness with extremely low infection rates. We take pride in our spotlessly clean rooms and maintaining the privacy and dignity of our patients at all times.

We have 37 beds and three theatres, along with outpatient consultation rooms, a minor ops suite and dedicated JAG accredited endoscopy unit. We offer a full range of diagnostics, including CT and MRI.



“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, Matron

## Highlights

- ◆ National Joint Registry (NJR) Quality Data Provider award for 2019/20 and 2020/21
- ◆ Over 20 000 NHS patients treated during the pandemic when the Minor Injuries Unit and Oncology services were relocated from local trust.
- ◆ Strong links with Plymouth University Medical School, Radiology Academy and School of Nursing
- ◆ Joint Advisory Group (JAG) accredited Endoscopy service
- ◆ Consistently high patient satisfaction survey results



## Voice of the Customer score

97%

Patient satisfaction with their experience at our hospital

# Shrewsbury Hospital

## About the hospital

Our Shrewsbury hospital is purpose built and well equipped with 30 ensuite bedrooms, three operating theatres, an endoscopy suite, and a comprehensive outpatient department which includes physiotherapy and diagnostic imaging. Our diagnostic suite includes X-ray, ultrasound, MRI and CT facilities. We specialise in the areas of orthopaedics, ophthalmology, cosmetic surgery and women's health.

We offer the most up to date medical treatments, combined with a warm welcome and a professional, caring service from our matron-led nursing team. We support staff and skill development, and all of our staff are highly trained in providing care on an individual basis, with an overall aim of creating an environment that enhances recovery and supports wellness.



“Despite the challenges of the past 18 months, I've witnessed our truly dedicated teams going above and beyond for patients every day, which accounts for our outstanding patient satisfaction feedback.”

Leighann Sharp, Matron

## Highlights

- ◆ We are an Orthopaedic Centre of Excellence with National Joint Registry outcomes above the National average
- ◆ Our recently introduced Pre-Operative Anaesthetic clinics have further enhanced our patient safety
- ◆ We consistently invest time and money in order to support and develop our staff, and are proud to have 16 staff on apprenticeships or development programmes
- ◆ We are proud to be active fundraisers for a number of prominent charities, including Severn Hospice



## Voice of the Customer score

**98%** Patient satisfaction with their experience at our hospital

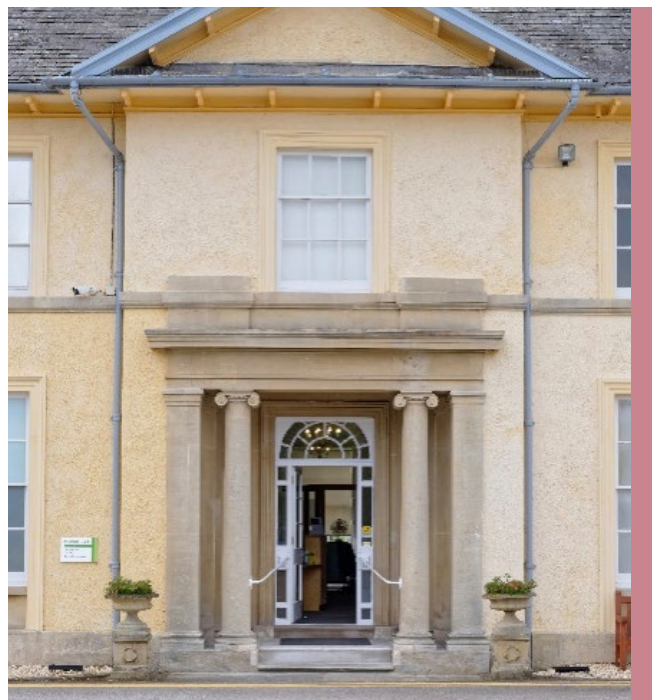
# Taunton Hospital

## About the hospital

Nuffield Health Taunton Hospital is one of the leading providers of private healthcare in the South West. We've built a reputation for clinical excellence and outstanding patient care over the last 46 years.

With three state-of-the-art Ultra Clean Air operating theatres and an endoscopy suite we offer a wide range of surgical services and treatments. We have 41 ensuite rooms and a Healthstyle suite that caters for some cosmetic, dermatology and procedures not requiring GA.

Our areas of specialty include orthopaedic and spinal surgery, ophthalmology, dermatology, general surgery and diagnostic imaging. Our highly experienced consultants and dedicated matron-led nursing team ensure patients receive the best care possible.



“I'm honoured to lead the delivery of exceptional care that is safe, effective, caring and responsive. Care that is patient centred, given by talented and compassionate individuals working together as one team.”

Carol Hardwicke, Matron

## Highlights

- ◆ National Joint Registry (NJR) Quality Data Provider award from 2020-2021
- ◆ Participate in Patient Reported Outcomes measures (PROMs) to assess quality of care to determine health gains year on year
- ◆ Leading enhanced Pre Optimisation of patients for surgery for patient safety and improved utilisation
- ◆ Redeveloped Diagnostic Suite to improve image quality for the benefit of all patients
- ◆ Recruitment of Nurse Associates to complement our Ward establishment and provide development opportunities within the Hospital



## Voice of the Customer score

# 99%

Patient satisfaction  
with their experience  
at our hospital



# Tees Hospital

## About the hospital

Nuffield Health Tees Hospital is a leading provider of private healthcare in the North East, proudly serving Stockton-on-Tees, Darlington, Middlesbrough and the surrounding areas since 1981. Our friendly, well-equipped hospital has built a reputation for its outstanding levels of patient care. As a charity, we reinvest our profits into our facilities and services, ensuring every patient receives exceptional standards of care.

Specialist areas of treatment include orthopaedics, spinal surgery, vascular surgery, eye care and cosmetic surgery. In addition, we have a full range of diagnostics, including state-of-the-art mammography machine, CT and MRI. Patients can choose their own expert consultant who, along with our exceptional nursing team, will provide end-to-end treatment and support including any aftercare required.



“I am immensely proud of the continued dedication and commitment the teams deliver to our patients on a daily basis.”

Maggie Harris, Matron

## Highlights

- ◆ Strong engagement with Primary care practitioners in the local area delivering education to a broad range of healthcare professionals
- ◆ Consistently high levels of patient satisfaction
- ◆ Key provider of NHS services to the local population collaborating with local trusts and CCG to meet the health needs of Teesside
- ◆ Strong commitment to staff development through a range of leadership and vocational programmes



## Voice of the Customer score

# 97%

Patient satisfaction with their experience at our hospital

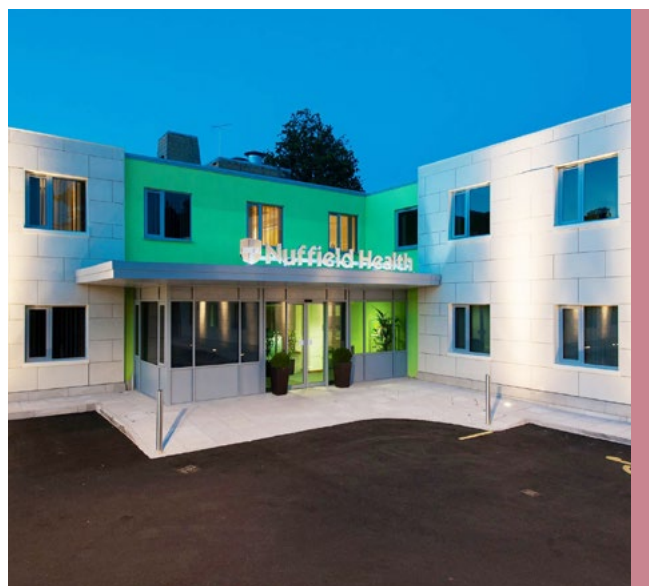


# Tunbridge Wells Hospital

## About the hospital

Nuffield Health Tunbridge Wells Hospital opened in 1968 from funds raised by the local community and we are now an established leader in providing private healthcare in the Kent region.

The hospital has built a strong reputation for providing the highest standards of clinical excellence. We work with industry-leading consultants to offer a wide range of services and treatments and have a special focus on orthopaedics, paediatric care, oncology, urology, general and cosmetic surgery. We have 38 inpatient beds (a six bedded paediatric unit) and a dedicated oncology suite. With Matron-led clinical standards in place, our team of experts take a personalised approach by getting to know every individual, so we can provide the best possible care and support now and in the future.



“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, Matron

## Highlights

- ◆ Supporting local NHS trusts with their waiting lists
- ◆ Maintaining excellent patient satisfaction results
- ◆ Maintaining an effective Oncology service provision throughout the pandemic



## Voice of the Customer score

# 98%

Patient satisfaction with their experience at our hospital

# Warwickshire Hospital

## About the hospital

Nuffield Health Warwickshire Hospital was originally the home of an Orthopaedic Surgeon. Redesigned, renovated and opened in 1981 as a private hospital and charitable trust, Nuffield Health assumed ownership in 1994. Serving Warwickshire, West Midlands and beyond, we have an excellent reputation for the delivery of a wide range of services and treatments.

With specialist focus on orthopaedics, spinal surgery, ophthalmology, diagnostic imaging and general surgery, we offer 41 ensuite patient bedrooms, three theatres, endoscopy theatre, 15 consultation rooms, minor operations suite and oncology unit. We have a full range of onsite support services including diagnostics with CT and MRI, physiotherapy and pharmacy. Highly trained staff provide clinically effective individual healthcare.



“We worked tirelessly to ensure patients could still receive their surgery in a COVID-secure environment. Our team stepped up to the challenge in the ever-changing landscape.”

Rebecca Cockerton, Matron

## Highlights

- ◆ Achieving NJR quality award (2020-21)
- ◆ Reaccredited with Jag
- ◆ High theatre utilisation



## Voice of the Customer score

**100%** Patient satisfaction with their experience at our hospital

# Wessex Hospital

## About the hospital

Nuffield Health Wessex Hospital is a stunning 47 bedded private hospital in West Hampshire with specialisms in orthopaedics, ophthalmology, urology, women's health and spinal surgery. We have four modern theatres and an endoscopy suite. We have a large outpatient's department with 16 consulting rooms and specialist ophthalmology facilities. The hospital also benefits from having onsite radiology, pathology, physiotherapy and hydrotherapy so we can give our patients a complete package of care.

The hospital has recently invested £1.5 million in robotic spinal surgery the only hospital to offer this outside of London. This will enhance our robotic service as we already offer robotic hip and knee replacements.



“The team are friendly, caring, dedicated and helpful. Demonstrated in their care and attention of patients and by the cooperation and support for each other, and the wider group of professionals.”

Mary Stringfellow, Matron

## Highlights

- ◆ Comprehensive Ophthalmology service offering many forms of treatments including laser procedures
- ◆ Extensive Physiotherapy service including hydrotherapy, two fully equipped gyms for outpatients, pre and post-surgical care provided.
- ◆ Leading-edge digital operating theatre and robotic spinal and joint replacement surgery
- ◆ Commended for collaborative care to NHS medical patients during the pandemic.
- ◆ Wide range of surgical procedures undertaken at the hospital in out-patients and the operating theatres.



## Voice of the Customer score

98%

Patient satisfaction with their experience at our hospital



# Woking Hospital

## About the hospital

Nuffield Health Woking Hospital, located in the leafy suburbs of West Surrey, opened in 1962. Over the last 50 years it has become an established part of the local community and one of the leading independent hospitals in the South East. We pride ourselves on providing exceptional standards of treatment and care in our state-of-the-art facilities, including two high specification theatres specifically designed to offer a full range of specialties.

Our areas of specialty include orthopaedic surgery, ophthalmology, gynaecology and breast care. Patients can choose their own dedicated consultant who, along with our team of matron-led nurses, will offer complete care and support tailored to their individual needs. We provide first-class hospitality including ensuite private rooms and freshly prepared meals to make every patient's stay as welcoming as possible.



“A complicated year for the world. Care and compassion have shone through. Our team have taken on roles willingly that are outside of their usual day job, with grace, positivity and good will. I thank them all.”

Carole Ingleby, Matron

## Highlights

- ◆ A stable, skilled workforce with successful recruitment in several departments
- ◆ Expanding imaging offer with MRI service commencing in June 2022
- ◆ The Hospital celebrates 60 years of public service in 2022



## Voice of the Customer score

# 99%

Patient satisfaction  
with their experience  
at our hospital



# Wolverhampton Hospital

## About the hospital

Nuffield Health Wolverhampton Hospital originally opened its doors in 1978 and has established itself in the West Midlands as the leading provider of private healthcare with an excellent team of highly skilled consultants and Matron-led nursing staff.

The hospital is set in tranquil, mature grounds and has a fantastic reputation for providing a range of clinical services, such as orthopaedics, ophthalmology, oncology, ENT, gynaecology, urology, general surgery and breast surgery. There are two operating theatres, one of which has a laminar flow system, a minor ops treatment suite, 27 ensuite bedrooms and a purpose built Oncology suite. The hospital is also home to a full on-site diagnostic service as well as 10 outpatient consulting rooms.



“Our patients are at the heart of everything that we do. The talent, passion and commitment of the team ensures that every single patient receives the very best quality care.”

Heidi Biondic, Matron

## Highlights

- ◆ We continue to work in closely with local NHS Trusts in specialties such as orthopaedics and breast cancer. A partnership that was strengthened through the pandemic
- ◆ National Joint Registry (NJR) Quality Data Provider 2020/2021
- ◆ We have a Joint Advisory Group (JAG) Accredited Endoscopy service
- ◆ Purpose built Oncology Suite
- ◆ Diagnostic provision onsite, including MRI, CT, mammography, ultrasound and x-ray



## Voice of the Customer score

# 99%

Patient satisfaction with their experience at our hospital

# York Hospital

## About the hospital

Based in the Historic City of York Nuffield Health York Hospital is one of the leading providers of private healthcare to the residents of York, as well as the Towns and communities of North Yorkshire.

The Hospital opened in 2004 following a move from our previous site in the heart of York, transforming the former Nestle Factory dining hall into a modern 41 bedded Hospital, three theatres ambulatory unit and diagnostic suite.

Ongoing investment has led to the installation of a digital platform for radiology diagnostic equipment and the refurbishment of the flooring throughout the hospital. We pride ourselves on the patient care that we deliver and this is reflected in our last CQC inspection which rated us Good across all of the standards.



“Our dedicated team at York Hospital 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, Matron

## Highlights

- ◆ Continue to assist in the provision of care to NHS patients with regard to diagnostic imaging and surgical procedures
- ◆ Recruitment to overseas nurses and radiographers who have proved immensely successful and an asset to the team



## Voice of the Customer score

**98%** Patient satisfaction with their experience at our hospital

## Contact and registered office details

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[Facebook.com/nuffieldhealth](https://Facebook.com/nuffieldhealth)  
[Twitter.com/nuffieldhealth](https://Twitter.com/nuffieldhealth)  
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**Nuffield Health Registered Office:**

Epsom Gateway, Ashley Avenue, Epsom, Surrey KT18 5AL.  
A registered Charity Number 205533 (England and Wales),  
a Charity Registered Number SCO41793 (Scotland) and  
a Company Limited by Guarantee. Registered in England  
Company No 00576970.

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

