



# Life Stories

The extraordinary stories  
that make us who we are

*For the love of life*





Everyone we  
meet has a  
story to tell.

**THIS BOOK IS OUR STORY.** The story of Nuffield Health over the last year. Which means it's the story of the people we've come in contact with. The lives we've touched. The people we've helped. The people who work with us. And the people who work for Nuffield Health too.

The numbers are a lot to take in. For example, last year we had more than **477,000 patient visits** and carried out more than **198,000 procedures**. Whilst our gyms currently have around **316,000 members**.

That's a lot of stories. Obviously, we can't tell every single one of them in this book. But by taking the time to tell a few in detail, we hope we'll bring to life who we are and what it is we do. And why we do it.





A photograph of a person holding a young child on their shoulders. They are both looking out over a vast, grassy field towards a bright sunset. The person is wearing a red and white plaid shirt and dark trousers. The child is wearing a red and white plaid shirt and yellow shorts. The sun is low on the horizon, creating a warm, golden glow across the scene. The text 'How it all began' is overlaid on the left side of the image in a large, black, handwritten-style font.

# How it all began

**50** years ago, a group of people got together and decided they wanted to do something to improve the health of the nation. Some of them were visionaries and some of them were practical sorts. It was a mixture that seemed to work well.

The visionaries could look at a dilapidated building and see the thoroughly modern hospital it might one day be. The practical sorts could make it happen.

Over the years, the group has grown and flourished. Their original purpose hasn't changed but they have found new ways to put it into practice. Not just by building state-of-the-art hospitals and providing the very best medical treatment and patient care. But also by growing a network of Fitness & Wellbeing Gyms, physiotherapists, nutritionists and by becoming the UK's largest provider of corporate health and wellbeing. And by supporting and encouraging people as they take the small steps that will enable them to live healthier, happier lives.



We had:

12,700,000

Gym visits

477,000

Patient visits

We carried out:

198,000

Procedures including:

55,800

Orthopaedic procedures

We also carried out:

618,000

Physiotherapy sessions

161,000

Health Checks

59,900

MRI scans

## Where we are today

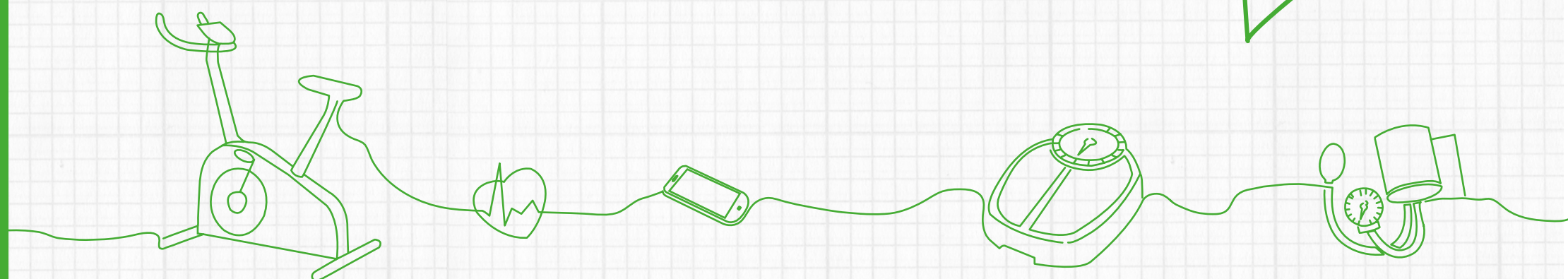
**Today Nuffield Health is one of the largest not-for-profit healthcare providers in the UK**

We have 31 Hospitals, 77 Fitness & Wellbeing Gyms, including 22 Community Gyms within schools and colleges, 4 Medical Centres and 208 Employee Fitness & Wellbeing Gyms. We also have 1,900 Physiotherapy Fusion Clinics and 141 in-house Physiotherapy Clinics. We employ 10,000 people, including 4,000 clinical practitioners, and we work with more than 6,000 consultants.

Our overall income in 2014 was more than £700 million, which represents a 9% growth in revenue from the previous year. Throughout the year we invested £74 million in improving our facilities, equipment and expanding our network.

In 2014 we had 12,700,000 Gym visits and 477,000 patient visits. We also delivered 618,000 physiotherapy sessions and 161,000 Health Checks. We carried out 198,000 procedures, including 55,800 orthopaedic procedures, and we also did 59,900 MRI scans.

**Statistics only tell part of the story. Let's meet some of the people whose lives make up these numbers.**







## Derek's Story

A long time member of Nuffield Health West Byfleet gym, Derek has always lived life to the full. "For me it's so important to keep flexible and mobile," he says. At 73 years old he's fitter than many men half his age, doing two hours of exercise a day and practicing yoga and Pilates regularly.

But Derek looked like a very different man six months ago, when a structural defect in his left hip had begun to cause him excruciating pain. His GP referred him to Nuffield Health Woking Hospital.

Derek was immediately seen for x-rays, which identified a spur on the socket of his left hip. He met with a surgeon who advised a hip replacement to get him back to his old self. Derek was also offered the free Recovery Plus package, which includes physiotherapy and a tailored exercise programme to support him back to fitness after surgery.

**"I'm back to who I was before the pain."**

Derek saw his surgeon, Mr Dean Michael, three times during his three day stay in hospital, and saw him for three follow up appointments to check his progress after. He undertook a month-long programme of physiotherapy which then informed an on-going recovery exercise programme for Derek to practice at his West Byfleet gym, where his membership fees had been suspended while he got back on his feet.

Six months on and Derek is elated by the difference in himself. "You worry about how you'll be able to recover from such a major operation," he says, "But I haven't even had to take pain killers and I was off my crutches within three weeks. Aside from extreme flexing, like the swan pose in yoga, I have full movement in my hip. I'm back to who I was before the pain."

But there has been one less welcome side effect, he says: "the only problem really, is that I keep setting off the metal detector in the airport!"





# The *Pioneering* approach to complete healthcare that worked for Derek.

We talk a lot about complete healthcare at Nuffield Health. Derek's story shows exactly what we mean by it. The Recovery Plus programme that helped him after his operation is a great example of complete healthcare in action. Recovery Plus is a free 12-week rehabilitation programme for people who have had surgery. The programme is led by a physiotherapist, working with a team of nutritionists and fitness instructors at a Nuffield Health Fitness & Wellbeing gym close to the patient's home, as well as doctors and nurses from the Nuffield Health hospital where the surgery took place.

The programme covers everything from nutrition and dietary advice to a personalised fitness programme involving Health Mentors and Health MOTs. The relationship of trust and support that built up between Derek and his own Health Mentor, Big Jack, was a crucial part in his recovery.

By the end of 2014, we had Recovery Plus up and running in 29 hospitals and 47 associated Fitness & Wellbeing Gyms, with over 500 patients taking up the service. The programme is available for patients who have elective surgery for 27 procedures, including hip and knee replacement, cruciate ligament treatment and spinal surgery. Our doctors firmly believe that the programme helps get patients into even better shape than they were in before they went into hospital.



# How

# Complete

## healthcare has improved the quality of life for cancer patients.

Being diagnosed with cancer is never going to be easy. That's why it's so important for patients to have the right care and support as they move from diagnosis through treatment to recovery. It's not just the physical symptoms and side effects that they have to deal with. There's the psychological impact too.


At Nuffield Health Cambridge Hospital we've pioneered a new approach to cancer rehabilitation, balancing every aspect of the patient's recovery and wellbeing in a completely integrated programme. For us, it's all about quality of life. What can we do, in any way possible, to improve it? So as well as working on physical function, we also look at psychological and social wellbeing. For example, many patients are extremely anxious about the side effects of treatments like chemotherapy and radiotherapy. So naturally we aim to alleviate side effects including fatigue, lymphedema and breathlessness. But we also help with things like depression, insomnia and anxiety, not least by helping to reduce the risk of the disease coming back, or of another cancer developing.

Exercise is part of it too. The evidence shows that exercise has a really positive role to play in the lives of patients with a range of cancer types. Our programme meets the National Cancer Survivorship Initiative's recommendations that everyone living with cancer – and beyond it – should have the opportunity to take part in exercise. Naturally, at Nuffield Health we take care that the exercise is appropriate to the individual.

The same kind of thinking led to our Wessex Hospital opening a Centre of Excellence for Orthopaedics and Sports Medicine. The idea was to create an integrated care pathway all under one roof, covering everything from diagnostics to extended rehabilitation, which would take place at the onsite gym. Complete health in action.







“I’d stopped thinking about the pain and was just dancing again.”

We have the  
**LARGEST**  
**NETWORK**  
of physiotherapists  
outside of the NHS.

## Gemma's Story

When you hear Gemma talk about dancing you begin to understand what it means to be a dancer: “The amazing thing about dancing is when you can forget about everything else and just lose yourself in the moment.”

So when a shoulder injury took her out of action, she was devastated. “I was really worried that when I had the operation I would need to take at least a year out of dancing, if not more. There’s a big difference between going back to just everyday stuff and then the intensity of dancing.”

It didn’t take too long to get her back on her feet but she still wasn’t able to dance without pain. Her Nuffield Health physiotherapist Neil suggested clinical Pilates classes. “He was able to tailor the exercises and that was when things really started to change for me. I’d stopped thinking about the pain and was just dancing again.”

Eventually she was given the all clear to enter a competition again. She was delighted with her result: “Not only did I make it to the national finals in Blackpool but I also won.”

## Why we put physiotherapists in our gyms alongside the rowing machines.

The human body is an amazing organism. It possesses almost incredible powers of recovery and endurance. But at the same time, it’s a delicate and finely balanced mechanism. Damage one part of it and the whole thing can be thrown out.

Exercise can play an important role in recovery, whether from injury or surgery. And of course, it’s a crucial part of getting and staying fit. This is especially so for someone who’s recovering from injury, or suffering from an ongoing medical condition. It’s absolutely essential that their exercise programme is carefully planned by a medical professional – a physiotherapist, in other words. So we put physiotherapists into our gyms. Now 74 out of 77 of our consumer gyms have physiotherapy services on site. In fact, we have the largest network of physiotherapists outside of the NHS. It’s all part of our commitment to deliver the principle of complete healthcare.



## Sam's Story

Sam was never unhappy with her weight. Despite being 15 stone and living what she calls a sedentary life, she was always a happy person, with a loving husband and son. But as she went on with her daily routine, passing a Nuffield Health gym every day when she took her four-year-old to nursery, something clicked.

"I just found it ridiculous that I was passing the gym every day but not going in. So I decided eventually that I would do something about it and enquired about the Wellbeing Membership."

As part of her Wellbeing Membership Sam was given her first of four health MOTs when she joined. It raised a grave concern. With a BMI of 37, Sam was clinically obese, leaving her at risk of a wide range of health problems, including diabetes.

Sam had been on a number of fitness programmes before, but says exercise had always been a chore for her. Having a health mentor has made all the difference.

"My mentor had the results of my Health MOT and made a programme that was very specific to me. She refreshes it regularly so I don't get bored and has me trying things I would never have tried on my own. She's helped me develop a love for exercise that has changed my life."

One year on and Sam is a different person, living a new life that she loves. Her BMI has reduced from 37 to 24, putting her firmly in the 'healthy' category. All of her other measurements from cholesterol to blood sugar are healthy too.

Sam says the best consequence of her Wellbeing Membership has been the shopping. "I used to hate clothes shopping because I knew nothing would fit. Now that I've lost so much weight I can shop in all of the designer stores. I won't say how much money I've spent."

Her love of fashion proved to be a strong motivator for Sam. Her husband promised her a new pair of Christian Louboutin shoes for every stone she lost. She now has six pairs.



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**The power of wellbeing.**

**How one small change can  
turn a life around completely.**

When it comes to health and fitness, everything's connected. So if you make one small step in the right direction, you may find you end up transforming your life entirely. That's certainly what happened to Sam when she took her first step inside her local Nuffield Health Gym.

With a Wellbeing Membership like Sam's, each member is assigned a personal Health Mentor. In their first session, they receive a Health MOT to gain a comprehensive understanding of their overall health and fitness levels and ensure a truly personal approach to their fitness goals. Also included within their membership are sessions with our team of experts, including nutritionists, physiotherapists and personal trainers, who are there to support you every step of the way towards transforming your life.



# Tom's Story

Tom is a young father of two, a husband, a brother and a son. Both his father and his grandfather had been diagnosed with prostate cancer in his lifetime. Despite having no obvious symptoms, Tom had taken the precaution of having several rectal examinations with his GP. Nothing was uncovered, but Tom still had his concerns.

"I'd always had this kind of nagging doubt. When you have that kind of family history you're always thinking 'what if', trying to spot symptoms and thinking 'is this normal'."

Tom was offered a Nuffield Health 360 Health Assessment as one of his health benefits with his work. As well as a thorough range of tests including full physiology, blood tests, spinal assessment and urology Tom was able to discuss his health worries with his doctor, Michelle Sheen.

Given Tom's family history, and his concerns, Dr Sheen agreed to perform a PSA blood test. This measures the amount of prostate specific antigen (PSA) in your blood and is not normally offered to men under 50.

"I got the results when I was away on holiday. Dr Sheen said my PSA level was higher than should be expected, and with my family history it was high enough to raise alarm bells." Tom was referred to a Nuffield Health urologist for further tests. An MRI test was then done which showed a 28mm tumour and a biopsy confirmed the tumour was cancerous.

Being in his 40s, Tom decided surgery would give him the best chance of living a long and healthy life. In December 2014, he had a radical prostatectomy - complete removal of the prostate.

"It was quite daunting, I'd never had a major surgery before and it wasn't something I particularly relished. But given the diagnosis and what I'd read about prostate surgery being a very common surgery, I was very confident."

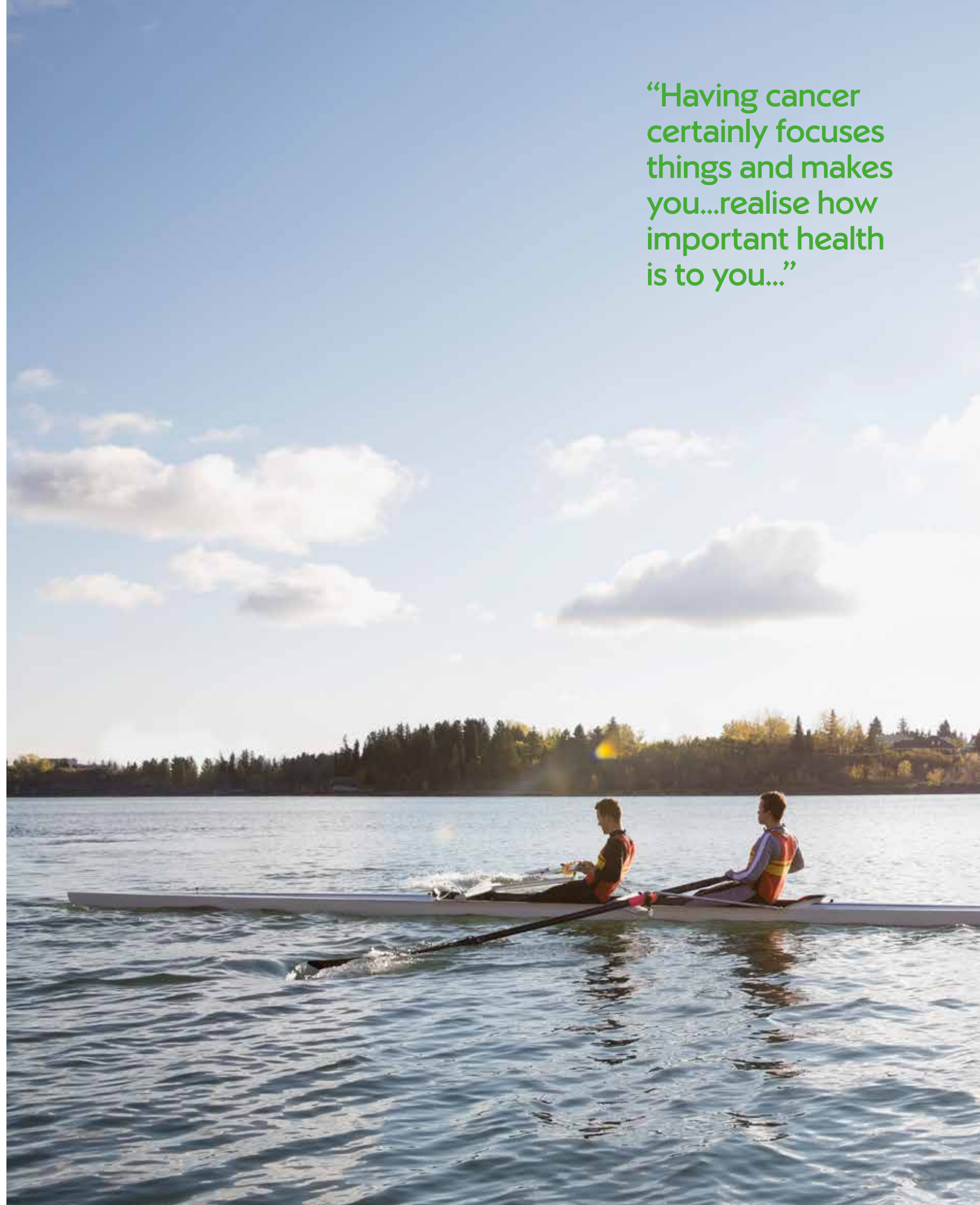
Tom spent just two days in hospital and took five weeks off work to recover. He was fortunate to have limited side effects from the surgery. However, because there was a risk some cancerous cells remained after the operation, Tom's oncologist recommended radiotherapy.

His radiotherapy sessions last around 20 minutes each day, with Tom able to carry on working throughout his treatment.

He is also working towards a new challenge. Tom will shortly be embarking on a mammoth 47 mile row down the Thames in aid of a charity which supports underprivileged children and the disabled to fulfil their boating ambitions.

"Having cancer certainly focuses things and makes you reassess your priorities and realise how important health is to you, but there's no need to wallow in self-pity. I'm fairly pragmatic, you've just got to get on with it and hope for the best," he says.

"Having cancer certainly focuses things and makes you...realise how important health is to you..."







## When a routine *health check* becomes a real life saver.

At Nuffield Health, we believe that prevention is always better than cure. Which is why we've put our Health Checks at the centre of everything we do. In Tom's case, this meant we were able to take early action that could well have saved his life.

We offer several types of Health Check which can identify any early warning signs or causes of concern. Our experts work together to help patients understand the implications of their results, and put in place any treatment or lifestyle changes that may be recommended. And because we believe every aspect of health and fitness is connected, the results can be shared with nutritionists, personal trainers and Health Mentors at our gyms, so there's a whole team of caring experts working together to support the patient on their health journey.



# Jonny's Story

Jonny was 40 years old and lacked confidence. He had been carrying extra weight for most of his life. He hadn't had a girlfriend in years and was beginning to feel like he would be left behind as he watched his friends meet people and pair off one by one. Eventually he decided enough was enough.

Even though he had a Nuffield Health gym at his work, walking through its door for the first time was a big step for Jonny. "It was scary. At first I felt very self-conscious, but I knew something had to change."

It wasn't long before Jonny began to feel comfortable. Attending classes and working out regularly he soon got to know the staff well. "The staff were really friendly and would give me hints and tips," he says, "it became more of a social scene, rather than a chore."

Jonny took up running with the encouragement and support of his personal trainer. Using his tailored training programme, Jonny entered his first 10k run, completing it in 54 minutes. The sense of achievement was so great that he entered another and with more training completed the run in 48 minutes. Then, Jonny says, 10k runs became "too easy", and he has since completed two half marathons.

Despite suffering a knee injury Jonny is maintaining his training for future runs, having received expert advice from his trainer on exercises to strengthen and support his joint while it recovers.

In the process of building up his fitness Jonny has dropped from over 15 stone to 12.5 stone and his confidence has grown in return. Last year he plucked up the courage to put himself out into the dating world and is now happily in a relationship.

"Exercise helps the mind," Jonny says, "It's helped my confidence as well as my fitness and I'm going to keep on doing what I'm doing."



**"Exercise helps the mind. It's helped my confidence as well as my fitness and I'm going to keep on doing what I'm doing."**



# How bringing health & wellbeing into the workplace *changes* lives and *transforms* businesses.

More and more companies are coming to recognise the value of workplace health and wellbeing. The economics of absenteeism may have something to do with it. According to the CBI, absenteeism cost British business £13.2 billion last year. But it's not just that a healthy workforce is a more productive workforce, with fewer days lost to sickness. Equally important, as Jonny's story shows, a healthy workforce is also a happier and more confident workforce. They enjoy life more, and have more energy and enthusiasm for everything they do, including work.

From the employer's point of view, the company that prioritises their employees' health and wellbeing will have no trouble recruiting and holding onto the very best people.


At Nuffield Health, we work with 60% of the FTSE 100 and 40% of the FTSE 250. In total, we help to maintain a healthy workforce for over 1,600 businesses across the UK. Our approach is based around something we call 'the workplace wellbeing strategy'. This is different for every company and helps us to decide what particular facilities and opportunities we need to introduce to make the working environment the healthiest it can possibly be. The services we provide include health checks, onsite clinics, and even in-house GPs, nutritionists, physiotherapists, as well as Health Mentors in workplace gyms.

In 2014 we were awarded Best Workplace Wellbeing Provider at the annual Health Insurance Awards for the third year running. We're proud to be the leaders in workplace health and wellbeing, helping people like Jonny get the most they can from life.

We were named:  
**Best Workplace  
Wellbeing Provider  
at the 2014 Health  
Insurance Awards  
for the third  
year running.**







We're here to  
help people  
be as healthy,  
fit and happy  
as they can be.

## Why making a *promise* makes a difference

We're here to make a difference to people's lives. To help them be as healthy, fit and happy as they can be. And to help them achieve the goals they've set themselves, whether that's running their first half marathon, recovering after an operation, or dropping a dress size or two.

As soon as we start to think about what we do from the point of view of the people we help, something interesting happens. We're no longer just providing healthcare services, we're supporting individuals as they achieve the small victories that turn their lives around. Cheering them on and celebrating their successes. We also get a better understanding of what they need from us, emotionally as well as professionally. We begin to see what they might be anxious about, and how we can reassure them.

The insights we've gained from this approach made us realise how important it is to be completely transparent with our patients. In fact, we now lead the industry in the drive for greater transparency in our hospitals. An example of this is our market-leading self-pay proposition, which enables patients to make truly informed choices over their healthcare. Nuffield Health Self-Pay treatment is backed up by the Nuffield Health Promise, which is unique in private hospitals. It guarantees fixed and transparent prices for surgical procedures and promises lifetime aftercare following surgery, if it's needed.

The industry standard guarantee for aftercare is a maximum of just 28 days.

By committing to our promise, we've proven that we're a healthcare provider patients can trust. As a result, we've seen our self-pay business grow significantly over 2014.

We also publish an annual Quality Report, another example of our commitment to transparency. The report reflects the quality of our health and wellbeing provision and reaffirms the commitment to excellence of everyone in the organisation. We're constantly striving to be the best we possibly can be for the people who come to us for help. As the Quality Report shows, we place our patients and members at the centre of everything we do.





**Mr Geoff Graham,**  
Medical Director, Hospitals,  
Nuffield Health says:

*"We have a strong track record of doing the right thing. With the Nuffield Health Promise, our relationship with patients doesn't end when they walk out of one of our hospitals.*

*As a not-for-profit organisation we continually reinvest into improving patient care. The high quality clinical care that we offer is dedicated to patient safety and transparency. As well as demonstrating excellent clinical outcomes, we inform patients of all the treatment options, quality measures and associated costs. Our consultants, matrons and nurses all ensure that patients receive the highest standard of compassionate and professional care."*





## Mary's Story

Asked to describe a typical day, Mary Lock, Matron at Nuffield Health Brentwood Hospital, gives a short answer: "No two days are the same!"

That said, she starts each day in the same way, by touching base with staff in all the different clinical departments, including wards, theatres, out-patients, X-ray, pre-assessment, pharmacy, physiotherapy and the Resident Medical Officer. As she sees it, her role is to co-ordinate everything that has to do with patient care. "You're a bit like the captain on a ship," she explains, "ensuring everyone is on board and we're all working together to get to the same destination safely."

For Mary, it all revolves around the most important person in the hospital: the patient. And every patient is an individual, with their own concerns, their own needs and their own care journey. So meeting patients and their families or carers to check that they are relaxed, comfortable and have everything they need is a crucial part of her job. As Mary puts it: "This is probably the most important thing I do."

## Who better to lead patient *Care* than the people who *Care* for patients?

If you're ever a patient at one of our hospitals, someone you'll see a lot of is Matron. From the moment you arrive to the moment you leave, she'll be looking out for you, leading the team responsible for your care.

We've put matrons at the heart of patient care in every one of our 31 hospitals. The reason is simple. We know that when a matron is in charge, standards of efficiency and hygiene go up. They make sure no one cuts any corners. More than that, our matrons are the lynchpin of each hospital community, often forming friendships with patients who come back for continuing treatment.

Matrons are first and foremost nurses. Their expertise is in looking after people. That means that their focus is directed towards the comfort, safety and wellbeing of each individual patient. Or to put it another way, they are driven by compassion. By making them the leaders of our patient care, compassion becomes central to everything that happens at our hospitals.

We call this approach The Nuffield Way of Caring. It has redefined the role of matrons, blending the traditional caring role with the contemporary leadership and clinical skills needed in a 21st century healthcare environment. For patients, it means a seamless patient journey that's characterised by the quality of the care they receive and the compassion of those looking after them.



## Sam's Story

Sam has been a Health Mentor with Nuffield Health for over twelve years. Based at our Twickenham Health & Fitness Centre, he sees his job as helping people to lead healthier and happier lives. "For me, it's all about making the right choices, whether it's to do with exercise or your lifestyle in general."

He's an enthusiastic advocate of Nuffield Health's app and online tool, Nuffield HealthScore™. "It's not just a fitness app. All areas of lifestyle and health are covered by it. You can get a whole new experience in tracking yourself. Usually apps might only track calories or heart rate or steps, but this tracks everything. I can even show people how to monitor their sleep and eating habits."

But the biggest benefit of HealthScore, as far as Sam is concerned, is the fact that it lets him work with his clients, even if they don't come to the gym. That's certainly a change he's noticed since he first became a Health Mentor. "It used to be I could only help people if I saw them. Now, with the app, I can still keep in contact and set them small goals which they can try and achieve without me."

Although Sam is never happier than when he's in the gym, he recognises that some people prefer other ways to keep fit. HealthScore can help here too. "Clients use the app to track things like dog walking, running, swimming, classes – whatever it is they like doing."

"It used to be I could only help people if I saw them. Now, with the app, I can still keep in contact and set them small goals..."





The app  
that helps  
people  
**LIVE**  
longer,  
healthier  
lives.



**Nuffield HealthScore™** is an online tool and app that provides a dynamic daily assessment to help people monitor and improve their health and lifestyle, and understand the impact their actions have on their health. They can then make informed choices that are proven to help them live longer, healthier and more active lives. **This year 36,700 people signed up for it.**

Like all good technology, it's a genuine game-changer and we're using it to help us make the idea of complete healthcare a reality. The data from a patient's health assessments are automatically entered into their HealthScore profile and has enabled us to fundamentally transform our Health Assessment programme. Instead of just giving people a single assessment, we can now offer a continuous digitally advanced programme, with integrated access to Nuffield HealthScore™ through their phone, tablet or computer. In other words, we've moved from a one-off screening to always-on monitoring. Now we can be there with our members and patients all the time, helping and supporting them every step of the way on their health journey.

HealthScore is a clinically robust tool that supports every kind of ongoing health journey. It also makes it easy for the individual user to improve their overall wellbeing. They can monitor their own health and interact with medical professionals online. Patients will become more empowered, and more engaged with their own health issues. We aim to see a cultural shift from disease detection and treatment towards disease prevention.

True to our vision of complete healthcare, Nuffield HealthScore™ will be integrating with Microsoft Band as part of our selection as their UK fitness and wellbeing partner. Our fitness experts have created nine goal-based workouts specifically for the Microsoft Band device, designed to help people of all fitness levels get the most out of their workouts and provide variation for those who are stuck in an exercise rut.



## Matt's Story

As a music student at college in Sussex, Matt's priority is naturally his music and coursework. With P.E. no longer a compulsory part of the curriculum, many people his age simply get out of the habit of doing any exercise at all. For Matt, the danger was he wouldn't have the time - or the motivation - to keep up with any kind of fitness training, especially as most commercial gyms were out of his budget. Having a Nuffield Health gym actually inside his college has provided the perfect solution.

"When it comes down to value, my time at Nuffield has been unbeatable. The facilities, and availability, has been faultless."

Matt readily admits that the ease of getting to the gym has played a big part in his using it. "The gym is really convenient for me as I can go straight from my lessons to the gym, avoiding any 'can't be bothered' mentalities I may have, because I'm going to college regardless!"

The relationships he's made with the staff at the gym have also been crucial. "The staff could not possibly have been nicer, more friendly or knowledgeable toward me and I feel I made not just acquaintances with them, but friendships."


Matt's off to university in September, and will be sad to leave the facilities and the friends he's made behind. The good news is that having access to a gym now has helped to establish a habit that could stay with him for the whole of his life. He has identified clear fitness goals for himself and is on the way to achieving them. "I use the gym to increase my personal size and strength as well as the occasional cardiovascular session. I feel the facilities have helped me greatly toward my goal."

## How we're actively helping young people to get more *Active*.

At Nuffield Health, we're determined to do what we can to make a positive difference to young people's lives. That's why, in 2014, we expanded further into schools and colleges, equipping them with first-class fitness facilities and putting in place top-of-the-range health and wellbeing services. For many of the young people we're working with, this is the first time they've had access to such facilities.

We believe if you can get people into healthy habits and behaviours when they're still young, the chances are those habits will stay with them for life. We also think it's important to encourage their families, friends and the wider community to join in. Which is why we make sure our facilities are open to everyone outside school hours.

As part of this vision and based on robust research, at the end of 2014 we finalised our plans to lead, evaluate and fund the first-ever pilot of a Head of Wellbeing in a secondary school. The pilot will include a two year health and wellbeing programme designed to meet the needs of the whole school, and a secondment of a Head of Wellbeing. By setting a new benchmark for wellbeing in schools, this initiative has the potential to transform the health of the nation's young people.



We believe if you can get people into healthy habits and behaviours when they're still young, the chances are those habits will stay with them for life.





Being the



we can be

### Some of our accreditations

SEQOHS: Safe, Effective Quality Occupational Health Service - Operated by Royal College of Physicians on behalf of the Faculty of Occupational Medicine.

OHSAS 18001: Occupational health and safety management best practice standard for customers and staff in health and safety.

ISO 27001: Information security management system certification and full compliance with the NHS Information Governance Toolkit.

CPA/ISO 15189: Pathology/Medical Laboratory certification scheme across all pathology laboratories.

ISO 9001/ISO 13485: Quality Management System and Medical Device Management for sterile surgical instruments to support compliance to European Directives.

MQEM: Macmillan Quality Environment Mark for standards of environment for people living with cancer (scheme assessed by DNV (Det Norske Veritas))

Last year, a number of our hospitals were subject to unannounced inspections by the Care Quality Commission. We're proud to say that they all passed with flying colours: our Haywards Heath, Oxford, Bournemouth, Leicester and Guildford hospitals gained extremely positive outcomes and were 100% compliant. In December, our Tees Hospital was assessed under the new Care Quality Commission framework and was found to be safe, effective, caring, responsive and well-led, with its governance and good practice highlighted in the report.

Naturally, we love sharing good news like this. But it's also important that we create a culture in which our clinical staff is comfortable about raising concerns. We have to be open and honest about the things we don't get right, as well as the things we do. And we have to protect the people who speak out.

That's why, in 2014, we became the first independent provider of healthcare to sign up to the Speak Out Safely nursing initiative. In fact, we've embraced the same principle across our whole organisation. We do it because nothing is more important to us than patient safety. And encouraging staff to speak out is one of the best ways of making sure our patients are always safe and always receive the best possible care.

As a result, we believe our quality and risk-management systems are second to none. Which may be why our hospitals have scored so highly in recent inspections. You could say our culture of openness is directly responsible for us having all that good news to share.



# We're not for profit, but we are for investment, innovation and improving *Life* for everyone we help.

Because we don't have shareholders, we are able to invest more money in improving the facilities and services we offer. So our patients and members have a better experience when they come to us. And can look forward to a better outcome.

In 2014, we invested £74 million in improved hospital facilities and equipment, as well purchasing 10 new gyms, expanding our network and upgrading our existing sites. In our hospitals this has meant an improved patient experience and improved diagnostics, and our new gym sites allow us to offer our members more choice and make it easier for us to offer integrated health and wellbeing services for our members' entire health journeys.





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KT18 5AL

**Telephone:**

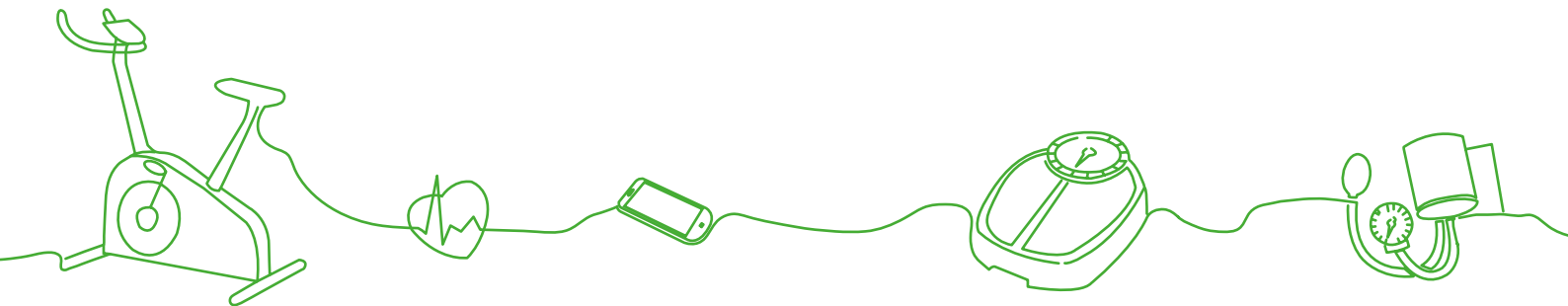
0370 218 7041

**Web site:**

[www.nuffieldhealth.com](http://www.nuffieldhealth.com)

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*All our hospitals in England, and those clinics delivering regulated activities, are register locations with the Care Quality Commission (CQC). Our hospital in Glasgow is registered with Health Improvement Scotland (HIS) and our hospital and clinic in Cardiff are registered with Health Inspectorate Wales.*



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# *For the love of life*

Everybody's different.

We all love different things.

But whatever makes us tick,

Whatever makes life worth living,

For each and every one of us,

The key to it all is our health.

So what we do at Nuffield Health

Is at the heart of what life is all about.

And always has been.

Helping, supporting, encouraging people

To be as healthy as they can be

So they can live life to the full.