

AWARD-WINNING QUALITY 2013

BLOSSOMS
HEALTHCARE

TheChristieClinic

THE HARLEY STREET CLINIC

Harley Street at Queen's

Harley Street at University College Hospital

 HCA Laboratories

LOC


THE LISTER HOSPITAL



London Bridge Hospital



The Portland Hospital

 **THE PRINCESS GRACE
HOSPITAL**



Roodlane Medical

 **SCRI**


The Wellington Hospital

HCA Hospitals
World-Class Healthcare

Our quality promise

HCA Hospitals is a leading private healthcare provider, specialising in acute and complex medical care. Through a world-class network of hospitals and clinics in London and Manchester we provide centres of excellence in areas such as cancer, cardiac, neurology, paediatrics and orthopaedics, often working closely with leading experts from NHS teaching centres.

Our dedication to providing care at the highest level is reflected in our transparent approach to reporting our quality data and treatment outcomes. We believe that this evidence-based approach is the only true way for us to demonstrate our value to our patients.

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Throughout this document we refer to HCA International Ltd. as HCA Hospitals

A photograph of a woman with dark hair, wearing a white hospital gown with small dark polka dots, smiling warmly. She is looking towards the left. In the background, the back of a healthcare professional's head and shoulders is visible, suggesting a patient care interaction. The image is partially overlaid by a large teal circular graphic on the left side.

*98.1% of patients
would recommend
our hospitals to
family and friends*

(Based on feedback from 11,577 patients)

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Source: Continuous independent survey.

We ask our patients to let us know what they think about all of our services from catering to clinical care and from admission to discharge. Our survey is independently managed and analysed.¹

In 2012, 11,577 patients completed our survey.

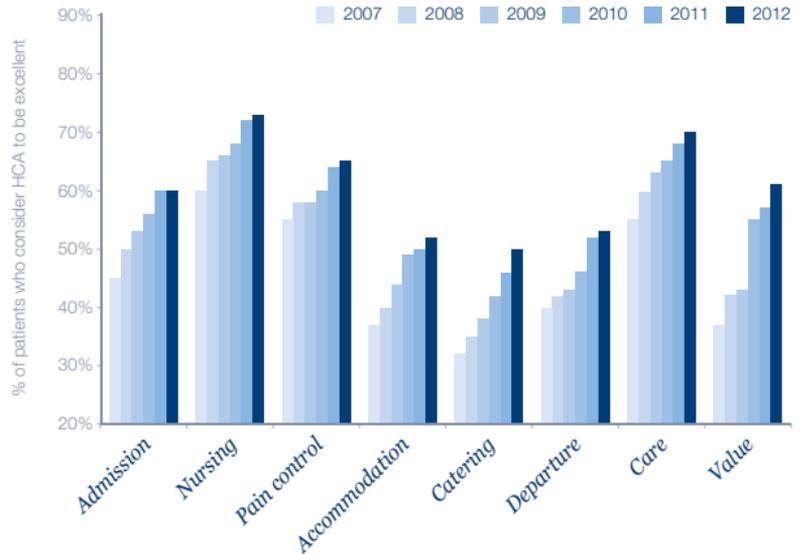
Each year, more and more of our patients rate us as excellent and 98.1% would recommend us to family and friends.

Since 2012, HCA has started to raise our targets and now monitor our performance against the number of patients who rate us as 'excellent' (see adjacent chart).

1. HWA Consulting

N.B. There was no audit in January 2012

Patient satisfaction results 2007 - 2012 - 'Excellent rating'





*HCA is the only private
hospital company with
**Level 3 intensive care
units in every hospital***

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CRITICAL CARE

One in five of our beds is either critical care or high dependency and all hospitals now have the highest level (Level 3) critical care beds.

This means:

- Immediate access to the highest level of intensive care if patient's condition worsen
- 24/7 intensive care doctors and medical teams at each hospital
- Ability to care for a wide range of complex medical conditions

This improves patient safety and eliminates the need to transfer patients to another hospital should they require intensive care treatment.

HCA is still the only private hospital company in the UK to submit its intensive care data for external audit alongside the majority of NHS hospitals. Although ICNARC (Intensive Care National Audit & Research Centre) do not publish these data, we use it within

our hospitals to benchmark our performance and ensure that we continue to meet the very high standards that support the consistently high survival rates we have achieved in recent years.

Hospital	ITU adult	ITU paediatric	HDU paediatric	HDU adult	Other supported care
The Harley Street Clinic	9	13	5	5	
The Lister Hospital	6	0	0	0	2 Level 1
London Bridge Hospital	15	0	0	0	
The Portland Hospital	0	7	2	1	3 NICU cots 4 SCBU cots
The Princess Grace Hospital	9	0	2	2	
The Wellington Hospital	30	0	0	48	

NICU = Neonatal Intensive Care Unit SCBU = Special Care Baby Unit

1. HCA Clinical Governance & Quality Annual Report 2013

*Unplanned transfers
from HCA to other hospitals
are **rare compared with**
the national average for
elective admissions*



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UNPLANNED TRANSFERS

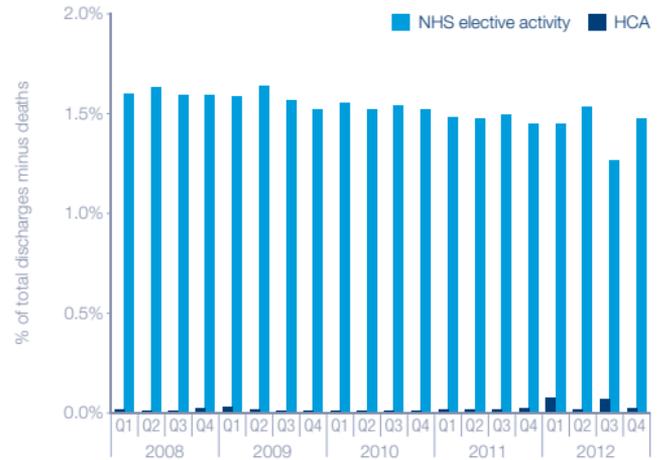
Unplanned transfers to another hospital are one of the key standard clinical performance indicators required by the Care Quality Commission.

It is rare that a patient needs to be transferred to another hospital outside the HCA network. This is because we specialise in acute and complex medical conditions and our hospitals are fully equipped and staffed to deal with most medical emergencies.

More than 3,100 doctors and specialists, many from London's teaching hospitals, treat patients privately at our HCA hospitals.

We also have intensive care units at all of our hospitals and one in every five beds is allocated to critical care.

Unplanned transfers to the NHS 2008 - 2012



Source: Elective NHS HES (Hospital Episode Statistics)



*Unplanned returns
to the operating theatre
are **rare compared to
the national average**
for planned surgery*

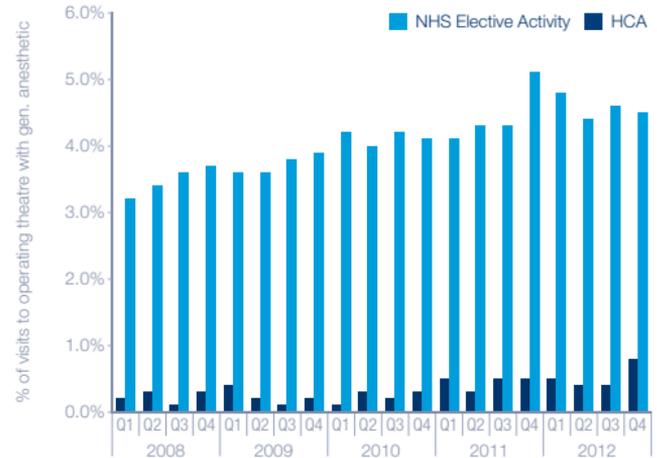
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UNPLANNED RETURNS

Unplanned returns to the operating theatre within the same admission is one of the key standard clinical performance indicators required by the Care Quality Commission.

There is a very low rate of unplanned returns to theatre within HCA hospitals, despite the fact that we continue to undertake complex cardiac, cancer, paediatric and high dependency care. This is a reflection of the quality of our surgical teams and facilities such as intensive care units at all hospitals.

Unplanned returns to the operating theatre 2008 - 2012



Source: Elective NHS HES (Hospital Episode Statistics)

*HCA hospitals achieved
100% compliance
with all CQC-inspected
outcomes of care in 2012*

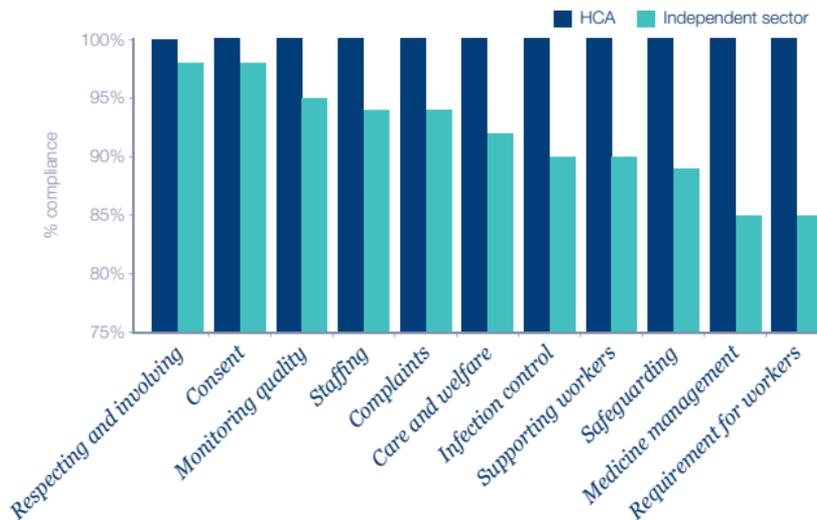


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During 2012, HCA hospitals were inspected by the regulator, the Care Quality Commission, as part of a requirement to rigorously monitor outcomes of healthcare under the Health and Social Care Act 2008. Our hospitals achieved 100% compliance with all inspected standards. These achievements are included in the adjacent table which shows an average of CQC-inspected outcomes for the independent sector where assessed as a whole.¹

Inspecting is a continuous process; for the most up-to-date analysis please refer to the CQC website - www.cqc.org.uk.

HCA vs. Independent sector CQC Compliance 2012



1. The State of Healthcare and Adult Social Care in England 2011/12 Care Quality Commission

*Still the only private
hospital group in the
country to have **all our
hospitals independently
quality accredited at
the same time****

*Source: CHKS information



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QUALITY ACCREDITATION

Independent evaluation has shown that accreditation results in consistently higher standards of patient safety and quality.¹

The CHKS Accreditation Unit is a leading provider of healthcare intelligence and quality improvement services. The accreditation is a measure of the overall quality of a hospital and it has been shown that hospitals with CHKS accreditation provide a better quality of service.

The accreditation programmes are based on a standards framework that covers healthcare governance, quality of services, risk management and patient experience of services. These standards exceed those required by regulation.

1. Impact of quality strategies on hospital outputs. Suñol R, Vallejo P, Thompson A, Lombarts MJ, Shaw CD, Klazinga N. Qual Saf Health Care. 2009 Feb; 18 Suppl 1:i62-8



SARAH CANNONSM

Advancing Science. Transforming Care.

*The first cancer network
to be accredited to
CHKS* Oncology
standard and to achieve
the **ISO**** international
quality standard*

*Caspes Healthcare Knowledge Systems

**International Organization for Standardization

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CANCER CARE

HCA's Sarah Cannon Cancer Services was the first cancer network (private or NHS network) to be awarded CHKS Oncology standards accreditation and the internationally renowned ISO 9001:2008 certification in July 2013. CHKS is a leading provider of healthcare intelligence and quality improvement services.

HCA is committed to transforming care by providing world-class cancer services within the UK. The Sarah Cannon cancer network is the largest private provider in the UK, ensuring patients receive a standard of diagnosis, treatment and care that is unparalleled.



SARAH CANNON

Advancing Science. Transforming Care.

*The only private hospital
group with a **quality-**
accredited Bone Marrow
Transplantation Unit
in partnership with
the NHS*

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CANCER CARE

The HCA private Bone Marrow Transplant Unit, in partnership with the NHS, holds the international quality accreditation standard awarded by JACIE (the Joint Accreditation Committee).

The unit is located within our specialist cancer centre, Harley Street at University College Hospital.

The Joint Accreditation Committee-ISCT (International Society for Cellular Therapy) and EBMT (European Group for Blood and Marrow Transplantation) is a non-profit body established for the purposes of assessment and accreditation in the field of haematopoietic stem cell (HSC) transplantation.

JACIE, in collaboration with FACT (Foundation for the Accreditation of Cellular Therapy), has established standards for the medical and laboratory processes for the provision of haematopoietic stem cell transplantation (bone marrow transplantation) and conducts inspections to measure compliance.

Accreditation is the means by which a centre can demonstrate that it is performing to a required level of practice in accordance with agreed standards of excellence. Essentially, it allows a centre to certify that it operates an effective quality management system. A quality management system is a mechanism to ensure that procedures are being carried out in line with agreed standards with full participation by all staff members.

For further information please visit
<http://www.jacie.org/about>



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*Most cancer patients
choose to have their
surgery **8 days** after
their referral*

(NHS standard for waiting time is 100% within 62 days)

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CANCER CARE

At HCA Hospitals our mean waiting time for breast patients from referral to surgery is 21 days. This includes a choice by patients to delay their surgery due to personal circumstances. As a result the mode is 8 days from referral to 1st operation.

The NHS standard for waiting time from referral to surgery is 100% within 62 days. There is a maximum two-month (62-day) wait from urgent GP referral for suspected cancer to first Definitive Treatment for all cancers.

Source: NHS England Cancer Waiting Times Annual Report 2012-13
HCA Analysis 2013



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HCA's mean 5-year survival rate for early treatment of breast cancer is 9% higher than the England average

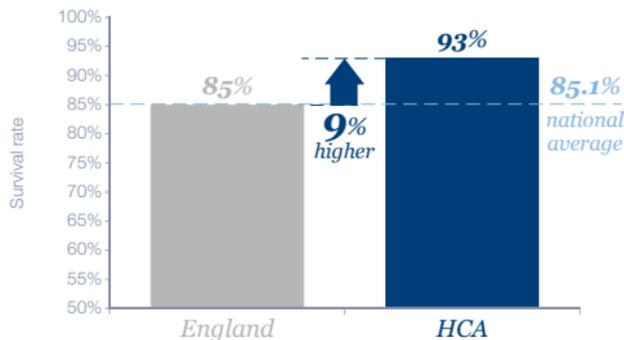


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Over the past 5 years HCA has invested many millions of pounds to build a breast cancer treatment network of excellence. The result is unmatched, combining top clinicians, technology and processes in a robust, coordinated network. This network delivers excellent clinical outcomes and patient experience for breast cancer patients, and HCA continues to make investments to maximise quality for the future.

HCA's clinical outcomes for breast cancer patients are outstanding. As illustrated here, HCA's mean 5-year survival rate for early treatment of breast cancer is 9% higher than the England average (although confidence intervals on HCA figures are broad due to lower volumes).

Breast cancer outcomes – HCA's mean 5-year survival rate for early breast treatment vs. England age-standardised 5-year relative survival for female breast cancer patients



Source: ONS Statistical Bulletin (2011). Cancer survival in England: Patients diagnosed 2005-2009, followed up to 2010; HCA data based on newly diagnosed LBI patients 2005-2007
Notes: HCA survival is based on all-cause mortality, whereas NHS benchmark has been adjusted to account for background mortality; LBI chart reduced to only those patients found within Public Health England's database; Given HCA's lower volumes, its confidence intervals are broader than those for national figures



SARAH CANNONSM

Advancing Science. Transforming Care.

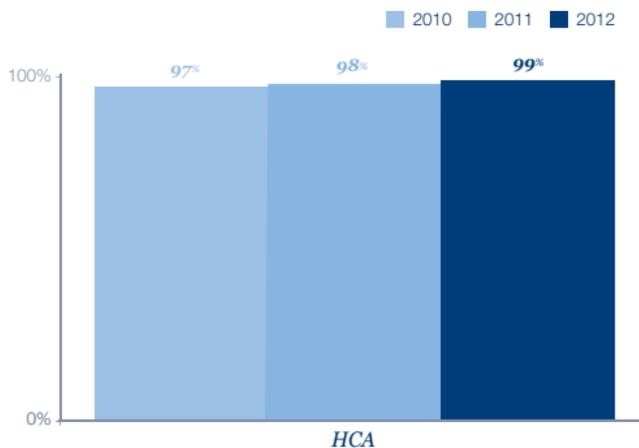
*Our patients benefit
from **better clear
margins** over time for
breast cancer surgery*

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The charts below show the percentage of patients with clear margins (>0mm) after their last operation.

97% of breast cancer cases undergoing breast conservation surgery had clear margins at their final operation.

Clear margins (>0mm) after last operation¹



1. NHS Trust apportioned results from Health Protection Agency

2. www.breastcancer.org Accessed October 2013

What are clear margins?

Surgery involves removing the tumor and nearby margins. The margin is the surrounding tissue that might be cancerous. The goal of surgery is to remove not only the tumor, but also enough of the margin to be able to test for the spread of the cancer. Once the removed tissue is checked, your post-operative report should tell you if you had “clear margins,” (meaning the tissue farthest away from the breast was free of any cancer cells.)²

*Our patients have **better**
cardiac survival rates
than the UK average*



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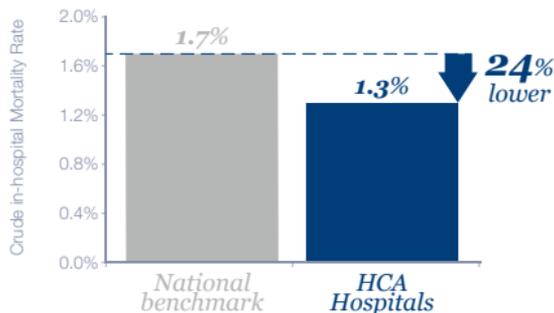
HCA is the largest provider of cardiac surgery in the independent sector in the UK with patient numbers similar to many NHS units.¹ Our three main cardiac units are at The Harley Street Clinic, London Bridge Hospital and The Wellington Hospital and we are still the only private hospital group to provide our cardiac data to the National Institute for Cardiovascular Outcomes Research (NICOR) which monitors the performance of cardiac centres throughout the NHS.

HCA has an increasingly complex case mix of high risk patients, yet when benchmarked against national and international survival rates, HCA cardiac surgery units demonstrate first-class, risk-adjusted results.

The table on the right shows risk-adjusted cardiac surgery mortality rates across all HCA cardiac surgery units compared with the national benchmark.

1. Analysis of three-year, risk-adjusted data commissioned by HCA International. 2011
2. Society for Cardiothoracic Surgery in Great Britain & Ireland: Blue Book Online:: HCA Cardiac Database
3. Granted by the Clinical Cardiovascular Management Network in association with HCA's Quality, Safety and Performance Improvement HQ

Risk-adjusted cardiac surgery rates for first time, isolated CAGB mortality 2002/3 - 2011/12²



Our hospitals collect cardiac data in the following areas:¹

- Adult Cardiac Surgery
- Adult Cardiac Interventions
- Congenital Heart Disease
- Transcatheter Aortic Valve Implantation (TAVI)
- Cardiac Rhythm Management

Our cardiac units were granted Centre of Excellence status in 2009 for their services.³

*HCA outperforms
national benchmarks
for patient-recorded
health gains following
orthopaedic surgery*



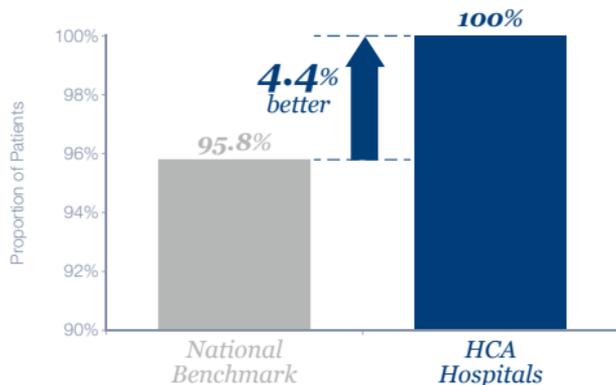
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Patient Recorded Outcome Measures (PROMs) assess quality of care from the patients' perspective. In the 12 months to April 2012, 100% of HCA's hip replacement patients recorded improvement on their pre-operative condition, compared to 95.8% of National Benchmark patients (based on Oxford hip scores).

The flawless result of this patient-recorded assessment is all the more striking as HCA's patients are more likely to be more critical of their treatment given that they were treated by a private operator and may have also been self-funded.

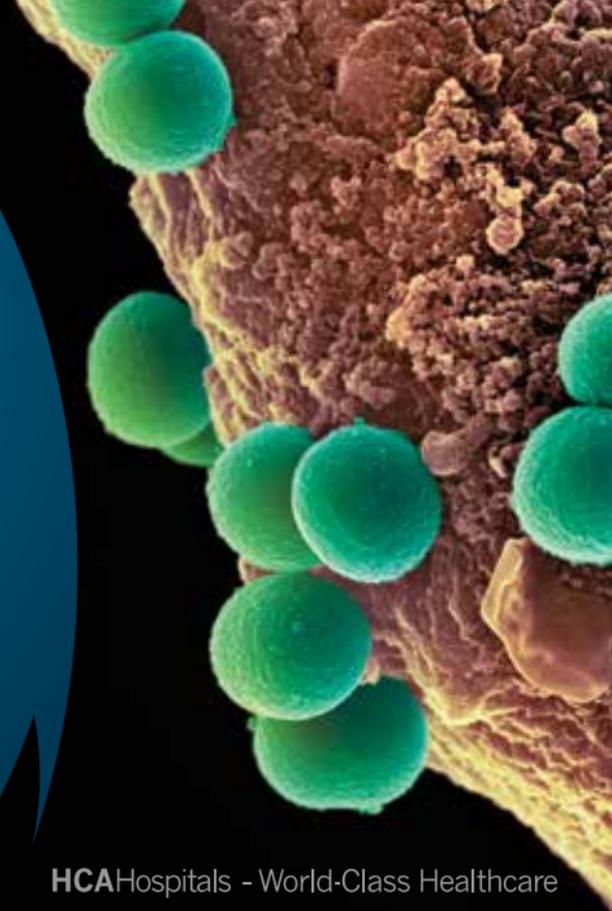
Orthopaedic outcomes – PROMS, post-operative improvement

Hip replacement patients recording improvement over their pre-operative condition



Source: Analysis of PROMS returns, January-June 2012, HCA Group, report provided by CHKS, January 2013

*Our patients suffer **fewer**
surgical site infections*

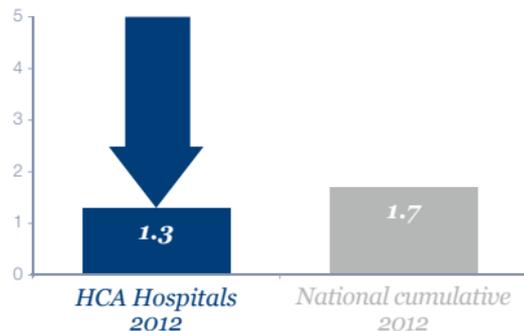
A scanning electron micrograph (SEM) showing several spherical, green-colored bacteria attached to a textured, brownish surface. The bacteria are arranged in a somewhat linear pattern along the edge of the surface. The surface itself appears porous and irregular, possibly representing a biological or synthetic material.

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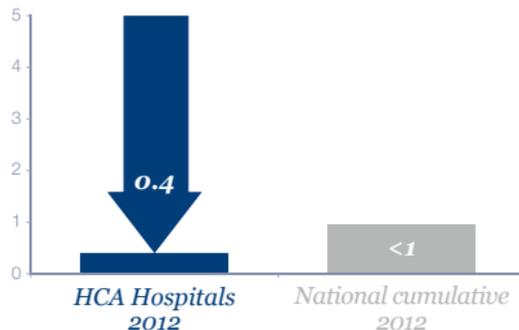
The charts are based on data provided to the Health Protection Agency Surgical Site Infection Surveillance Service (SSISS) for key surgical procedures.

Minimal infection rates (below the national average) were recorded for:

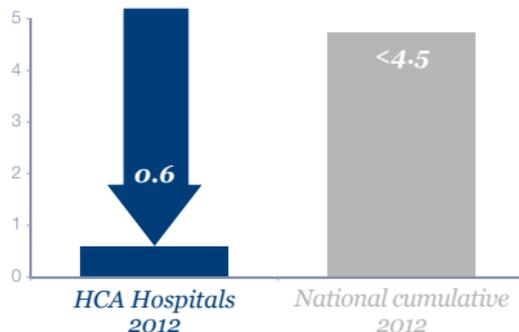
Total Abdominal Hysterectomy - surgical site infection rate (inpatient)



Total Knee Replacement - surgical site infection rate (inpatient)



Total Hip Replacement - surgical site infection rate (inpatient)



Source: NHS Trust apportioned results from Health Protection Agency

*It is **very rare**
for our patients to
contract MRSA*



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HCA Hospitals was the first private group to submit infection data to the Health Protection Agency (now Public Health England); now all hospitals in the NHS and independent sector must submit their MRSA, MSSA, E.Coli and C. Difficile rates.

HCA is an international healthcare provider treating patients with highly complex conditions from around the world. To achieve the highest standards of care, our focus is on infection prevention and, where it does occur, expert management and control. Each of our hospitals is supported by Consultant Microbiologists, working in teams to provide 24-hour care to our patients. They are supported by our in-house Infection Control Leads at each facility.

As an independent healthcare provider we are required to report certain infections to Public Health England (formally HPA). Unlike NHS Trusts, independent sector hospitals must include in this report those infections already present when a patient is admitted to one of our hospitals. By using advanced electronic surveillance systems to allow us to rapidly identify patients with infections for treatment, we are highly confident we detect and report 100% of known infections. During 2012, whilst we treated patients with

C. Difficile, none of these were as a result of cross-infection due to staff adherence to our infection prevention practices such as hand washing. We also identified, treated and reported one MRSA bacteraemia.

This data relates to only hospital-acquired infection (HAI). Visit <http://www.hpa.org.uk/Topics/InfectiousDiseases/InfectionsAZ/HCAI/> for further information.

Hospital-acquired MRSA bacteraemia



Source: Public Health England * NHS information unavailable for these quarters

*The first and only private
integrated inpatient
rehabilitation unit in the
UK to achieve the **highest**
international quality
accreditation**

*CARF (Commission on Accreditation of Rehabilitation Facilities)

REHABILITATION



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HCA has the largest private comprehensive integrated unit in the UK at The Wellington Hospital. The Acute Neurological Rehabilitation Unit provides inpatient interdisciplinary rehabilitation programmes to patients aged 18 and over with acquired brain injury, neurological conditions and complex medical disabilities.

In Spring 2011, the unit was awarded a three-year CARF¹ accreditation, the highest accreditation awarded by the Commission on Accreditation of Rehabilitation Facilities.

Accreditation is awarded on the basis of an externally audited survey of more than 1,000 standards. The auditors commended the unit on its 'competent, passionate team of consultants, nurses, therapists and other personnel who are dedicated to providing high quality services to all persons'.

1. www.carf.org

*Live birth rates at
The Lister Fertility Clinic
are **above the national
average** (in mothers
under 38 years)*

A microscopic image showing a large, clear, oval-shaped cell (likely an egg) with a thin, dark outer boundary. A thin, metallic needle or pipette is positioned horizontally, touching the right side of the cell. The background is a light, grainy blue.

HCA Hospitals - World-Class Healthcare

The Lister Fertility Clinic is the largest purely private fertility clinic in the UK, undertaking 2,500 IVF cycles per year. The Lister Fertility Clinic achieves above-average live birth rates for women under 38.

(Right) Live births per treatment cycle started in the year ending 2nd quarter 2011

This shows how many women had a live birth out of all the women who began a treatment cycle. A treatment cycle starts when a woman begins taking fertility drugs to stimulate her egg production.

The '**predicted**' statistic shows how reliable the HFEA's **prediction** of the future chance of success at this clinic is by displaying a range and the likelihood of a successful outcome.

The clinic's **actual** live birth rate is shown compared to the national average for that age group.

Age	Live births per treatment cycle	Predicted chance of an average patient having a live birth	Clinic's actual live birth rate compared to predicted national average
Under 35	238 out of 597	Predicted chance between: 33.9%-46.2% Most likely around: 39.9%	Above predicted national average live birth rate of: 32.1%
35-37	181 out of 507	Predicted chance between: 29.4%-42.5% Most likely around: 35.7%	Above predicted national average live birth rate of: 27.2%
38-39	77 out of 358	Predicted chance between: 15.6%-28.9% Most likely around: 21.5%	Consistent with predicted national average live birth rate of: 20.6%
40-42	104 out of 641	Predicted chance between: 12.2%-21.2% Most likely around: 16.2%	Consistent with predicted national average live birth rate of: 13.2%
43-44	18 out of 273	Predicted chance between: 3.3%-12.9% Most likely around: 6.6%	Consistent with predicted national average live birth rate of: 5.8%
Over 44	1 out of 99	Predicted chance between: 0.1%-10.6% Most likely around: 1.0%	Consistent with predicted national average live birth rate of: 1.1%

Source: <http://www.hfea.gov.uk>

*That's why we are the
hospitals of choice for
complex and acute
medical conditions,
used by over 400,000
people each year*

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*‘Private Hospital
Group of the Year’ 2012*

HealthInvestor
Awards 2013 



**Independent
Healthcare
Awards 2013**

HCA Hospitals - World-Class Healthcare

More quality awards and nominations than any other private hospital group

2013 Winners

The Laing & Buisson Independent Healthcare Awards

Public / Private Partnership of the Year

This is the second major award for HCA's NHS Ventures Division this year, having already won the HealthInvestor Public / Private Partnership category in June.

This time HCA beat three other finalists, including two other independent hospital groups, Ramsay and Spire, and also Southampton Hospitals.

HealthInvestor Awards

Public / Private Partnership of the Year

2012 Winners

The Laing & Buisson Independent Healthcare Awards

Laing's Healthcare 20 Award

HealthInvestor Awards

Private Hospital Group of the Year

2011 Winners

The Laing & Buisson Independent Healthcare Awards

The Most Comprehensive Outcomes Programme in the Independent Sector
Best Medical Practice

2011 Finalists

Independent Healthcare Awards:

Innovation

Best Use of Technology

Excellence in Training

Nursing Practice

Public / Private Partnership

Excellence in Risk Management

HCA named in Ethisphere's 2009, 2010, 2011, 2012
'World's Most Ethical Companies'

HealthInvestor Awards

Private Hospital Group of the Year

2010 Winners

Nursing Times and Health Service Journals Awards

Top Employers for Managers in the Independent Sector

The Nursing Midwifery Council

Top Healthcare Employer for Nurses and Midwives in the Independent Sector

International Trade 2009

The Queen's Awards for Enterprise

*Once you have decided that you would like to be treated at an **HCA hospital**, or would like further information, call one of our advisors on*
+44 (0) 20 7079 4399
8am - 8pm Mon-Fri
9am - 5pm Saturday



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HCA CENTRAL LONDON LOCATIONS

- 30 Devonshire Street
- 31 Old Broad Street
- Chelsea Consulting Rooms
- Chelsea Medical Centre
- Chelsea Outpatient Centre
- City of London Medical Centre
- CyberKnife Centre London
- The Harley Street Clinic
- Harley Street Diagnostic Centre
- Harley Street at UCH
- Leaders in Oncology Care
- The Lister Hospital
- London Bridge Hospital
- The London Gamma Knife Centre
- The Platinum Medical Centre
- The Portland Hospital
- The Princess Grace Hospital
- Roodlane Medical Group
- Sarah Cannon Research Institute
- The Wellington Hospital

HCA UK LOCATIONS

- Harley Street at Queen's
- The New Malden Diagnostic Centre
- Brentwood Medical Centre
- Docklands Healthcare
- Sevenoaks Medical Centre
- The Christie Clinic
- Wellington Diagnostics & Outpatients