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.

HCA Hospitals - World-Class Healthcare

Throughout this document we refer to HCA International Ltd. as HCA Hospitals
98.1% of patients would recommend our hospitals to family and friends

(Based on feedback from 11,577 patients)
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
HCA is the only private hospital company with Level 3 intensive care units in every hospital
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 Although ICNARC (Intensive Care National Audit & Research Centre) do not publish these data, we use it within our hospitals to benchmark our performance and ensure that we continue to meet the high standards that support the consistently high survival rates we have achieved in recent years.

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

1. HCA Clinical Governance & Quality Annual Report 2013

NICU = Neonatal Intensive Care Unit   SCBU = Special Care Baby Unit
Unplanned transfers from HCA to other hospitals are rare compared with the national average for elective admissions.
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.

Source: Elective NHS HES (Hospital Episode Statistics)
Unplanned returns to the operating theatre are rare compared to the national average for planned surgery.
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.

Source: Elective NHS HES (Hospital Episode Statistics)
HCA hospitals achieved 100% compliance with all CQC-inspected outcomes of care in 2012
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.

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
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.

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

*Caspe Healthcare Knowledge Systems
**International Organization for Standardization
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.
The only private hospital group with a quality-accredited Bone Marrow Transplantation Unit in partnership with the NHS
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
Most cancer patients choose to have their surgery 8 days after their referral.

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

HCA Analysis 2013
HCA’s mean 5-year survival rate for early treatment of breast cancer is 9% higher than the England average.
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


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

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.)

1. NHS Trust apportioned results from Health Protection Agency
Our patients have **better** cardiac survival rates than the **UK average**
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.

<table>
<thead>
<tr>
<th>National benchmark</th>
<th>HCA Hospitals</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.7%</td>
<td>1.3%</td>
</tr>
<tr>
<td>1.7%</td>
<td>1.3%</td>
</tr>
<tr>
<td>24% lower</td>
<td></td>
</tr>
</tbody>
</table>

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

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

- HCA Hospitals 2012: 1.3
- National cumulative 2012: 1.7

**Total Knee Replacement** - surgical site infection rate (inpatient)

- HCA Hospitals 2012: 0.4
- National cumulative 2012: <1

**Total Hip Replacement** - surgical site infection rate (inpatient)

- HCA Hospitals 2012: 0.6
- National cumulative 2012: <4.5

Source: NHS Trust apportioned results from Health Protection Agency
It is very rare for our patients to contract MRSA.
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**

![Graph showing MRSA bacteraemia rates](chart.png)

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)

HCA Hospitals - World-Class Healthcare
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 CARF\(^1\) 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)
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.

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

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.
‘Private Hospital
Group of the Year’ 2012
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


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