

## Consultant 10

4 February 2014

Dear Mr Witcomb

I am a gastroenterologist at The Lister Hospital where I find the quality of care to be of a similar standard to the Cromwell Hospital, where I also hold practice. This is an impressive comparison given that Cromwell is Bupa's flagship hospital. It is my experience of HCA's very high standards that has led me to write to you to question the Competition Commission's ruling that HCA sell two of its hospitals.

I would like to draw your attention to the forward-thinking Lister Hospital Chelsea Outpatient Centre at 280 Kings Road. It is thanks to HCA investment that patients are able to benefit from the extremely high quality care and professionalism at this centre, the pleasant surroundings and relaxed atmosphere, far removed from an impersonal medical facility.

Not only has the centre received excellent patient feedback but it is also highly valued by clinicians and is 49% doctor-owned. I myself own 1% and can therefore vouch for the direct positive effect this HCA venture has had on the standard of care at the centre. Ownership gives doctors the real motivation to provide a brilliant service. We have quarterly meetings to discuss investment and this active engagement from consultants when it comes to spending has proved itself to be very successful in ensuring that funds are used effectively.

I would also like to highlight to you the work HCA has done to encourage a fantastic network of staff that work together with professionalism and charm. I also have 6-monthly meetings with Suzie Jones, the Chief Operating Officer at The Lister. I feel listened to and the hospital is always responsive to my concerns and requirements.

I have a particular concern about the divestiture of The Princess Grace Hospital due to the fact I carry out my gastrointestinal physiology work there. I have found a significant advantage in working across hospitals within the same group as I have access to coordinated results all on one system.

I am very concerned about the disruption divestiture would cause and would also ask the Competition Commission to reconsider its decision so that HCA are able to continue innovating and investing in projects like the Chelsea Outpatient Centre and working to create a cohesive community of staff offering patients the best standard of care.