

Consultant 75

4 February 2014

Dear Mr Witcomb,

I have worked at the Princess Grace Hospital (PGH) for many years. PGH is recognised as a state of the art hospital with up to date diagnostic and imaging technology readily available.

It has been a privilege to work at the PGH because with such readily available high quality imaging patient's problems can be sorted out quickly causing them less concern and worry.

The many patients I have seen over the years have always appreciated the standard of care provided at the PGH and not only from the medical staff but also from all other supporting staff who make the patient's visit to the hospital a pleasant and rewarding facility to be seen at. It does not matter how minor some of the symptoms of patients are they are often apprehensive and worried. Many do not look forward to a hospital visit. This concern is quickly relieved by receptionists and nurses who provide a relaxing and compassionate atmosphere long before the consultations with the consultant takes place.

All of my consultant colleagues at the PGH are experts in their field and dedicated to provide a high class service. Referrals are often made to other specialists which can often be done directly at the PGH and if not they can be referred to a specialist at a hospital which is another member of the HCA group. This helps patients care to be efficient and safe in the knowledge that patient care will not be compromised.

The addition of an urgent care department, the enlargement of the day care facility and a phase 3 high class intensive care unit has added a valuable resource to the hospital and means that the standard of care is as good as can be provided anywhere in the world.

Patients' outcome data supports this and shows the high standard of the medical service.

At the PGH we have a very high standard of cleanliness with a 5 stars cleanliness rating, which mean our incidence of hospital acquired infections is almost zero. The patients are particularly relieved when they find this out as hospital acquired infections have become a constant concern for patients and their relatives.

PGH has become a great place to work partly because of the £500 million that has been invested in the hospital over the last decade which indicates the support to the Princess Grace Hospital provided by HCA; their valuable guidance has been outstanding and adds a great deal to the health environment in central London.