

## Consultant 109

3 February 2014

Dear Mr Witcomb

I am a Consultant [X].

I am truly impressed by HCA's commitment to provide the highest quality care. HCA has invested millions of pounds in building first rate intensive care facilities. Previously, I used to have to turn away complex private work, advising patients to have their procedures done in NHS hospitals. However, following the opening of ITU units at HCA's hospitals and being introduced to them and the staff that run them, I can now offer patients the option to have their operations done privately, knowing that the quality of care they will receive will be world class. The [X] hospitals where I work are perfectly adequate for run-of-the-mill work, however they do not provide the type of 5 star deluxe care that HCA offers – from patient comfort through to specialist equipment.

There are also a number of advantages from The Princess Grace belonging to the wider HCA network. For example, if beds are available at another HCA site, but not at The Princess Grace, I can easily transfer patients over with the knowledge that the quality of care they receive will be of an equally high standard. Through its provision of world-class facilities, HCA does not only act as a flagship network within London and the UK, but also internationally, attracting thousands of patients to the UK from abroad in order to be treated at its hospitals.

I have very strong reservations should another operator take over The Princess Grace, fearing that the quality of care would not be maintained at its current standard of excellence. Speaking frankly, if the management changes, I will no longer have the confidence to do my complex work there as I am aware that standards change with changes of management styles. Furthermore, if HCA hospitals attract a high proportion of patients, this is due to their own success at providing the highest possible quality of care: I feel it both unjust and anti-competitive to penalise them for this.