

Ian Gargan
Chief Executive
PHIN

From: Daniel Turnbull
Senior Director, Markets

4 December 2024

Dear Ian,

Private Healthcare Market Investigation Order 2014

The Competition and Markets Authority (CMA) welcomes the progress made by PHIN and the private healthcare industry on their way to achieving full compliance with the CMA's [Private Healthcare Market Investigation Order 2014](#).

PHIN has achieved all the steps required to meet its 'Bronze Milestone', including:

- Developing the architecture, and engaging with the sector, to facilitate compliance:
 - 85% of consultants publish their consultation fees for self-pay patients (exceeding PHIN's 80% target). Currently, 90% of all private procedures are carried out by consultants whose fees are on the PHIN website.
 - 65% of private hospitals publish key performance information such as the length of stay in the hospital, and any adverse event data (exceeding PHIN's 60% target). Currently, 96% of all private hospital procedures are carried out by those hospitals.
- Developing and launching a new consultant website portal which makes it even easier for consultants to achieve compliance, for example by allowing a wider group of people, including medical secretaries, to access the PHIN portal and submit data.
- Partnering with businesses who specialise in collecting patient feedback to provide a free service for hospitals to submit their data to PHIN.
- Launching a new streamlined process for consultants to check the accuracy of data about their practice and have the opportunity to verify/raise issues before publication. This has allowed PHIN to publish significantly more information about consultant activity for patients.

We would like to congratulate PHIN, and the hospitals and consultants who have engaged with the Order and have made this possible, and look forward to the next

stages (Silver in September 2025 and Gold in June 2026) with increased levels of compliance being delivered.

The CMA will continue to work with PHIN so that hospitals and consultants can provide the information required by the Order. We will also continue to take enforcement action against those that have failed. Our previous enforcement work has included:

- [Publishing enforcement letters to six private hospitals](#) about breaches of Parts 3 or 4 of the Order.
- [Publishing the Action Plans of 70 hospital groups or trusts](#) which explain how they will achieve full compliance with the Order.

Helping PHIN and the private healthcare sector achieve full compliance with the Order will remain one of the CMA's highest priorities.

Yours sincerely,

Daniel Turnbull
Senior Director, Markets