



KING EDWARD VII's
HOSPITAL

King Edward VII's Hospital

Statement of Purpose



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1 PART 1 | Contact information and legal status

The hospital's business contact details in accordance with sections 93 and 94 of the Health and Social Care Act 2008

Hospital Name and legal status

Name	King Edward VII's Hospital
CQC provider ID	1-114202635
Legal status	Charity
Business address	5-10 Beaumont Street London Greater London W1G 6AA
Business telephone	0207 467 4563
Business e-mail	lindseycondron@kingedwardvii.co.uk
website	https://www.kingedwardvii.co.uk

2 PART 2 | AIMS AND OBJECTIVES

King Edward VII's Hospital is an independent private hospital that provides acute care and supports veterans through its charitable work.

The Hospital was established in 1899 by Sister Agnes Keyser to treat sick and wounded officers returning from the Second Boer War. His Majesty King Edward VII became the Hospital's first Patron, and in 1930 we were incorporated by Royal Charter to operate an acute hospital. In 1962 the Hospital became a registered charity (number: 208944).

King Edward VII's Hospital is governed by Royal Charter and regulated by both the Care Quality Commission and Charity Commission.

The hospital vision is to be:

The leading private hospital in the UK and to support an increased number of veterans through our charitable work.

Our mission statement is:

To consistently deliver the highest standards of personalised patient centred care, in a safe and kind environment, through our exceptional and empowered teams. We will do this whilst continuing to deliver our charitable works within the veteran community.

Our Values are:

Professionalism – Do your job well and to the best of your ability and training.

Quality – To provide excellent care in order to achieve 100% customer satisfaction.

Respect – To respect one another's views and maintain a culture of openness, honesty and fairness.

Safety – To ensure that safety is the number one priority at all times.

Teamwork – Team unity and good communication is essential to achieve PQRS.

Our philosophy of care is to:

- Provide personalised patient centred care with respect, dignity and empathy in a kind and compassionate environment.
- To listen and enable people to give their own views and opinions about their care, valuing the importance of their perspective.
- Work in partnership with patient's families and carers to provide kindness and care that exceeds expectations.
- Respect all religious and cultural beliefs through recognising diversity and individual choice.
- Ensure the highest standards of good governance throughout the hospital.
- To promote a culture of openness and transparency.
- Maintain the highest quality care at all times. We maintain these standards through continuing audit of patients care and through continuous learning and training.
- Provide services that meet the needs of people that require additional support.
- To empower our teams and encourage safe collaborative working.

Our objectives

Our strategy and business plan outline our objectives in order to provide the best possible care and provide the highest quality services for our patient groups and regulated activities.

We are an expanding hospital with growth and development in many areas including significant building projects and commercial growth. The charity remains at the heart of the hospital and the significant fundraising has enabled the established services for veteran's health to be further expanded, with objectives to increase this work in the coming year.

We recognise that services have to change to better meet the needs of the patient; our services will be realigned to enable clearer patient pathways, expanding existing services and retain and attract the best consultants to work with us. This will enhance the already well established personalised patient care we provide for our patients today.

Underpinning all development and provision is the commitment to good governance, the safest care and a culture of continual improvement. Our objective is to ensure that whilst services develop quality and patient safety remain central to every decision with effective scrutiny, measurement and accountability.

Services and Facilities

Facilities

48 Private En-Suite Air-Conditioned Rooms

4 bedded Critical Care Unit

3 Operating Theatres

Endoscopy Suite

18 Consulting Rooms

Ophthalmology Diagnostic Suite

Digital X-ray

Fluoroscopy (Screening)

Ultrasound

Dexa (Bone Density Scanning)

Magnetic Resonance Imaging (MRI) – 1.5 Tesla

Computed Tomography (CT) – 128 slice

Digital Mammography

Physiotherapy and Hydrotherapy

Pharmacy

Centre for Veterans Health (2 Consulting Rooms)

Services

Ward 1

With 8 en-suite rooms our short stay unit admits patients for a range of medical and surgical procedures. The ward is staffed by a multidisciplinary team committed to achieving optimum recovery in a safe clinical environment.

Ward 2 & 3

With 22 en-suite rooms on Ward 3, and 18 on ward 2 we treat a variety of acute medical/surgical patients who require orthopedic, gynecology, vascular, breast, ophthalmology, maxillofacial, urology, spinal and cosmetic surgery. These patients will require monitoring and care during their pre and post-operative phases. This is provided by a comprehensive dynamic multidisciplinary healthcare team that is dedicated to serving the needs of the patients on these wards.

Care is evidence-based practice that ensures the patient and family are at the center of their care. 24-hour Medical cover is provided by our Resident Medical Officers

Pre-operative assessment

A team of skilled pre-operative nurses supported by clinical nurse specialists will assess scheduled patients; ensure they are fit for surgery and fully prepared for surgery and discharge home.

Enhanced recovery

An enhanced recovery pathway is offered for all patients' undergoing colorectal surgery. This multimodal pathway will shortly also be available for all patients' that undergo orthopaedic, gynecological and urological surgery. An enhanced recovery program optimises our patients' postoperative surgical recovery and this in turn will improve their care experience. It is widely recognised and evidence based that an enhanced recovery pathway reduces the length of stay, reduces postoperative surgical complications and in turn reduces the time to recover

Critical Care Unit

There is a well-equipped Critical Care Unit, staffed by experienced Intensive Care Nurses and a 24/7 team of Intensive Care Fellows (all at the level of ST5 or above). Consultant cover is delivered in line with the recommendations of the Faculty of Intensive Care Medicine (FICM) and the Intensive Care Society (ICS), including routine twice daily review and urgent return if a patient deteriorates.

The facility can provide care up to two organ support (ventilation and haemofiltration); in the rare event a patient requires multi-organ support they are transferred to a larger tertiary referral unit.

Operating Theatres

The hospital has three fully-equipped operating theatres; two with laminar airflow, one with state of the art arthrex 4k integrated theatre, all are capable of handling a full range of surgery from day cases to the most complex procedures. Our main surgical procedures include:

- Abdominal / Colorectal Surgery both open and Laparoscopic
- Breast Surgery, including reconstructive surgery
- ENT
- General Surgery
- Gynaecology both open and Laparoscopic
- Ophthalmology
- Orthopaedics, including trauma
- Pain Management
- Plastic / Cosmetic Surgery
- Urology
- Vascular Surgery
- Oral Maxillofacial Surgery
- Endoscopic Procedures
- Thoracic

Endoscopy

The hospital has a dedicated standalone Endoscopy Suite with one procedure room and a recovery suite consisting of separate male and female rooms with two bays per room. The Endoscopy suite opened in 2017 and is working towards JAG accreditation. The main procedures carried out in the suite are:

- Colonoscopy
- OGD
- Cystoscopy
- Flexi sigmoidoscopy
- Bravo procedure
- Rafaelo procedure

Outpatient Consulting Rooms

Our Consulting Rooms are split between the main Hospital, 5-10 Beaumont Street, Emmanuel Kaye House, our dedicated outpatient department at 37 Devonshire Street and The Charterhouse at 55-60 Weymouth Street. Full nursing cover and administration support is provided.

Pharmacy

Our pharmacy is registered with the General Pharmaceutical Council. Reg: 1041277. Our aim is to provide outstanding care to our patients by undertaking twice daily clinical ward rounds, dispensing outpatient prescriptions and ensuring good medicines management throughout the hospital.

The pharmacist's role involves achievement of medicines optimisation by advising healthcare professionals on evidence-based treatments as applicable and counselling patients on safe and effective medicines usage. There is an on-call pharmacist system in place to cover 24/7 needs outside of normal opening times.

Ophthalmology Outpatient Unit

The Ophthalmology outpatient unit specialises in surgical retina, medical retina, ocular plastics, cataract and glaucoma. The unit is led by an Ophthalmic Technician and consists of four rooms; one consulting room, two visual assessment rooms and one secretarial office. The unit holds a comprehensive range of optical/ophthalmological equipment and has been designed specifically to support an ophthalmic service. The room requirements adhere to the guidance provided from the Royal College of Ophthalmologists.

Imaging

The Imaging department provides a vast range of sophisticated imaging techniques, which when employed by our Consultant Radiologists and expertly trained staff are useful in the detection, diagnosis and treatment of disease and injury.

Physiotherapy

Great emphasis is placed on rehabilitation and our highly experienced team of chartered physiotherapists work with patients supporting their journey back to fitness. This can be delivered from the privacy of your hospital bedroom or in our dedicated physiotherapy unit meaning whatever your situation; we have the expertise and facilities on-site to support you.

Hydrotherapy

Our hydrotherapy pool supports patients who are not ready to weight bear. It is ideal for patients who have had foot, knee, hip or shoulder surgery, the warmth and support of the water helps to decrease pain, improve mobility and enhance balance and co-ordination.

The Charterhouse

The Centre for Veterans Health located in The Charterhouse, consists of two Consultation rooms. As part of our charitable works this facility hosts pain management programmes for Veterans as well as other outpatient clinics.

Escalation and On Call Arrangements

A Duty Manager is present onsite 24 hours a day, 365 days a year to manage the Hospital. An Executive is also on call for escalation, 24 hours a day, 365 days a year and can be contacted via the Duty Manager or switchboard. Theatres and Imaging provide a 24 hour emergency service via a dedicated on call team.

Governance

Governance is an essential part of modern healthcare and is central to the safe and quality care and services provided. An experienced governance team support the organisation to ensure patient safety is a priority at all times, there is a program of quality improvement, a strong learning environment and a culture of openness. We collate and monitor data, performance and outcomes to ensure we can demonstrate our excellent care, but also to identify where we can do better and make changes.

All staff are encouraged to speak out if they have concerns and report issues via a central reporting process, where we can investigate and improve as a quality focused organisation. We have a clear and responsive complaints process, seeing these as valuable opportunities to listen to our patients and to ensure we are continually learning and improving.

Patient Feedback

Many of our patients return to us time and again, choosing our unique services over others. We collect patient feedback in a number of ways; through our patient satisfaction survey, informal feedback and thank you letters, complaints and through a patient forum. Our patient satisfaction scores have always been well above national average with high commendations given for the excellent food and nursing care.

We have a patient representative on our central governance committee and ensure patients are involved in, and shape, the hospital developments.

Staff, Consultants and Executive Team

Staff

There is a substantive team of highly trained and dedicated clinical and non-clinical staff who provide the highest standards of care and service. We attract and retain experienced and quality staff who share the values of the hospital and continually develop them to ensure up to date care and treatment is provided. The number of employed permanent staff is 241, who are supported by a number of staff on our bank allowing flexibility and cover when required.

Consultants

All consultants who practice at King Edward VII's hospital have been through a rigorous selection process, and their contribution to the Hospital is reviewed biennially. This includes activity data, any outcome data available, governance data (complaints, incidents etc.) and the strategic relevance of the service they bring. This review also ensures that they are practising within their scope of practice. Typically, our consultants hold, or have held, a consultant post in the National Health Service (NHS) and their scope of practice will mirror the conditions they treat in the NHS.

All consultants are on the General Medical Council (GMC) Specialist Register and carry appropriate indemnity with a minimum liability cover of £10m. Consultants are responsible at all times for their patients and responsible for providing a deputy of equivalent status from the hospital staff list when unavailable for any reason.

In line with national requirements, we expect consultants to inform patients of their fees and the likely cost of any treatment before it commences.

Executive Team

Chief Executive

Mrs Lindsey Condron

Email address: lindseycondron@kingedwardvii.co.uk

Telephone no.: 020 7467 4563

Medical Director

Professor Justin Vale

Email address: justinvale@kingedwardvii.co.uk

Telephone no.: 020 7467 4597

Director of Governance

Dr Jenny Davidson

Email address: jennydavidson@kingedwardvii.co.uk

Telephone no.: 020 7467 4379

Director of Nursing / Matron

Mrs Tonya Koppers

Email address: tonyakloppers@kingedwardvii.co.uk

Telephone no.: 020 7467 4328

Finance Director

Mr Ian Deans

Email address: iandeans@kingedwardvii.co.uk

Telephone no.: 020 7467 4337

Commercial and Business Development Director

Mr Mike Lord

Email address: mikelord@kingedwardvii.co.uk

Telephone no.: 020 7467 4330

Director of Fundraising and Veterans' Health

Mr Tim Brawn

Email address: timbrawn@kingedwardvii.co.uk

Telephone no.: 020 7467 3920

3. PART 3 | LOCATION(S),

- the people who use the service there
- their service type(s)
- their regulated activity(ies)

The hospital is in a single location, consisting of 4 buildings. The main Hospital building is located at 5-10 Beaumont Street and is linked to our outpatient facility, Emmanuel Kaye House at 37 Devonshire Street. The Centre for Veterans Health is located just around the corner at 55-60 Weymouth Street and Agnes Keyser House, opposite the main hospital building is used for administration and some staff accommodation.

The hospital provides **acute services** and **diagnostic and screening services** for adults over the age of 18years. The hospital does not provide care or services for persons under the age of 18.

Patients who use our services may have physical disabilities, mental health, dementia, sensory impairment, learning difficulties, drug or substance misuse or autistic disorder so we ensure our services and care are appropriate and respond to the needs of these patients. We provide interpretation services, wheelchair access, hearing loops, additional mobility equipment and alternative patient leaflets. We also have a Dementia Scheme to better care for patients with dementia and have provided additional training for all staff. Our Learning Disability link provides support and guidance for staff and patients as required and we have a Safeguarding Lead at the hospital.

Our admission and pre-admission service offers personalised advice and makes additional arrangements as required for our patients. We have an annual Patient Led Assessment of the Care Environment (PLACE) audit that reviews our environment and accommodation in relation to the needs of the patient. The hospital has always had very high positive scores but strives to improve where changes are identified.

The hospital has 52 in-patient beds all within the main hospital building.

The regulated activities undertaken at the hospital are:

1. *Treatment of disease, disorder or injury*
2. *Surgical procedures*
3. *Diagnostic and screening procedures*

4. PART 4 | Registered Manager details

Registered Manager Name	Jenny Davidson
CQC Provider ID	1-114202635
Address	King Edward VII's Hospital 5-10 Beaumont Street London Greater London W1G 6AA
Telephone	0207 467 4379
e-mail	jennydavidson@kingedwardvii.co.uk

