



KING EDWARD VII's
HOSPITAL

King Edward VII's Hospital

Statement of Purpose

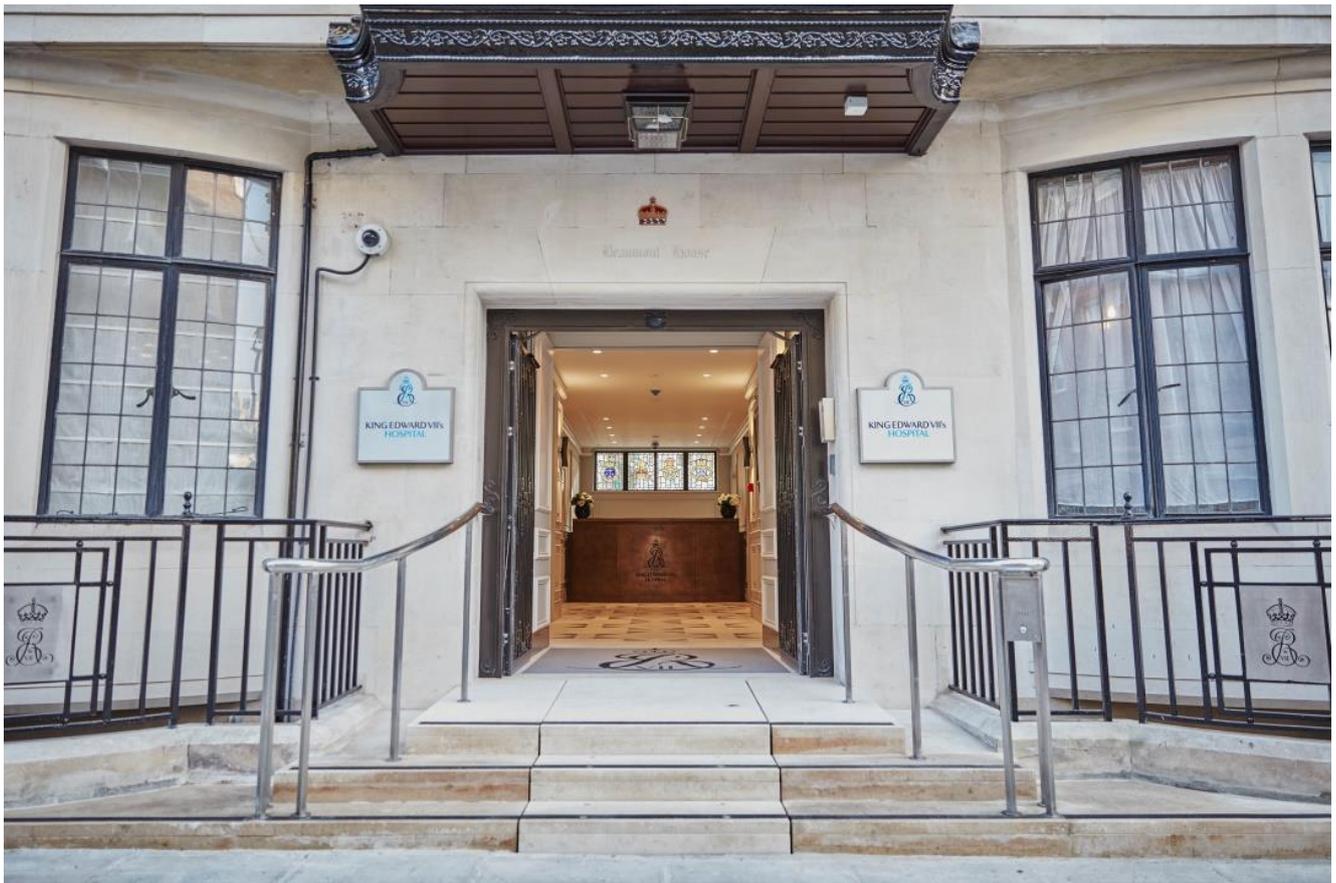


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1 PART 1 | CONTACT INFORMATION AND LEGAL STATUS

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	lcondron@kingedwardvii.co.uk
Website	https://www.kingedwardvii.co.uk

2 PART 2 | AIMS AND OBJECTIVES

Established in 1899, King Edward VII's Hospital is an independent charitable hospital with a long history of providing the highest quality surgical and clinical care, using advanced medical techniques.

The hospital champions collaboration among its specialist teams, combining world-leading medical expertise with the latest in cutting-edge technology to make patients' lives measurably better. The hospital provides healthcare that is collaborative, personalised and holistic, with specialist areas including women's health, urology, digestive health and musculoskeletal services.

As a long standing charity the hospital is dedicated to providing the highest levels of subsidised care to veterans of the Armed Forces. The Charity provides military grants and subsidies for complex medical treatment to service or ex-service personnel by building strong relationships with a number of service charities, while the hospital's Centre For Veterans' Health supports veterans with the management of chronic pain through its award winning Pain Management Programme.

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. This will enable us to deliver our charitable works within the veteran community.

Our Values are:

Professionalism – We encourage our teams to be the best they can and meet the highest standards through:

-  Acting with integrity
-  Accountability
-  Continued learning

Quality – We will provide excellence in everything we do through:

-  Innovation
-  Listening to and acting on feedback
-  Measuring outcomes and informing actions

Respect – We will respect other people's views to ensure an open inclusive working environment through:

- 🏛️ Compassion
- 🏛️ Dignity
- 🏛️ Honesty

Safety – We are committed to providing a safe environment for our patients and colleagues through:

- 🏛️ A learning culture
- 🏛️ Freedom to speak up
- 🏛️ Transparency

Teamwork – We work as a team so we achieve more together by being:

- 🏛️ Collaborative
- 🏛️ Fair
- 🏛️ Open

Our Philosophy of Care is to:

- 🏛️ Provide personalised person centred care with respect, dignity and empathy in a kind and compassionate environment.
- 🏛️ Listen and enable people to give their own views and opinions about their care, valuing the importance of their perspective.
- 🏛️ Work in partnership with patients' families and carers to provide kindness and care that exceeds expectations.
- 🏛️ Respect all religious and cultural beliefs through championing inclusion, diversity and individual choice.
- 🏛️ Ensure the highest standards of good governance throughout the hospital.
- 🏛️ Promote a culture of openness and transparency.
- 🏛️ Maintain the highest quality care at all times. We maintain these standards through continual monitoring of patient experience and outcomes and through ongoing learning.
- 🏛️ Provide services that meet the needs of people that require additional support.
- 🏛️ Empower our teams and encourage safe collaborative working.

OUR OBJECTIVES

Our strategy and business plan outline our objectives to dramatically enhance the depth and breadth of healthcare services available to all our patients, particularly in four specialist areas of medicine.

We have developed an exceptionally high concentration of expertise and related resources in Women's Health, Musculoskeletal Health, Urology and Digestive Health, delivering associated care in a comprehensive, collaborative, multidisciplinary fashion to achieve the best patient outcomes possible.

We will continue to develop partnerships with healthcare providers that share our core values, where that partnership will further enhance the services we are able to offer our patients.

We are an expanding hospital with growth and development in many areas, including significant building projects and commercial growth. Growing from three theatres to five and opening a state of the art outpatient and diagnostic centre will help to continue enhancing the service we are able to offer to patients

The charity remains at the heart of the hospital and our fundraising efforts have enabled the established services for veterans' health to be further expanded, with ambitions to increase this work significantly over the coming years.

Our services are continually reviewed and realigned to ensure best practice, integrated patient pathways, expanding services and helping retain and attract the best clinical staff and consultants to work with us.

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 quality and patient safety remain central to every decision with effective scrutiny, measurement and accountability. Sharing good quality information and outcome data with our patients and users is a priority; we are working with experienced international data analysts building comprehensive data sets.

Services and Facilities

FACILITIES

- 🏠 52 private single ensuite rooms
- 🏠 4 bed Critical Care Unit
- 🏠 3 Operating Theatres
- 🏠 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
- 🏠 Occupational Therapy
- 🏠 Pre-Operative Assessment
- 🏠 Specialist Nurse Led Services
- 🏠 Pharmacy
- 🏠 Centre for Veterans' Health

SERVICES

- 👤 Caring for adults under 65
- 👤 Caring for adults over 65
- 👤 Caring for children 0-18yrs¹

WARDS; INPATIENT CARE

Within our 3 wards (inpatient and day case), we treat patients who require orthopaedic, gynaecologic, breast, urologic, vascular, ophthalmologic, maxillofacial, spinal and reconstructive surgery. Our strength lies within the excellence of our clinical teams; we recruit and retain an exceptional team of nursing and therapy staff whose skills and experience enable us to care for all patients' needs while they are in hospital. Consultants are invited to work at the Hospital, based on quality and excellence. The dynamic multidisciplinary healthcare team is dedicated to delivering clinical excellence, outstanding patient experience and outcomes and will guarantee a safe transition of care when the patient is discharged home. Staff development and commitment to learning at all levels ensures that the care provided is current and evidence-based. A culture of compassion and kindness places the patient and family at the centre of their care, and our staffing ratios enable the team to go the extra mile and provide personalised care. 24-hour medical cover is provided by our Resident Medical Officers.

Pre-Operative Assessment

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

Enhanced Recovery

An enhanced recovery pathway is offered for all patients undergoing elective surgery. An enhanced recovery program optimises our patients' postoperative surgical recovery and this in turn will improve their care experience and outcomes. 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, offering maximum reassurance for those with complex health conditions or surgery.

The facility can provide High Dependency Care for those needing extra monitoring after complex surgery as well as care for acutely ill patients with lung or renal failure (level 3 care). Two organ support (ventilation and haemofiltration) is provided with the appropriate equipment

¹ Outpatient consultation only

and specialist staff; 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 surgeries, from day cases to the most complex procedures. Our main surgical procedures include:

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

OUTPATIENTS

Consulting Rooms

Our Consulting Rooms are split between the main hospital at 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 for these areas, which carry out both consultant-led and nurse-led clinics and procedures.

There are specialised areas for ophthalmology, ENT, breast care and fertility, ensuring that all the relevant equipment and expertise is available for the patient's outpatient appointment.

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.

Breast Unit

The Breast Care Unit is a dedicated unit which offers the full spectrum of breast assessment, including the diagnosis and treatment of benign and malignant breast diseases, as well as the full range of breast reconstruction options. The unit is led by a breast surgeon, working as part of a multidisciplinary team of specialist radiologists, radiographers and breast care nurses.

The unit consists of a mammography room, ultrasound room and consulting rooms – allowing for a rapid access, consultant-led service, where a patient's breast concerns can be investigated using the very latest digital mammography, clinically appropriate imaging can be undertaken and results can be given in a single visit.

Poundbury Fertility Unit

Our team of leading consultant gynaecologists, dedicated health professionals and support staff are directed by our consultant gynaecologist who has more than 30 years' experience of helping couples conceive. We are able to deliver personally tailored and fully integrated care in a dedicated unit. Our treatments start with lifestyle advice and emotional support and may lead to restorative surgery and assisted conception.

The Charterhouse

The Centre for Veterans' Health, located in The Charterhouse, consists of two consultation rooms. As part of our charitable works this facility hosts² pain management programmes for Veterans as well as other outpatient clinics.

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.

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 their hospital bedroom or in our dedicated physiotherapy unit, meaning whatever their situation; we have the expertise and facilities on-site to support them.

² In 2020 this moved to a virtual programme

Therapies

We have a team of allied health professionals available with specialist advice as prescribed by the patient's pathway or special requirement e.g. dietitian, occupational therapist, speech and language therapist, counselling.

We offer massage therapy, reflexology and hairdressing for patients that request these services.

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.

Escalation and On-Call Arrangements

A Duty Manager (Senior Nurse) is present on-site 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, Pharmacy and Imaging provide a 24 hour emergency service via a dedicated on call team.

There is a Consultant on-call rota for medicine, surgery, anaesthesia and urology should the need arise.

The hospital has arrangements in place for cardiology on-call with the Barts Cardiac Unit at Barts Health NHS Trust for any cardiac issues that might arise for our inpatients.

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 supports 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 (DATIX³), 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 Engagement and Experience

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, ward rounds by senior nurses, thank you letters, Doctify⁴, 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 several of our other committees to ensure patients are involved in, and shape, the hospital developments.

Our patient forum is very active, making significant contribution to the hospital by reviewing

³ <https://www.rldatix.com>

⁴ <https://www.doctify.com/uk>

leaflets, reviewing policies, keen involvement in committees and assisting in staff recruitment.

STAFF AND CONSULTANTS

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. This hospital strives to maintain the balance of freshness and stability in the teams. The number of employed permanent staff is 241⁵, who are supported by a number of staff on our bank allowing flexibility and cover when required.

Clinical Directors and Clinical Nurse Specialists

Led by the Medical Director, we have six Clinical Directors who provide experienced clinical leadership in our key specialist areas. Additionally, there are a number of Clinical Nurse Specialists who lead and support high quality nursing care.

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 requirements⁶, we expect consultants to inform patients of their fees and the likely cost of any treatment before it commences.

⁵ As of January 2021

⁶ <https://www.gov.uk/cma-cases/private-healthcare-market-investigation>

EXECUTIVE TEAM

Chief Executive

Mrs Lindsey Condron

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Medical Director

Professor Justin Vale

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Director of Nursing / Matron

Mrs Tonya Kloppers

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Telephone no.: 020 7467 4328

Director of Governance

Dr Jenny Davidson

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Finance Director

Mr Rod Morgan

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Telephone no.: 020 7467 4337

Director of Operations

Mrs Kate Farrow

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Telephone no.: 0207 467 3224

HR and Learning & Development Director

Ms Becky Hine

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Director of Fundraising and Veterans' Health

Mr Tim Brawn

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Telephone no.: 020 7467 3920

Director of Clinical Strategy

Mr Alan Farthing

Email address: afarthing@kingedwardvii.co.uk

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3. PART 3 | LOCATION(S)

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

The hospital is in a single location, consisting of four 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 Charterhouse 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 18 years. The hospital does not provide inpatient care or services for persons under the age of 18. Independent GPs provide family services in the hospital's outpatient department. In Outpatients we provide consultations and treatments to adults and consultations only to children (we have 24hr support from a specialist Paediatric Nurse available and staff have appropriate training).

Patients who use our services may be living with physical disabilities, mental ill-health, cognitive impairment, hearing impairment, visual impairment, dementia, sensory impairment, learning difficulties, drug or substance misuse or hidden disabilities so we ensure our services and care are appropriate and responds to the needs of these patients. We provide interpretation services, wheelchair access, hearing loops, additional mobility equipment, double appointments, facilities for carers to stay with patients and quiet waiting space for appointments. Patient information is available in a variety of formats to meet the needs of different groups e.g. Arabic leaflets. We also have engaged with the Butterfly Scheme⁷ to better recognise and care for patients living with dementia and their families and carers. We provide additional training for all staff on additional needs such as dementia awareness, learning disability awareness and care. Our Learning Disability link provides support and guidance for staff and patients as required. We have a Safeguarding Lead for Children and Adults.

Our admission and pre-operative assessment service offers personalised advice and makes additional arrangements as required for our patients. We have an annual Patient Led Assessment of the Care Environment⁸ (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 49 in-patient beds (including 4 CCU beds and 5 day case 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*

⁷ <https://butterflyscheme.org.uk/>

⁸ <https://digital.nhs.uk/data-and-information/areas-of-interest/estates-and-facilities/patient-led-assessments-of-the-care-environment-place>

4. PART 4 | REGISTERED MANAGER DETAILS

Registered Manager Name	Dr Jenny Davidson
CQC Provider ID	1-114202635
Address	King Edward VII's Hospital 5-10 Beaumont Street London Greater London W1G 6AA
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