



Where your
journey back
to health
begins



KING EDWARD VII's
HOSPITAL

A warm welcome to King Edward VII's Hospital, London

It gives me great pleasure to introduce you to King Edward VII's Hospital.

We are a forward thinking, innovative, quality-driven independent hospital, with a proud history of royal patronage, situated within the Harley Street medical district. Our mission is to deliver truly personalised, patient-centred care unrivalled anywhere in the UK.

Our primary areas of clinical expertise are orthopaedics and sports medicine, women's health, urology, colorectal surgery and digestive disorders, and we have a long-standing tradition of attracting the very finest consultants in their fields.

We aim to provide the very best evidence-based, individualised care to all our patients and strive to maintain the highest standards of customer service across the hospital.

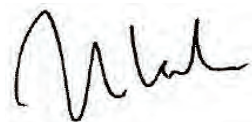
We place great emphasis on staff retention and training and we keep a high nurse to

patient ratio, ensuring patients are always at the centre of everything we do.

Our onsite imaging, physiotherapy and hydrotherapy facilities are staffed by highly skilled teams who deliver a quality, efficient service, and our in-house catering is of restaurant quality.

We are also a registered charity. Any surplus we make is re-invested into our charitable work with veterans of the Armed Forces, and into facilities and equipment that help keep us at the forefront of medical care in the UK.

I am tremendously proud to lead this special hospital and I hope you will enjoy learning more about us in this brochure.



Justin Vale, *Chief Executive*





We strive to maintain the highest standards of customer service throughout the hospital.

Truly personalised, patient-centred care

From the warm welcome patients receive at reception to the reassurance we give them as they leave, everything we do is with our mission in mind: to deliver truly personalised, patient-centred care.

Internationally renowned specialists work closely with highly skilled medical teams to create a tailored care plan for every patient, and our consistently high nurse to patient ratio means we can always give patients the time and attention they deserve.

We focus on training and retaining our medical teams, maintaining the highest clinical standards and fostering a safe and supportive environment, so that exceptional care is delivered within a culture of kindness.

We strive for the highest standards of customer service throughout the hospital, from the porters to the catering team, and our patients and visitors know that nothing is too much trouble for our staff. Our aim is to deliver an exceptional, individual patient experience every time.

We aim to make every patient feel like our only patient.





Striving for the best possible outcomes

We continuously invest in facilities and equipment to obtain timelier, more accurate diagnoses and deliver less invasive, more precise treatments. Our aim is to always achieve the best possible outcomes for our patients.

This means putting safety and clinical governance at our core, ensuring the correct structures are in place to check, monitor, report and learn from patient experiences and outcomes.

This means ensuring all our nurses and therapists are up to date with the latest developments in healthcare delivery.

This means bringing together the most respected specialists in their field, taking a multi-disciplinary team approach to care, discussing a patient's individual needs, and agreeing on the best way forward.

Our ethos is one of teamwork and continuous improvement, putting the patient at the centre of everything we do.

We continuously invest in facilities and equipment to obtain timelier, more accurate diagnoses and deliver less invasive, more precise treatments.





Good governance is the foundation of high quality, safe and effective healthcare.

Focused on quality, driven by good governance

We place good governance at our core. It is the essential foundation of our high quality, safe and effective healthcare.

We have a clear framework of communication and accountability, effective systems and processes, measures and evidence to drive improvement, and a culture of honesty, integrity and openness. Our learning culture is strong; we see incidents, patient feedback and complaints as opportunities to reflect and take action to address issues swiftly.

We have an established Quality Improvement (QI) framework which empowers staff to continually improve their areas of work and provision, and organisational-wide QI projects that demonstrate our tireless commitment to quality.

We engage pioneering company c-ci CRAB Clinical Informatics to review and benchmark our patient outcomes of surgery and treatment. By comparison, we have very low infection rates and zero incidence of hospital acquired MRSA blood stream infections or Clostridium difficile.

Our commitment to quality and safe care was noted and reflected in the last regulatory inspection by the Care Quality Commission, who rated us as 'Good'.





Our consultants

King Edward VII's Hospital has a long-held tradition of being 'by invitation only', hand-picking the consultants who are granted practising privileges to treat our patients.

Selected as the very best in their specialist fields

We maintain a rigorous process to ensure our consultants are among the very best in their specialist fields, sharing the Hospital's vision and values and meeting the exceptionally high standards we expect of anyone who cares for our patients.

With consultants in 40 specialties including orthopaedics, women's health, urology and colorectal surgery, we believe our consultants are among the very best in the world and we are tremendously proud of the care they provide to our patients every day.





Supported by exceptional clinical teams

We recruit and retain exceptional people that personify our values and underpin our culture of compassion and kindness.

Our ethos is one of teamwork, our nurses working with clinicians, technicians and therapists to provide patients with the best possible evidenced-based, individualised care.

Clinical teams undergo regular training, keeping them up to date with the latest medical knowledge and techniques and supporting our dedication to high quality, safe, and effective healthcare.

We promote open communication and empowerment, enabling individuals to build personal relationships with patients, making them feel safe and supported.

Our nursing and clinical teams are caring, quick thinking and dependable, with a meticulous eye for detail and a dedication to providing great care. And they understand the true value of a smile.

You cannot teach compassion and kindness. It must be part of your culture.



A middle-aged man with a grey beard and mustache is sitting in a hospital bed. He is wearing a white hospital gown with a small blue floral pattern. He is smiling broadly and looking towards the right of the frame. He is holding a dark-colored tablet computer in his hands. The background shows a hospital room with a white headboard, a bedside table with a potted orchid, and a glass of water on a tray in the foreground.

What our patients say

Exceptional nursing care has been a trademark of King Edward VII's Hospital for over 120 years, and it's what our patients talk about long after they have returned home.

“The best experience of any private hospital I’ve been admitted to.”



“Amazing experience from start to finish. Such friendly people, so caring, attentive and organised. Going in for an operation is never such a pleasant experience but the hospital and staff made it as positive as possible. Thank you!”

“Best hospital in the country.”

“I found the care at King Edward VII’s Hospital to be exemplary in every respect. Staff were consistently professional as well as being kindly and cheerful. Hygiene was faultless, and my treatment was prompt and efficient throughout.”

“Amazing hospital – wonderful staff – overall excellent”

“Astonishingly good experience. Efficient and very competent. To be commended.”

“Real five star medical services.”

“My experience at your hospital was a professional five star experience from start to finish. Everyone that I came into contact with, from the doorman, reception, nursing staff and of course the consultants who looked after me. The room and facilities were just like a 5* hotel.”

“Should I require hospitalisation in the future, this is the Hospital I would want to be in. The quality of care, efficiency, trust in the medical team – as far as I am concerned – is unsurpassed.”

“At age 59 this was my first operation. From the initial consultation through to the day of operation I felt totally at ease in the care of the team looking after me. My wife was able to spend as much time with me as she wished and we enjoyed a few meals together. The food was nothing short of exemplary, and the staff looking after me were always so helpful.”





Centres of Excellence

King Edward VII's Hospital offers a wide range of medical and surgical services, with the world's leading consultants and teams of highly qualified support staff. With more than 40 specialties covered, the hospital is well equipped to accept a broad mix of complex cases.

Centres of excellence

Musculoskeletal Health

Leading the way in orthopaedics

Our hospital's multi-disciplinary team of hand-picked, leading orthopaedic surgeons, specialist radiologists and physiotherapists work together for rapid assessment, diagnosis and treatment of all musculoskeletal conditions. Procedures include but are not limited to:

- Hip replacement and resurfacing
- Knee replacement, ACL and multiligament reconstruction
- Spinal surgery
- Hand and wrist trauma
- Foot and ankle surgery
- Shoulder and elbow arthroscopy and replacement
- Bone infection, non-union, fractures and limb reconstruction

With access to a range of the latest diagnostic imaging on-site, our orthopaedic consultants have everything they need to make a diagnosis and tailor a treatment plan specific to individual patients' needs.

Clinical Nurse Specialist (CNS) and On-site Hydrotherapy

We can deliver a true end-to-end service thanks to our Clinical Nurse Specialist's, who are there to support patients before, during and after surgery, and our on-site hydrotherapy pool. As one of very few private hospitals to offer on-site Hydrotherapy, we can deliver vital rehabilitation following surgeries such as knee or hip replacements. Our CNS's and physiotherapists work closely with our orthopaedic consultants to provide an unparalleled, seamless service.





The Hospital's consultant urologists work together with specialist nurses to provide care at the cutting edge of modern medicine.



Centres of excellence

Urology

King Edward VII's Hospital is one of the UK's leading centres for urology, bringing together an exceptional multi-disciplinary team of consultant urologists who are all leaders in their specialist field.

Collaborating to offer an integrated service, and with the very latest in diagnostic and surgical technology at their fingertips, the Hospital's consultant urologists work together with specialist nurses to provide care at the cutting edge of modern medicine. The Hospital has the full armamentarium for the surgical treatment of localised prostate cancer, from focal therapy to robotic radical prostatectomy. A multidisciplinary team will review all new prostate cancer cases for the suitability for various treatments.

Conditions treated include, but are not limited to:

- Prostate, bladder and kidney cancer
- Prostatitis
- Lower urinary tract symptoms
- Urinary incontinence
- Erectile dysfunction
- Urinary tract stones
- Benign diseases of the prostate
- Robotics and focal therapy

Innovative Solutions

Our Hospital was the first in the Harley Street area to acquire the da Vinci XI[®] robot. We're also pioneering techniques in Nanoknife and HIFU therapies.





Centres of excellence

Women's health

With an extremely high concentration of expertise and related resources in gynaecology, breast health and fertility, we are committed to providing the highest quality in women's health services, ensuring women can access healthcare as a preventative measure as well as when intervention is required. Services include:

- Gynaecology Ultrasound Centre
- Gynaecological Oncology
- General Gynaecology
- Severe Endometriosis Centre
- Fertility
- Breast Screening
- Breast Surgery
- Gynaecology and Breast Clinical Nurse Specialists
- Women's Health Physiotherapy

Triple Assessment Breast Screening

We offer a gold standard private service with a multidisciplinary team on-site, which means patients do not have to wait. Our Triple Assessment Breast Screening service includes assessment by a leading breast consultant, breast imaging (mammogram and/or ultrasound) and cytology/histology all in the same place, at the same time.

Every detail of the unit has been carefully planned to meet the physical and emotional needs of our patients.





Our Endometriosis Centre provides a multidisciplinary approach to the diagnosis of patients and endometriosis.

Key specialities

Gynaecology

King Edward VII's Hospital has a highly specialised team of consultant gynaecologists who have all been hand-picked to treat patients and a wide range of gynaecological conditions. Our gynaecological care is delivered by recognized experts in pelvic floor dysfunction, urinary incontinence, fibroids, endometriosis, colposcopy, complex gynaecology surgery and reconstruction.

We have an especially high concentration of expertise in gynaecological oncology. Patients affected by gynaecological cancers are supported along their entire journey by leading consultants in their field both nationally and internationally, and a highly specialised clinical team, continuously striving for the best possible diagnosis and surgical treatment.

The King Edward VII's Hospital Endometriosis Centre

Our Endometriosis Centre provides a multidisciplinary approach to the diagnosis and treatment of patients with endometriosis. Our expert consultant gynaecologists lead the service and work with a named colorectal surgeon and consultant urologists to support patients with a more severe degree of endometriosis involving the bowel and bladder.

Our specialists work with patients to create a holistic programme that is personally tailored to their individual lifestyle and needs.





Centres of excellence

Digestive Health

Bringing together the UK's leading specialists in gut and digestive health conditions, our multi-disciplinary team of colorectal, gastroenterology, general consultants provide expert diagnosis and treatment for conditions including bowel cancer, reflux disease, IBD, hernia, haemorrhoids and more.

Services include:

- Colorectal Surgery
- General Surgery
- Gastroenterology
- Bariatric Surgery
- Endoscopy
- Colorectal Robotics Service
- Urgent Bowel Cancer Service
- Reflux Centre
- Colorectal Advanced Nurse Practitioner



Key specialities

Endoscopy

A centre of excellence in advanced and therapeutic endoscopy

King Edward VII's Hospital offers state-of-the-art endoscopy with the latest technology including magnification endoscopy at 80-100 x zoom for assessments of gastrointestinal polyps. We have the expertise to offer advanced therapeutic endoscopy including endoscopic mucosal resection (EMR), endoscopic submucosal dissection (ESD) for treatment of complex polyps and early cancer, and peroral endoscopic myotomy (POEM) for treatment of achalasia.

The purpose built unit allows complete examination of the upper gastrointestinal (GI) tract or the lower GI tract. Our specialist consultants offer a comprehensive set of endoscopic investigations which allow them to make accurate diagnoses.



Support services

Everyone who works at this hospital works together, dedicated to achieving the highest standards of care.

Support services

ICU

Critical Care

We have a fully equipped 4 bed Critical Care Unit which is able to provide comprehensive enhanced patient care. We also provide ward level Critical Care Outreach, for those patients who require extra care or monitoring within the ward or after their transfer from our Critical Care Unit.

Our Critical Care unit is staffed by a team of dedicated Critical Care Nurses, who are managed by a Senior Clinical Nurse Manager and overseen by experienced Consultant Intensivists. There is also a specialist Resident Doctor on site dedicated purely to the unit 24 hours a day, 365 days a year. The unit provides continuous tertiary care and support for patients with multiple organ failure and complex surgical cases including advanced respiratory support or advanced renal support. All patient care is consultant led and all our staff are highly trained in Critical Care Medicine.

The Resident Doctors on the unit have all had more than a decade of clinical experience with several years in Anaesthesia and Critical Care. They are all independent practitioners with a wealth of experience. We run competitive academic Fellowships where Resident Doctors are supported through higher degrees such as PhDs and MBAs in partnership with University College London.





Support services

Imaging

An efficient, safe and dignified experience

Our Diagnostic Imaging Department is equipped with the most advanced technology and equipment. Our team has a wealth of expertise – from our range of consultant radiologists, who are all specialists in their field, to our highly-qualified technical, administrative and support staff.

We don't like to keep our patients waiting. Our turnaround times for reporting are excellent, with more than 80% of reports delivered within 24 hours of the examination being performed.

Whatever tests are required, an efficient, safe and dignified experience can be expected, with results delivered quickly. Our imaging services include:

- 3T and 1.5T MRI scanner
- 2 CT scanners with state of the art cardiac capabilities
- Digital X-ray
- Ultrasound
- DEXA scanner
- Echo cardiology

Support services

Physiotherapy

Providing relief and rehabilitation

A carefully planned rehabilitation programme is one of the key aspects of successful recovery, following treatment or surgery. Our physiotherapists can work with patients from the privacy of their hospital bedroom, or in our dedicated physiotherapy unit.

The tailored physiotherapy courses they design provide effective relief and rehabilitation for musculoskeletal, gynaecological and neurological conditions.

Our physiotherapy service includes:

- Joint and soft tissue mobilisation
- Pilates and core stability training
- Education and advice on posture and ergonomics
- Acupuncture
- Pre-operative advice and strengthening
- Pre- and post-operative orthopaedic rehabilitation
- Sports massage
- Taping (including kinesiotope)





Support services

Hydrotherapy

Our in-house Hydrotherapy Pool

We have one of the few purpose-built hospital hydrotherapy pools in London.

Hydrotherapy involves carefully planned and supervised exercises in water. Our hydrotherapy facility is well equipped and our hydrotherapy pool, which is heated to 34°C (significantly warmer than a normal swimming pool), provides a warm and relaxed atmosphere for patients to undertake non-weight bearing rehabilitation.

We also offer female-only hydrotherapy sessions.

Benefits of hydrotherapy include:

- Minimised aches and pains
- Increased strength
- Increased flexibility
- Minimised impact on joints
- Improved balance and decreased risk of falls

Welcoming self-funding, insured and international patients

We welcome all patients to King Edward VII's Hospital, extending our brand of high quality, safe and effective healthcare to patients across the UK and abroad.

Anyone can self-fund their treatment, taking advantage of a range of fixed-price packages and accessing the very best in specialist treatment without the wait.

We work with all the top insurance providers including Aviva, AXA PPP, Bupa, Cigna and Vitality Health, so those with individual or corporate PMI are able to access the same high standards of care.

Our International Patient Centre works with embassies, international insurers and assistance companies to provide patients from across the world with a unique concierge service and support all aspects of their treatment. We are also happy to liaise directly with self-funding international patients.

We offer a bespoke service in line with international patients' cultural, religious and language needs, doing everything we can to make all our patients feel at home.





CENTRE FOR
VETERANS' HEALTH
KING EDWARD VII'S HOSPITAL



A charity supporting veterans of the Armed Forces

As a registered charity any surplus we make is reinvested, which includes supporting our award-winning charitable work with veterans of the Armed Forces.

This support comes in the form of a 20% discount on our fees or a 100% means tested grant, which may be for the full cost of treatment. This applies to all Service or ex-Service personnel, their widows, widowers, spouses or ex-spouses.

In 2016 we opened our Centre For Veteran's Health where a multidisciplinary pain team delivers our Pain Management Programme (see opposite).

We are proud to work with the following military charities and organisations:



Pain Management Programme

We help veterans enjoy a greater quality of life by teaching them how to manage pain. The Pain Management Programme (PMP) is an evidence-based programme using tried and tested pain management strategies that have been adapted to meet the specific needs of the veteran population.

The PMP has up to 10 veterans on each programme. Each programme is 10 days long, delivered over a 9 month period, virtually, via Zoom.

The programme is specifically designed to help veterans who have been suffering with chronic pain to get the correct assessment, diagnosis, and pain management techniques they need as quickly as possible.

It is offered free of charge to Veterans from all Services and aims to help them feel empowered and return to life as they knew it, pre-trauma.

Recent feedback from veterans attending the PMP shows:

- 100% of veterans attending PMP would recommend to others'
- 98% rated the programme 5 out of 5
- 95% found all sessions relevant to their needs
- 100% of those seeking employment felt more confident in doing so due to the PMP





Useful contacts

Enquiries and Bookings Line 020 7467 4344;
enquiries@kingedwardvii.co.uk

Main Hospital Switchboard 020 7486 4411

Imaging imagingsecretary@kingedwardvii.co.uk

Physiotherapy & Hydrotherapy physiosecretary@kingedwardvii.co.uk

Fundraising fundraising@kingedwardvii.co.uk



King Edward VII's Hospital

5-10 Beaumont Street
London
W1G 6AA

020 7467 4344

enquiries@kingedwardvii.co.uk
kingedwardvii.co.uk

Registered Charity No. 208944



**KING EDWARD VII's
HOSPITAL**