

Group Chief Executive's Statement

I am pleased to welcome you to our Quality Accounts 2016.

Our 2016 Quality Accounts provide a transparent picture of BMI Healthcare's performance over the period covered and present the outcomes of objective metrics on the quality status of our 59 hospitals and clinics.

Across BMI Healthcare, we have adopted a systems-based approach to the management of clinical risk with the focus being on establishing effective systems, processes and controls across the business, rather than focusing on the acts or omissions of individual employees. Our goal is to establish a managerial culture which promotes proactive consideration of clinical risks, so that appropriate mechanisms and strategies are put in place to control and minimise future risk.

A comprehensive clinical governance framework exists across BMI Healthcare to ensure patient safety. As part of the framework, every effort has been made to ensure strategies are in place to look both prospectively and retrospectively across the organisation. This means that our focus is on both preventing risk and identifying clinical outcome trends across the business, as well as ensuring appropriate controls are in place at all levels.

Because of the inherent risks associated with being a patient in a healthcare system and our continued and consistent focus on patient safety, a key part of our plan is to ensure that every effort is made to reduce the likelihood and consequence of an adverse event or outcome associated with the treatment of a patient in our hospital. No healthcare provider can afford to be complacent and whilst I believe BMI Healthcare's hospitals provide safe and effective care, we are always striving for improvement. And indeed, our internal audit processes continue to identify areas for ongoing improvement and investment. During the last year, we have also seen the onset of the new Care Quality Commission (CQC) inspection regime and a number of our hospitals have now been through the new process, with a steady flow of inspections expected over the next 12 months.

BMI Healthcare's brand promise is to be "serious about health, passionate about care". Its four core themes – safety, clinical effectiveness, patient experience and quality assurance – provide our staff with the platform to consistently deliver the care that patients, their insurers and commissioners expect and deserve. We continue seek new ways to enhance engagement with our Consultants and Allied Health Professionals, as well as our own staff, around important clinical governance topics like the focus on Duty of Candour. During the year we held a workshop for our medical leaders at our National Medical Advisory Conference for the Chairs of our hospital Medical Advisory Committees and provided updated policies and guidance for our staff. We regularly communicate with our staff and Consultants the importance of using the recognised procedures such as the World Health Organisation 'Safer Surgery Checklist' and we are clear that patient safety remains our top priority. As a learning organisation, we make sure that learning from incidents and a culture where it is safe to speak up are cultivated and nurtured by our leaders.

We are shortly to introduce Patient Recorded Outcome Measures ('PROMs') for all our private patients, as well as those outcomes we already capture for our NHS patients. The new national Private Healthcare Information Network (PHIN) website, which will be launched shortly will also enable patients to make informed choices about their Consultants and care, through a comprehensive website covering the most popular private procedures and their outcomes.

BMI Healthcare strives to provide superior patient care, but ultimately our patients are the best judge of their care and treatment. We are committed to monitoring every aspect of the care we provide, and we invest significantly in obtaining patient feedback on all aspects of their stay with us. We also measure national survey information such as the 'Friends and Family' test and use all patient feedback to guide our investment plans, the treatments we offer and the all-round high quality patient experience we aspire to give. Even with relatively high scores, we strive to improve, and in the most recent figures at the end of 2015, patient satisfaction with overall quality of care had risen to 98.1%, with some of our hospitals scoring 100%.

The information available here in the Quality Accounts has been reviewed by the BMI Healthcare Clinical Governance Committee and I declare that, as far as I am aware, the information contained in these reports is accurate.

Finally I would like to thank all the staff whose dedication to caring for our patients and commitment to improvement are recognised here and in the positive experiences of the patients we serve every day.



Jill Watts, Group Chief Executive

Hospital Information



BMI Hendon Hospital is a 29 bed acute general hospital situated in Hendon, London and is easily accessible, with transport links from central London and surrounding areas. The hospital offers the privacy and comfort of en-suite facilities, satellite TV and telephone, ten consulting rooms, two operating theatres, minor ops rooms, outpatient cardiology, physiotherapy and an onsite pharmacy department. The hospital also has an imaging suite with a 1.5t MRI and Dental CT scanner.

BMI Hendon Hospital offers choose & book NHS services for diagnostic and orthopaedic, urology, gynaecology, ophthalmic, endoscopy and general surgery. We have an NHS musicians' clinic for upper limb surgery and sports injury for 18yrs and above. BMI Hendon Hospital sees in the region of 50% of NHS patients to private patients.

The Physiotherapy department offers a unique Whole Body Cryotherapy service (WBC) which is the exposure of the entire body to extreme cold at approximately -80 degrees Celsius, alongside a state-of-the-art Alter-G Anti-gravity treadmill, Huber 360 Neuro-Muscular rehabilitation unit and shockwave therapy.

The Consulting suite has ten consulting rooms, one minor procedure room, plaster room and Phlebotomy services. We continue to offer Paediatric services for children age 3-16, however this is for Consultation only and no interventional procedures are facilitated on site. Outpatient Cardiology service including Cardiac MRI, Electrocardiogram, Stress Electrocardiogram and Echocardiograms.

The Imaging department has full X-ray facilities, an MRI, Dental CT scanner and ultrasound facilities. The unit also has a Mammography service which supports our Breast Surgeons. With the equipment available in the Imaging Suite, we are able to provide interventional procedures such as Barium Swallows, Joint injections and Urodynamics.

There is a new independently registered out of hours GP service called “EdgCARE”, situated on the 2nd Floor at BMI Hendon, this creates referrals through multiple departments on site and it is hoped that this service will grow, to support both the local community and BMI Hendon.

Also located at BMI Hendon is “CDS”, Clinical Diagnostic Services, also independently registered, who provide ultrasound scanning services. This service is led by a renowned “Consultant Ultrasound Specialist” and leads to referrals also, on site.

Brent Community Ophthalmology Services (BCOS) is a dedicated community outpatient service for the London Borough of Brent. The service was set up to diagnose, treat common eye problems, and to manage a range of short and long term eye conditions including, Blepharitis, Blurred Vision, Dry eyes, and Eye/eyelid lesions. Field defects, Floaters, Glaucoma, Retinal lesions and Watery eyes.

There are 2 community based sites (Sudbury and Willesden) open 6 days a week. Consultant led multidisciplinary team delivery of care, Urgent appointments available within 24 hours, routine appointments within 4 weeks. There is a choice of secondary care providers if onward referral is necessary and support is also available through a GP advice line/on call service. An on-site admin support for rapid documentation turnaround is also available.

Choose and Book referrals can be made via the online Choose and Book system. Choose and Book manual referrals can be sent via NHS.net accounts or by fax.
NHS patients represented over 50% of our admissions for the financial year.

BMI Healthcare are registered as a provider with the Care Quality Commission (CQC) under the Health & Social Care Act 2008 as well with the Hospital Improvement Scotland (HIS) and Healthcare Inspectorate Wales (HIW) for our hospitals outside of England.

BMI Hendon Hospital is registered as a location for the following regulated services:-

- Treatment of disease, disorder and injury
- Surgical procedures
- Diagnostic and screening
- Family Planning

These regulatory bodies carry out inspections of our hospitals periodically to ensure a maintained compliance with regulatory standards.

The CQC carried out an unannounced inspection on 29th October 2013 and reported on the following:

There were two patients admitted to the in-patient ward on the day of our visit and we were able to speak with one of them. We also spoke with several patients who were attending out-patient appointments. Everyone told us they were happy with the care and treatment provided. For example, one patient told us they had been “treated perfectly.” In the out-patient department a patient told us their treatment had been explained clearly and they felt “comfortable asking questions.” Patients told us they felt safe using the service and had confidence in the staff. Everyone said they would recommend the hospital to others. Patients considered the service was clean and hygienic. For example, one patient described the hospital as “spotless.” There had been no cases of hospital acquired infection in 2013. There were effective systems in place to reduce the risk of infection. There was an effective system in place for assessing and monitoring the quality of the service patients received. Records kept by the service were accurate and fit for purpose

Care and welfare of people who use services: Met this standard

Safeguarding people who use services from abuse: Met this standard

Cleanliness and infection control: Met this standard

Assessing and monitoring the quality of service provision: Met this standard

Records: Met this standard

BMI Hendon Hospital has a local framework through which clinical effectiveness, clinical incidents and clinical quality is monitored and analysed. Where appropriate, action is taken to continuously improve the quality of care. This is through the work of a multidisciplinary group and the Medical Advisory Committee.

Regional Clinical Quality Assurance Groups monitor and analyse trends and ensure that the

quality improvements are operationalized.

At corporate level the Clinical Governance Board has an overview and provides the strategic leadership for corporate learning and quality improvement.

There has been ongoing focus on robust reporting of all incidents, near misses and outcomes. Data quality has been improved by ongoing training and database improvements. New reporting modules have increased the speed at which reports are available and the range of fields for analysis. This ensures the availability of information for effective clinical governance with implementation of appropriate actions to prevent recurrences in order to improve quality and safety for patients, visitors and staff.

At present we provide full, standardised information to the NHS, including coding of procedures, diagnoses and co-morbidities and PROMs for NHS patients. There are additional external reporting requirements for CQC, Public Health England (Previously HPA) CCGs and Insurers.

BMI is a founding member of the Private Healthcare Information Network (PHIN) UK – where we produce a data set of all patient episodes approaching HES-equivalency and submit this to PHIN for publication. The data is made available to common standards for inclusion in comparative metrics, and is published on the PHIN website <http://www.phin.org.uk>. This website gives patients information to help them choose or find out more about an independent hospital including the ability to search by location and procedure.

CQC Ratings Grid

BMI Hendon Hospital has not been inspected under the CQC's new Inspection format, however a planned inspection date is set for the 19th – 21st July 2016.

Safety

Infection Prevention and Control

The focus on Infection Prevention and Control continues under the leadership of the Group Head of Infection Prevention and Control, in liaison with the link nurse in BMI Hendon Hospital.

The focus on Infection Prevention and Control continues under the leadership of the Group Director of Infection Prevention and Control and Group Head of Infection Prevention and Control, in liaison with the Infection Prevention and Control Lead.

Between April 2015 to March 2016, the hospital had: (found on “Infection Data & VTE” tab on “Quality Accounts – Other Indicators” sheet.

- 0 MRSA bacteraemia cases/100,000 bed days
- 0 MSSA bacteraemia cases /100,000 bed days
- 0 E.coli bacteraemia cases/ 100,000 bed days

- There were no cases of hospital apportioned Clostridium difficile in the last 12 months.

- SSI data is also submitted to Public Health England for Orthopaedic surgical procedures. Our rates of infection are;
 - Hips – No reported infections
 - Knees – No reported infections



We audit our Infection Prevention within BMI Hendon Hospital by completing monthly audits. Each month there is a different focus regarding Infection Prevention audits. The audits are always reviewed and action plans are put in place to improve the Infection Prevention of the Hospital.

The individual departmental cleaning records are now maintained and audited accordingly. We now have in place a robust Infection Prevention and Control Committee which is supported by the Microbiology service; UCOM. We have regular Infection Prevention meetings, therefore involving the link nurses within their own specialty to improve our Infection control.

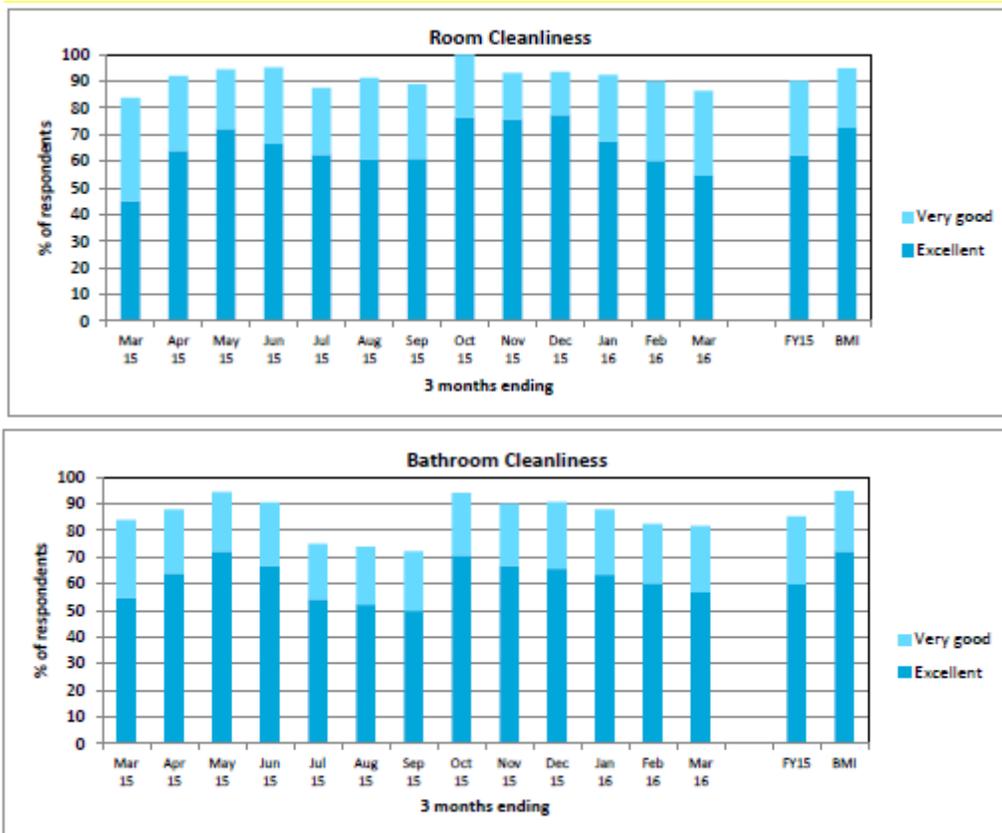
We are proactive with the VIP scoring and use the catheter care bundle. We own a bladder scanner which enhances the clinical outcome of patients that are in retention post operatively; therefore ensuring that our patients are given gold standard care.

Due to our robust pre-assessment pathway we are able to screen and manage any clinical complications prior to the patients being admitted. We have a pathway to ensure all MRSA

patients are treated prior to the admission to hospital.

We are proactive with our hand hygiene training and hold regular hand washing days incorporated in our mandatory training days, along with highlighting the National Day. There is a dedicated staff communication board for staff to view regular IPC updates. We strive to train all our staff with the Infection Prevention training through BMI. This has both practical and theoretical components.

Environmental cleanliness is also an important factor in infection prevention and our patients rate the cleanliness of our facilities highly.



Patient Led Assessment of the Care Environment (PLACE)

At BMI Healthcare, we believe a patient should be cared for with compassion and dignity in a clean, safe environment. Where standards fall short, they should be able to draw it to the attention of managers and hold the service to account. PLACE assessments will provide motivation for improvement by providing a clear message, directly from patients, about how the environment or services might be enhanced.

Since 2013, PLACE has been used for assessing the quality of the patient environment, replacing the old Patient Environment Action Team (PEAT) inspections.

The assessments involve patients and staff who assess the hospital and how the environment supports patient's privacy and dignity, food, cleanliness and general building maintenance. It focuses entirely on the care environment and does not cover clinical care provision or how well staff are doing their job.

BMI Hendon completed the 2015 PLACE audit with positive feedback received from the patients interviewed. One of our areas highlighted for improvement was the Catering services which have now been outsourced to Compass. Although we scored lower than expected in the section for Privacy and Dignity, it was on points where we do not have the facilities within BMI Hendon to facilitate these requirements, i.e. The provision of an onsite Chapel.

The 2016 PLACE audit has been undertaken and the results will be expected shortly.

Duty of Candour

A culture of Candour is a prerequisite to improving the safety of patients, staff and visitors as well as the quality of Healthcare Systems.

Patients should be well informed about all elements of their care and treatment and all staff have a responsibility to be open and honest. This is even more important when errors happen.

As part of our Duty of Candour, we will make sure that if mistakes are made, the affected person:

- Will be given an opportunity to discuss what went wrong.
- What can be done to deal with any harm caused.
- What will be done to prevent it happening again.
- Will receive an apology.

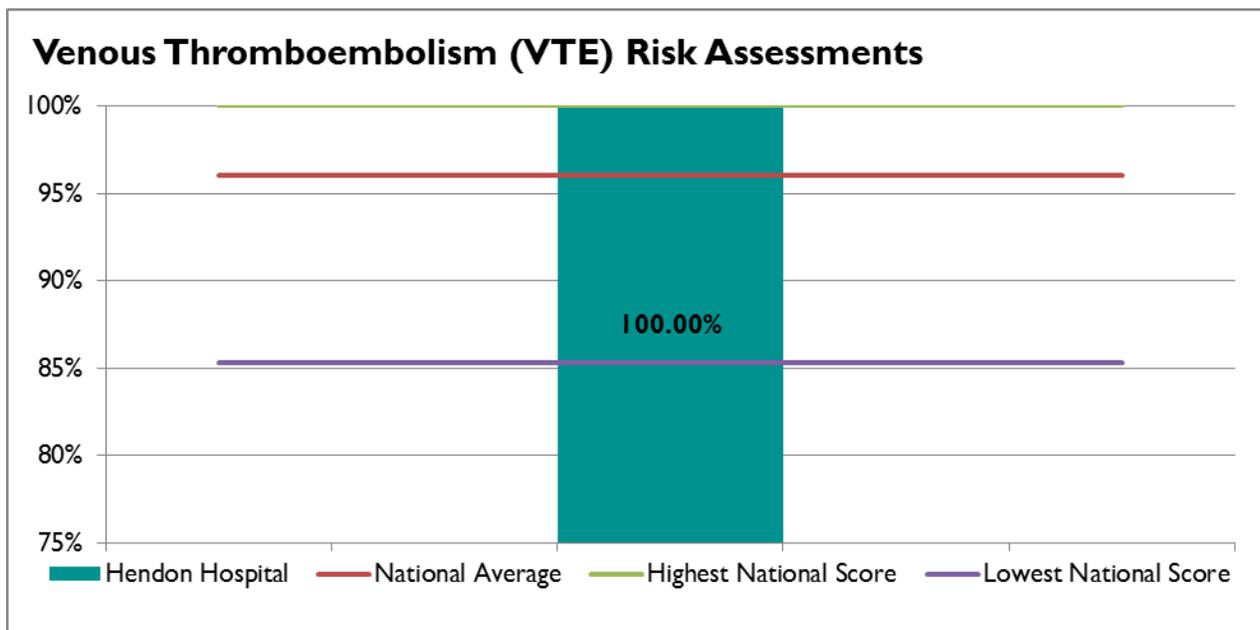
To achieve this, BMI Healthcare has a clear policy - BMI Being Open and Duty of Candour policy.

We are undertaking a targeted training programme for identified members of staff to ensure understanding and implementation in relation to the Duty of Candour.

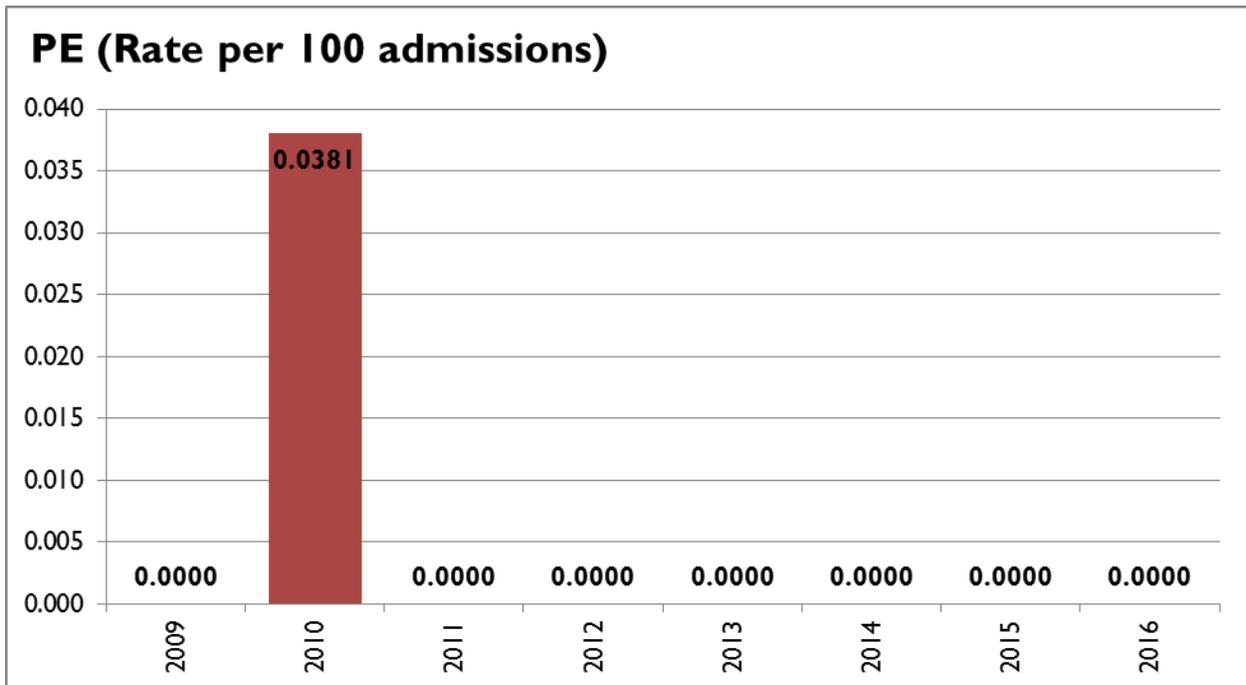
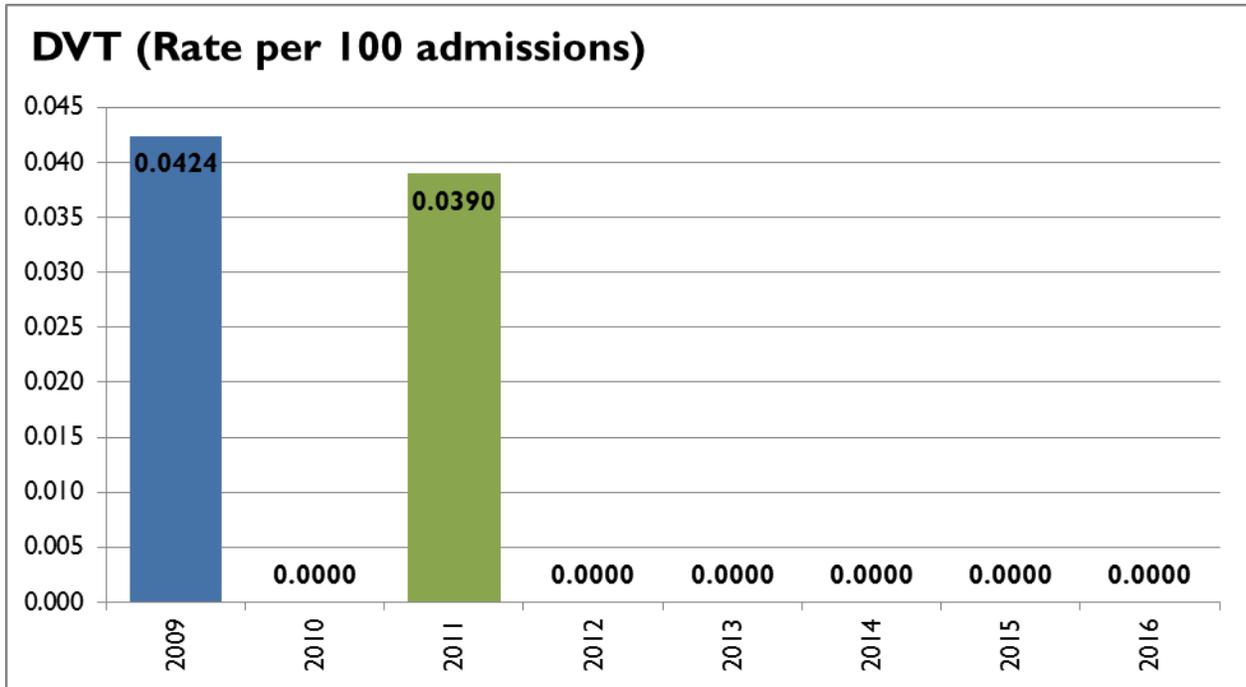
Venous Thrombo-embolism (VTE)

BMI Healthcare, holds VTE Exemplar Centre status by the Department of Health across its whole network of hospitals including, BMI Hendon Hospital. BMI Healthcare was awarded the Best VTE Education Initiative Award category by Lifeblood in February 2013 and was the Runners up in the Best VTE Patient Information category.

We see this as an important initiative to further assure patient safety and care. We audit our compliance with our requirement to VTE risk assessment every patient who is admitted to our facility and the results of our audit on this has shown 100% compliance.



BMI Hendon Hospital reports the incidence of Venous Thromboembolism (VTE) through the corporate clinical incident system. It is acknowledged that the challenge is receiving information for patients who may return to their GPs or other hospitals for diagnosis and/or treatment of VTE post discharge from the Hospital. As such we may not be made aware of them. We continue to work with our Consultants and referrers in order to ensure that we have as much data as possible.



BMI Hendon Hospital is pleased to report that we have had no reported cases of DVT or PE since 2012. Effective use of the VTE risk assessment and appropriate administration of anti-coagulant prophylaxis is key to keeping this type of incident to a minimum.

Sign Up for Safety Campaign

In December 2015 BMI Health applied to Sign up for Safety by submitting our actions for the following five pledges:

- **Put safety first** – Committing to reduce avoidable harm in the NHS by half through taking a systematic approach to safety and making public your locally developed goals, plans and progress. Instill a preoccupation with failure so that systems are designed to prevent error and avoidable harm
- **Continually learn** – Reviewing your incident reporting and investigation processes to make sure that you are truly learning from them and using these lessons to make your organisation more resilient to risks. Listen, learn and act on the feedback from patients and staff and by constantly measuring and monitoring how safe your services are
- **Be honest** – Being open and transparent with people about your progress to tackle patient safety issues and support staff to be candid with patients and their families if something goes wrong
- **Collaborate** – Stepping up and actively collaborating with other organisations and teams; share your work, your ideas and your learning to create a truly national approach to safety. Work together with others, join forces and create partnerships that ensure a sustained approach to sharing and learning across the system
- **Be supportive** – Be kind to your staff, help them bring joy and pride to their work. Be thoughtful when things go wrong; help staff cope and create a positive just culture that asks why things go wrong in order to put them right. Give staff the time, resources and support to work safely and to work on improvements. Thank your staff, reward and recognise their efforts and celebrate your progress towards safer care.

BMI Healthcare as a company was successful in their application with Sign up for Safety in March 2016. Sign up for safety is a campaign to make all our healthcare services the safest in the world. Whilst predominantly focused on the NHS the campaign welcomes independent healthcare companies or individual hospitals to participate to make all healthcare services safer. The ambition of sign up to safety is to halve avoidable harm over the next three years and save 6,000 lives as a result.



Sign up to
.....
SAFETY
LISTEN LEARN ACT

By signing up to the campaign we have committed to listening to patients, carers and staff, learning from what they say when things go wrong and taking action to improve patient's safety helping to ensure patients get harm free care every time, everywhere.

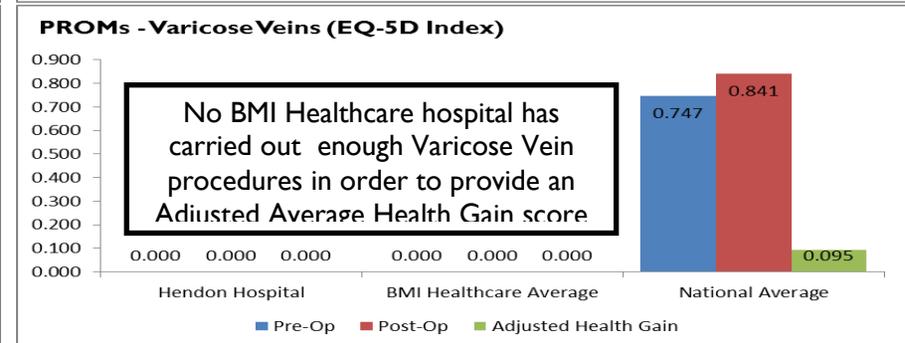
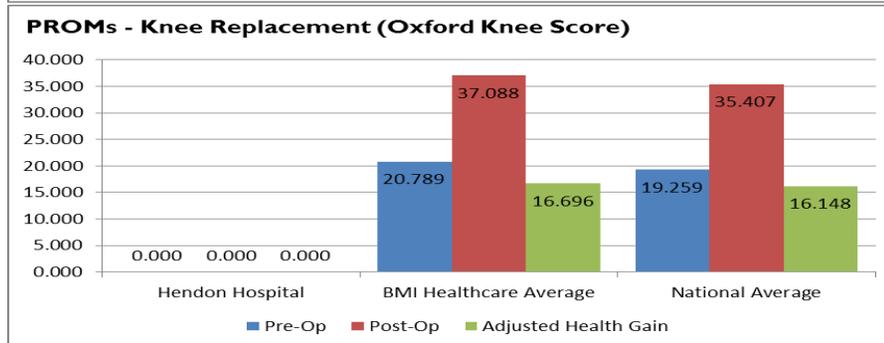
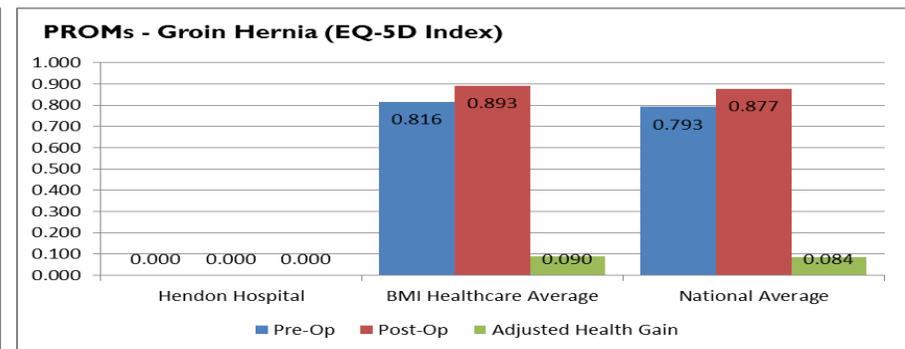
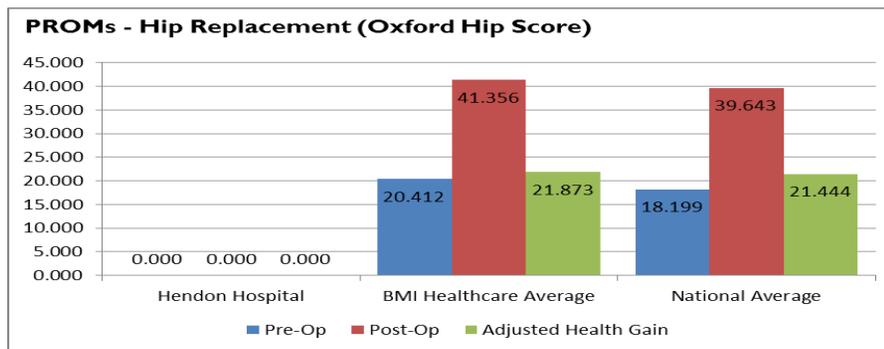
Effectiveness

Patient Reported Outcome Measures (PROMS)

Patient Reported Outcome Measures (PROMs) are a means of collecting information on the effectiveness of care delivered to NHS patients as perceived by the patients themselves. PROMs are a Department of Health led programme.

For the current reporting period, the tables below demonstrate that the health gain between Questionnaire 1 (Pre-Operative) and Questionnaire 2 (Post-Operative) for patients undergoing hip replacement and knee replacement at BMI Hendon Hospital. The Zero scores reflect the low number of procedures performed in these categories.

Latest PROMs data available from HSCIC (Period: April 2014 – March 2015)



Enhanced Recovery Programme (ERP)

The ERP is about improving patient outcomes and speeding up a patient's recovery after surgery. ERP focuses on making sure patients are active participants in their own recovery and always receive evidence based care at the right time. It is often referred to as rapid recovery, is a new, evidence-based model of care that creates fitter patients who recover faster from major surgery. It is the modern way for treating patients where day surgery is not appropriate.

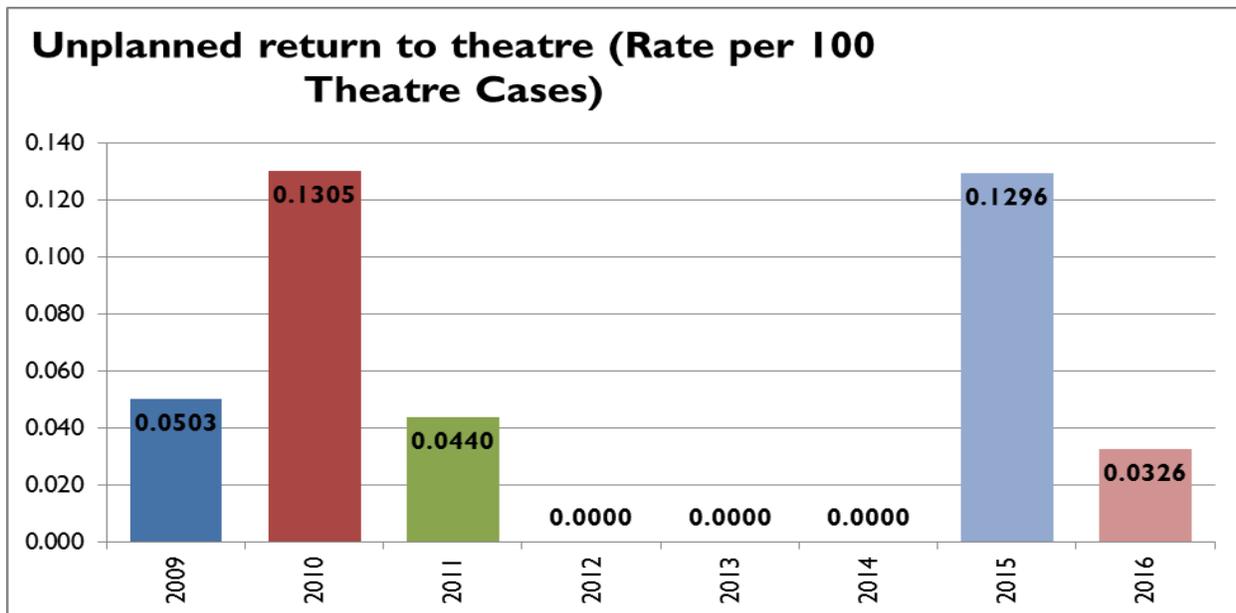
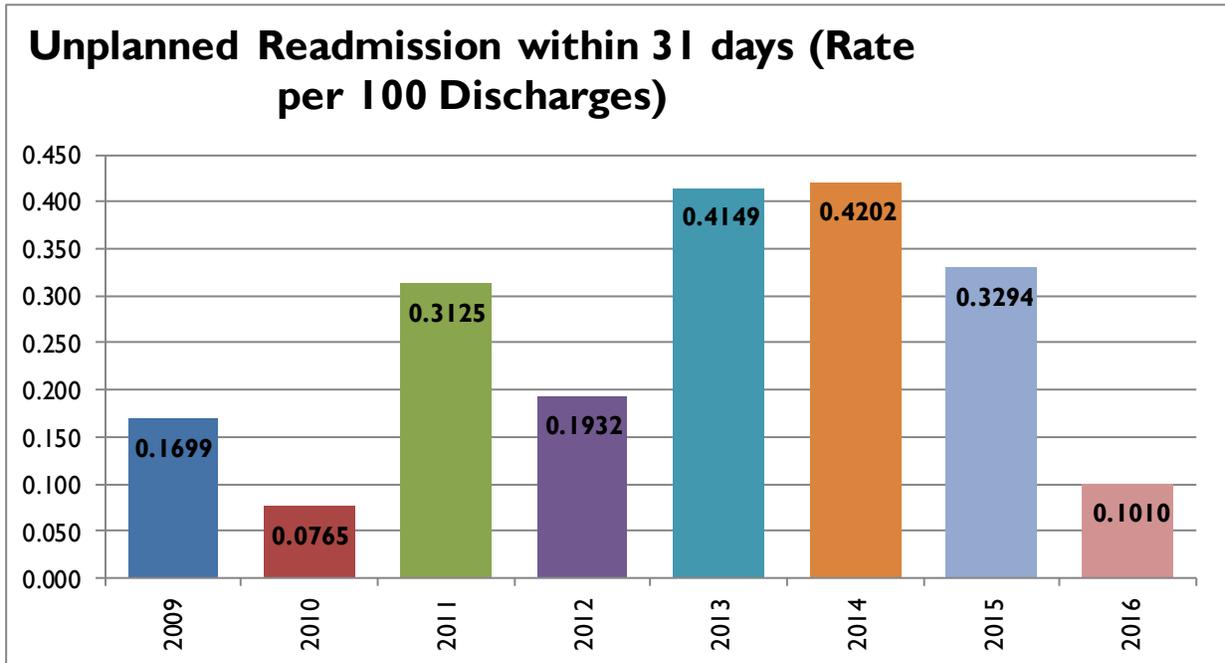
ERP is based on the following principles:-

1. All Patients are on a pathway of care
 - a. *Following best practice models of evidenced based care*
 - b. *Reduced length of stay*
2. Patient Preparation
 - a. *Pre Admission assessment undertaken*
 - b. *Group Education sessions*
 - c. *Optimizing the patient prior to admission – i.e HB optimisation, control co-morbidities, medication assessment – stopping medication plan.*
 - d. *Commencement of discharge planning*
3. Proactive patient management
 - a. *Maintaining good pre-operative hydration*
 - b. *Minimising the risk of post-operative nausea and vomiting*
 - c. *Maintaining normothermia pre and post operatively*
 - d. *Early mobilisation*
4. Encouraging patients have an active role in their recovery
 - a. *Participate in the decision making process prior to surgery*
 - b. *Education of patient and family*
 - c. *Setting own goals daily*
 - d. *Participate in their discharge planning*

Effective triage of referrals and subsequent Pre-Assessment advice at BMI Hendon Hospital supports patients in ensuring that they are empowered to take appropriate decisions in relation to their care in order to promote a positive patient pathway, enabling a faster but safe recovery.

Unplanned Readmissions & Unplanned Returns to Theatre.

Unplanned readmissions and Unplanned Returns to Theatre are normally due to a clinical complication related to the original surgery.



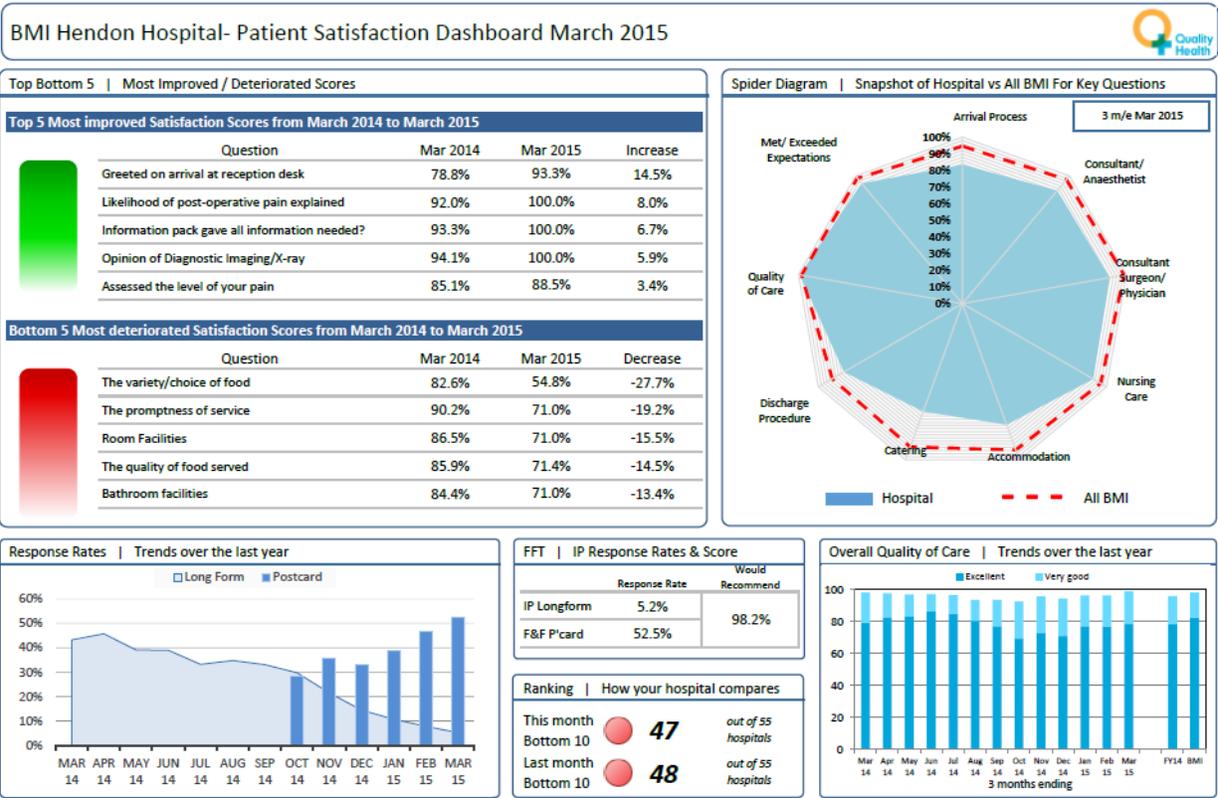
The BMI Hendon Hospital considers that this data is relatively low due as there is effective Pre-Assessment discharge planning aims to ensure that the patient is safe to be discharged and has the support required once discharged home.

Patient Experience

Patient Satisfaction

BMI Healthcare is committed to providing the highest levels of quality of care to all of our patients. We continually monitor how we are performing by asking patients to complete a patient satisfaction questionnaire. Patient satisfaction surveys are administered by an independent third party.

March 2015



March 2016

BMI Hendon Hospital- Patient Satisfaction Dashboard March 2016



Top Bottom 5 | Most Improved / Deteriorated Scores

Top 5 Most improved Satisfaction Scores from March 2015 to March 2016



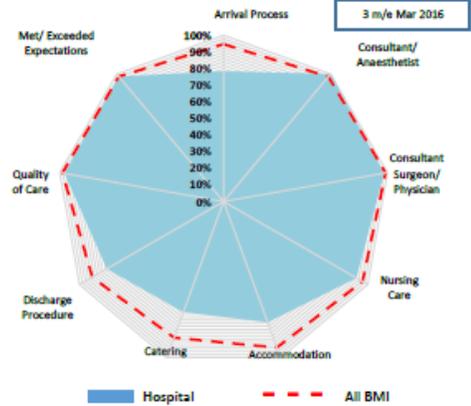
Question	Mar 2015	Mar 2016	Increase
Staff told you who to contact after you left hospital?	80.8%	97.6%	16.8%
The promptness of service	71.0%	87.0%	16.0%
Directions (internal signage)	76.9%	90.0%	13.1%
Overall Impression of Consultant Anaesthetist	88.5%	100.0%	11.5%
The friendliness/helpfulness of catering staff	83.3%	93.2%	9.8%

Bottom 5 Most deteriorated Satisfaction Scores from March 2015 to March 2016

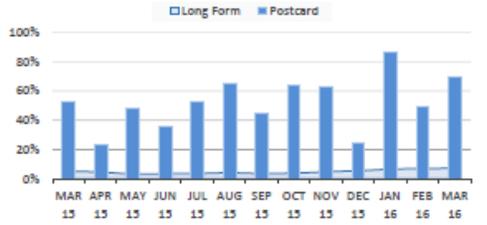


Question	Mar 2015	Mar 2016	Decrease
Greeted on arrival at reception desk	93.3%	73.9%	-19.4%
The temperature of food	82.1%	76.2%	-6.0%
Information pack gave all information needed?	100.0%	94.3%	-5.7%
Family had the opportunity to speak to a doctor?	96.0%	92.3%	-3.7%
Instructions of your aftercare	88.9%	85.7%	-3.2%

Spider Diagram | Snapshot of Hospital vs All BMI For Key Questions



Response Rates | Trends over the last year



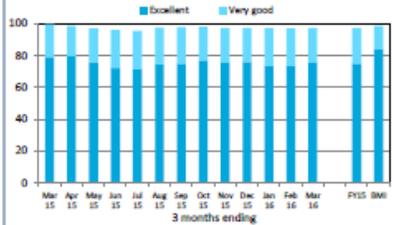
FFT | IP Response Rates & Score

Response Rate	Would Recommend
IP Longform	98.9%
F&F P'card	69.5%

Ranking | How your hospital compares

This month	53	out of 55 hospitals
Last month	54	out of 55 hospitals
Bottom 10	54	out of 55 hospitals

Overall Quality of Care | Trends over the last year



At BMI Hendon Hospital, we take our patient feedback very seriously. As a result of our low rank in comparison to other hospitals within BMI regarding Patient Satisfaction, Heads of Department have been tasked with creating action plans for their areas. These action plans will be developed with the intention of improving patient satisfaction. Our Customer Services Manager is responsible for collating this action plan for site, and working with Heads of Department to ensure actions are completed, to enable us to improve our patient experience and ultimately improve our scores.

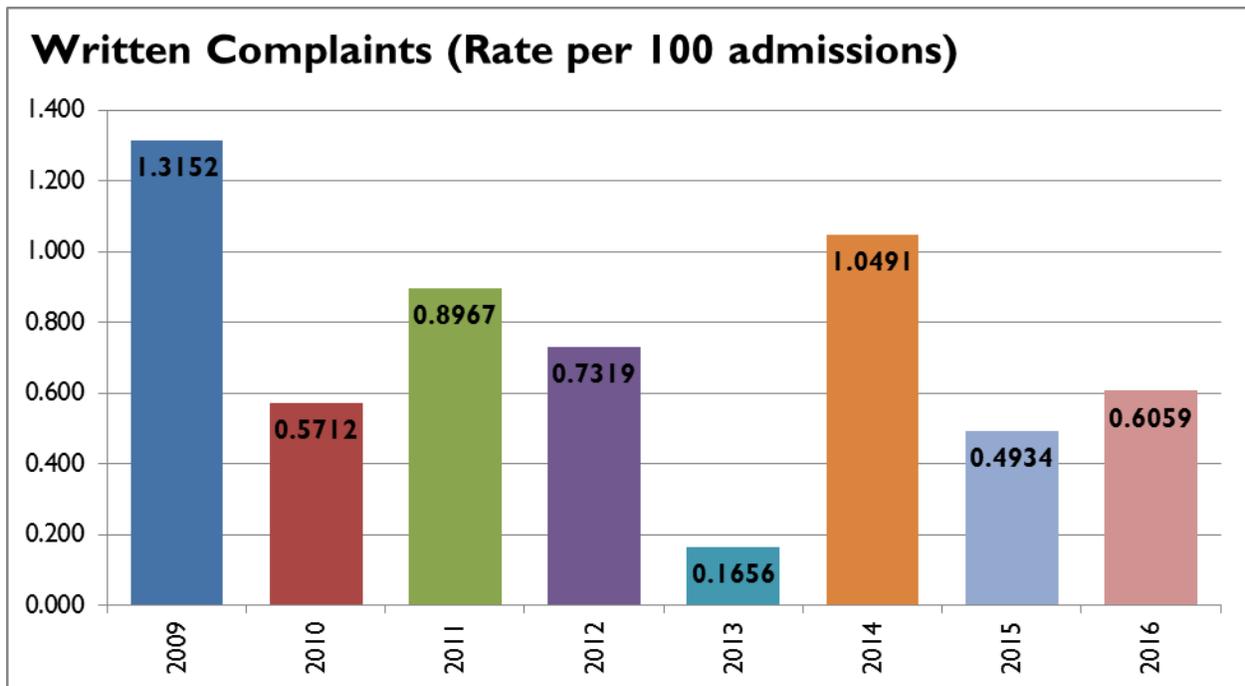
Complaints

In addition to providing all patients with an opportunity to complete a Satisfaction Survey BMI Hendon Hospital actively encourages feedback both informally and formally. Patients are supported through a robust complaints procedure, operated over three stages:

Stage 1: Hospital resolution

Stage 2: Corporate resolution

Stage 3: Patients can refer their complaint to Independent Adjudication if they are not satisfied with the outcome at the other 2 stages.



Complaints continue to be recorded and input on the Sentinel system within the required time frames. There is no apparent trend for complaints; they span a number of root causes, such as financial and customer service related topics.

CQUINS

The CQUINS monitored at BMI Hendon Hospital are “Safer Discharge”, Assessment and Referral for “Alcohol” Usage and “Dementia”. At present we are achieving our targets set, in all areas, apart from Dementia training for staff. The target for Q4 was 90%, however at present we have achieved 72%. Those staff members who have not completed this training have been identified and requested to complete this training by the end of May 2016. Heads of Department are responsible for reiterating the importance of completion and facilitating training time where appropriate.

National Clinical Audits

BMI Hendon Hospital participates in audits for the National Joint Registry as shown below.

Totals for this hospital	2015	Year to date: 2016
Total completed ops	53	30
Hip procedures	18	9
Knee procedures	31	20
Ankle procedures	0	0
Elbow procedures	0	0
Shoulder procedures	4	1
NJR consent rate	100%	100%

Research

No NHS patients were recruited to take part in research.

Priorities for Service Development and Improvement

- Ambulatory Care Pathway
- Broaden the Gynaecology Service offered at site.
- Implementation of a “High Risk” Anaesthetic Clinic
- Development of a new Day Care Unit

Quality Indicators

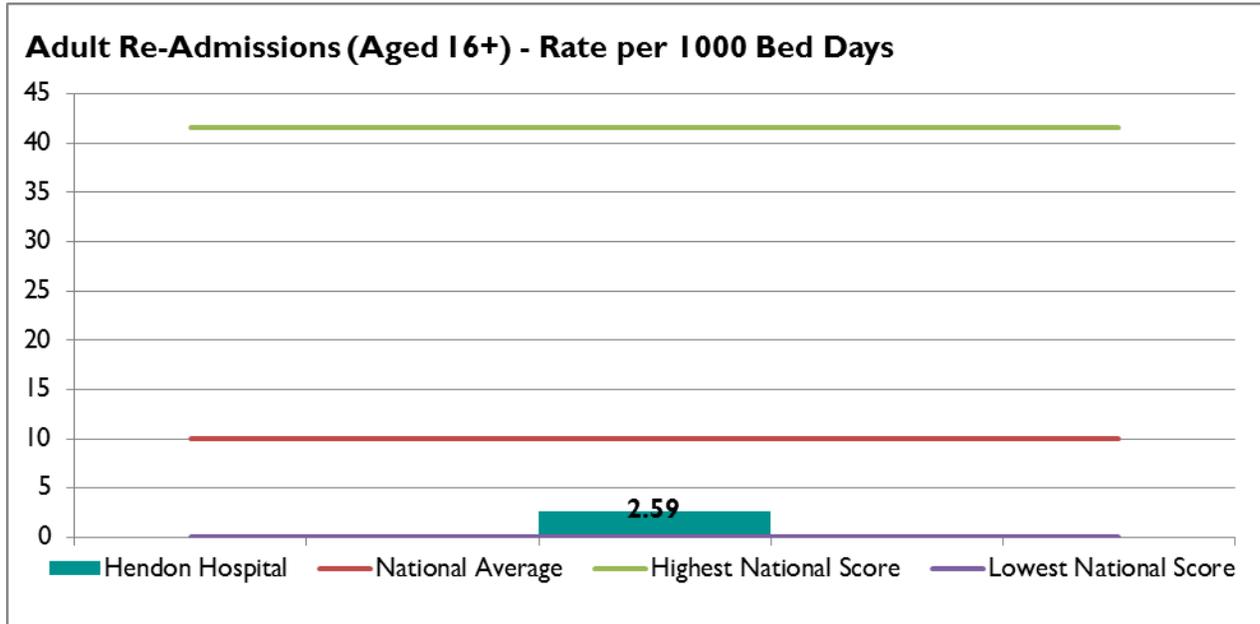
The below information provides an overview of the various Quality Indicators which form part of the annual Quality Accounts. Where relevant, information has been provided to explain any potential differences between the collection methods of BMI Healthcare and the NHS.

All data provided by BMI Healthcare is for the period **April 2015-March 2016** to remain consistent with previous Quality Accounts, whilst the NHS data may not be for the same period due to HSCIC data availability. The NHS data provided will be the latest information available from the HSCIC website.

Indicator	Source	Information	NHS Date Period
Summary Hospital-Level Mortality Indicator (SHMI)	This indicator measures whether the number of patients who die in hospital is higher or lower than would be expected. This indicator is not something that is collected for the Independent Healthcare Sector.		
Number of paediatric patients re-admitted within 28 days of discharge and number of adult patients (16+) re-admitted within 28 days of discharge.	Sentinel Risk Management System which is used by all BMI Healthcare Hospitals	This figure provided is a rate per 1,000 amended discharges.	2011-2012
Percentage of BMI Healthcare Staff who would recommend the service to Friends & Family	BMI Healthcare Staff Survey		NHS Staff Survey 2015
Number of <i>C.difficile</i> infections reported	Sentinel Risk Management System which is used by all BMI Healthcare Hospitals	This indicator relates to the number of hospital-apportioned infections.	April 2014 – March 2015
Responsiveness to Personal Needs of Patients	Quality Health Patient Satisfaction Report	The responsiveness score provided is an average of all categories applied to Patient Satisfaction questionnaires answered by BMI Healthcare inpatients.	June 2014 – January 2015
Number of admissions risk assessed for VTE	CQUIN Data	BMI Healthcare only collects this information currently for NHS patients.	April 2014 – March 2015
Number/Rate of Patient Safety Incidents reported	Sentinel Risk Management System which is used by all BMI	Based upon Clinical Incidents with a patient involved where the NPSA Guidelines deem	October 2014 – March 2015

	Healthcare Hospitals	a severity applicable.	
Number/Rate of Patient Safety Incidents reported (Severe or Death)	Sentinel Risk Management System which is used by all BMI Healthcare Hospitals	Based upon Clinical Incidents with a patient involved where the NPSA Guidelines deem a severity applicable.	October 2014 – March 2015

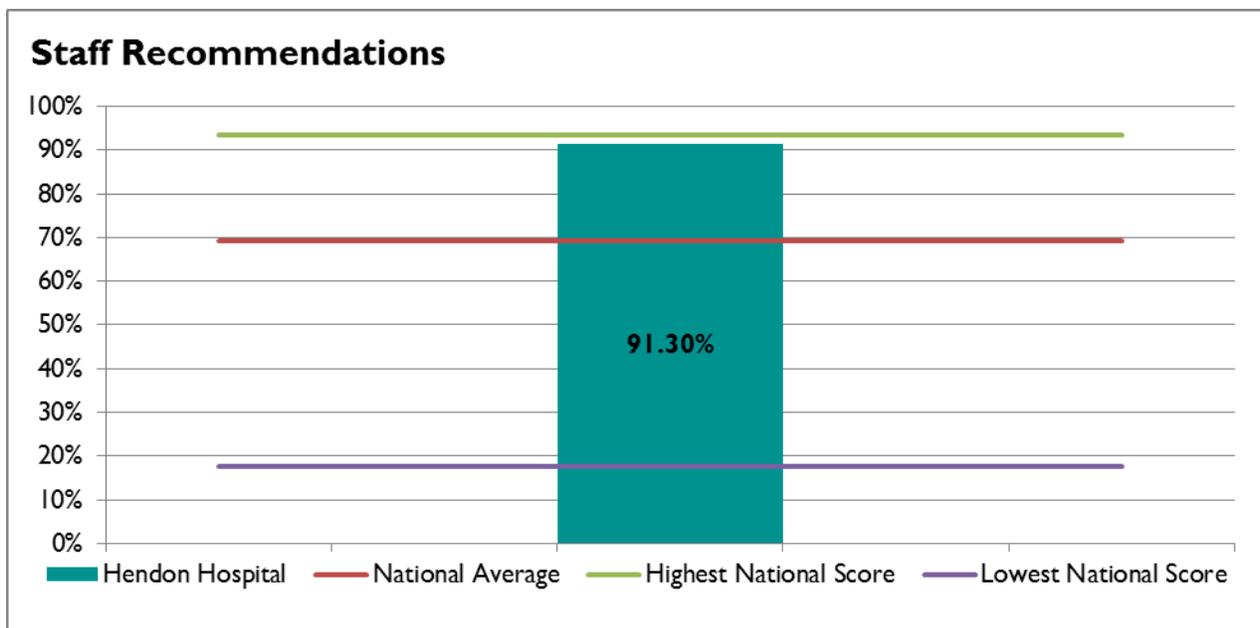
Re-Admissions within 28 Days of Discharge (Paedatric and Adult)



The BMI Hendon Hospital considers that this data is relatively low due as there is effective Pre-Assessment discharge planning aims to ensure that the patient is safe to be discharged and has the support required once discharged home.

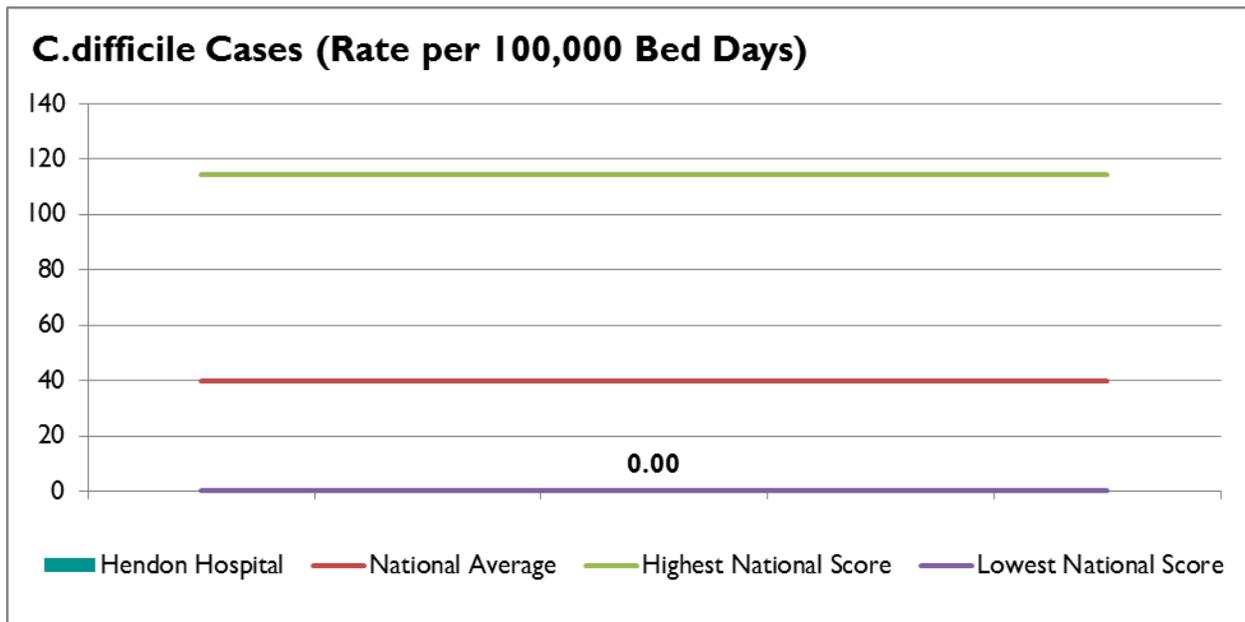
BMI Hendon Hospital does not admit private Paediatric patients below the age of 16 or below 18 for NHS patients.

Staff Recommendation Results



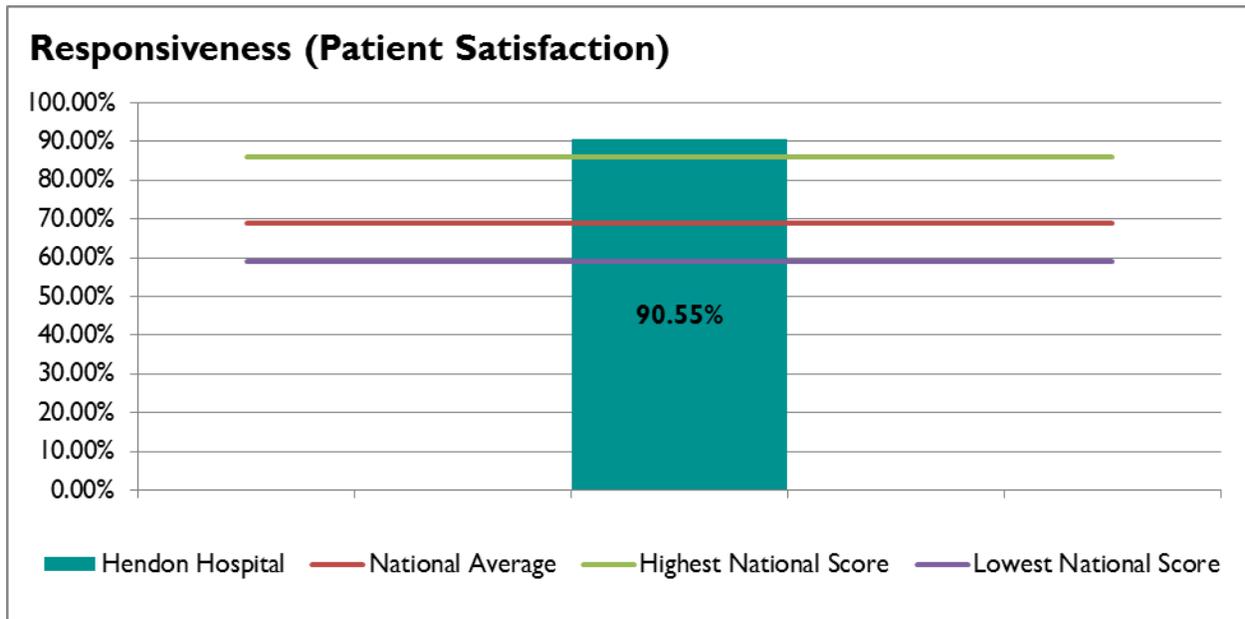
The BMI Hendon Hospital considers that this data is as described for the following reasons. Staff are encouraged to report any areas of concern and are aware that they will be listened to. A daily discussion is held for representatives of all hospital teams at the morning Operations meeting to ensure that any staff member who has acted “Above and Beyond” is recognised.

The rate per 100,000 bed days of cases of C difficile infection reported within the hospital



The BMI Hendon Hospital are pleased to report that we have no reported cases of C.difficile at BMI Hendon during this period.

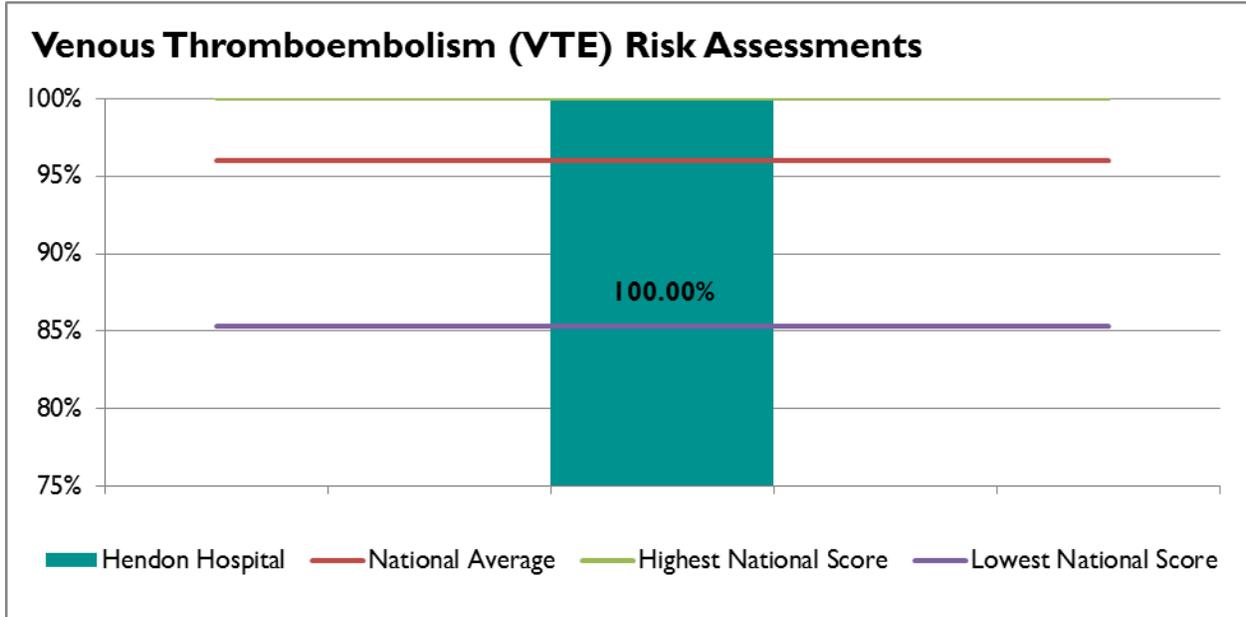
Hospitals responsiveness to the personal needs of its patients



The BMI Hendon Hospital considers that this data is as described for the following reasons:

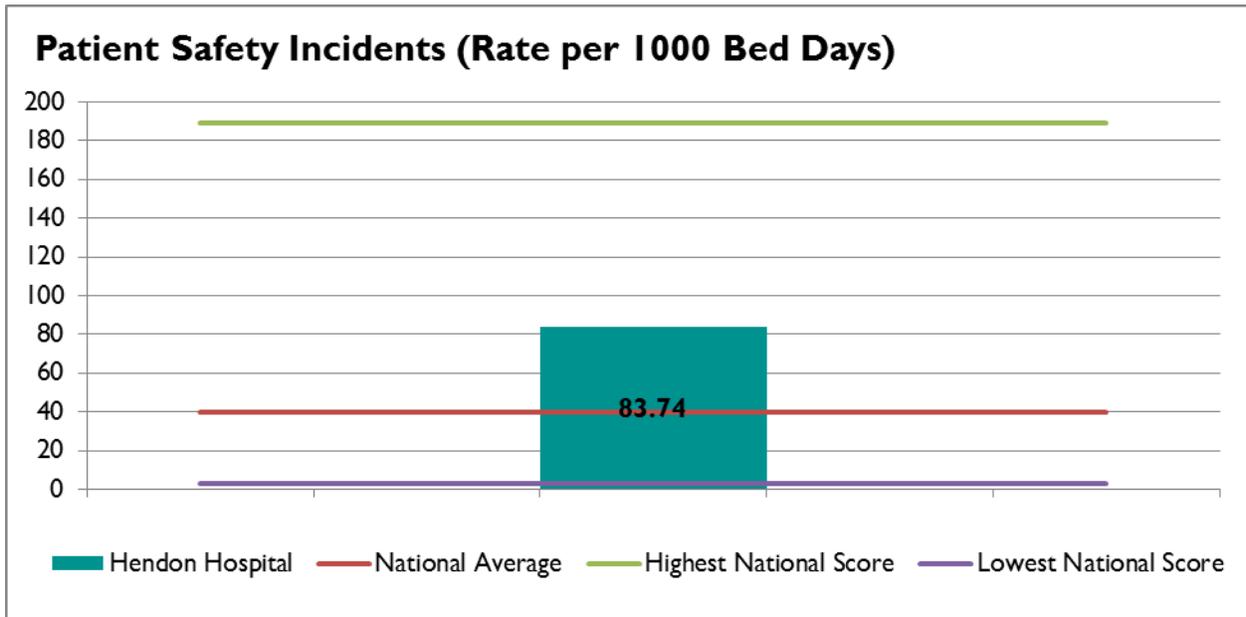
- Multiple comments that patient rooms and certain areas on site need updating, there is a redecoration plan in place and a rolling programme underway for rooms and communal areas.
- Impression of Admission/Arrival – A new Customer Care training day will be introduced during the summer of 2016.
- Catering – Temperature and repetition of menu. This has been fed back to the external catering company “Compass” for actions to be taken in order to remedy these poor scores.

The percentage of patients who were admitted to hospital and who were risk assessed for VTE (Venous Thromboembolism).



The BMI Hendon Hospital is delighted to maintain 100% compliance for VTE Risk Assessment audits.

Patient Safety Incidents



The BMI Hendon Hospital continues to report Patient Safety Incidents, aiming to enable effective investigations, ensuring root causes are defined, actions taken and learning shared among staff to reduce the risk of recurrence.

Heads of Departments share Incidents at departmental and management meetings.

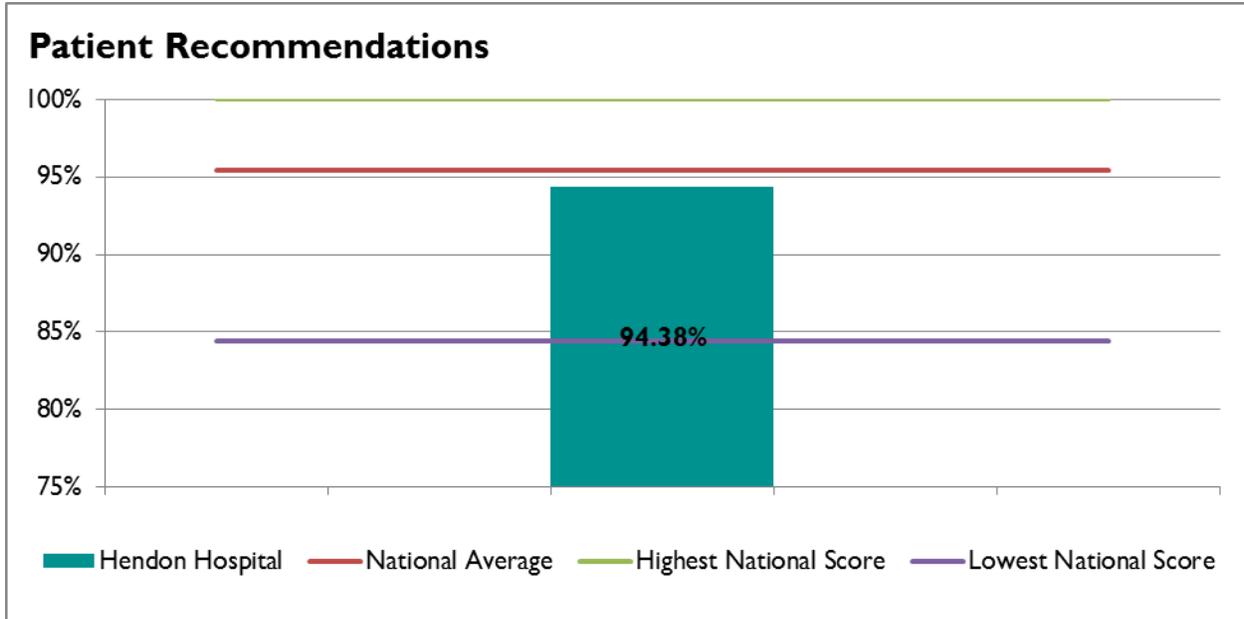
A more robust framework for incident reporting has been introduced and the process for the paper trail has been streamlined, with the result that incidents are being closed more efficiently and within the required time parameters.

Root Cause Analysis and Investigation training is being sourced from the Regional Quality and Risk Manager to further educate the Senior Management team in order to ensure more robust investigation takes place.

Incidents that required an RCA's are discussed in a review meeting, attended by all involved, in order to reflect and identify learnings to avoid repetition of the incidents.

Further Quality Indicators

Patient Recommendation Results



The BMI Hendon Hospital considers that this data is as described for the following reasons. The score of 94.38% is overall satisfactory, however the team at BMI Hendon aspire to continually improve and as already identified, action plans are being created departmentally to improve the Quality Health scores in relation to patient recommendations and indeed, to improve our overall scores and ranking within BMI.