



The London  
Independent Hospital

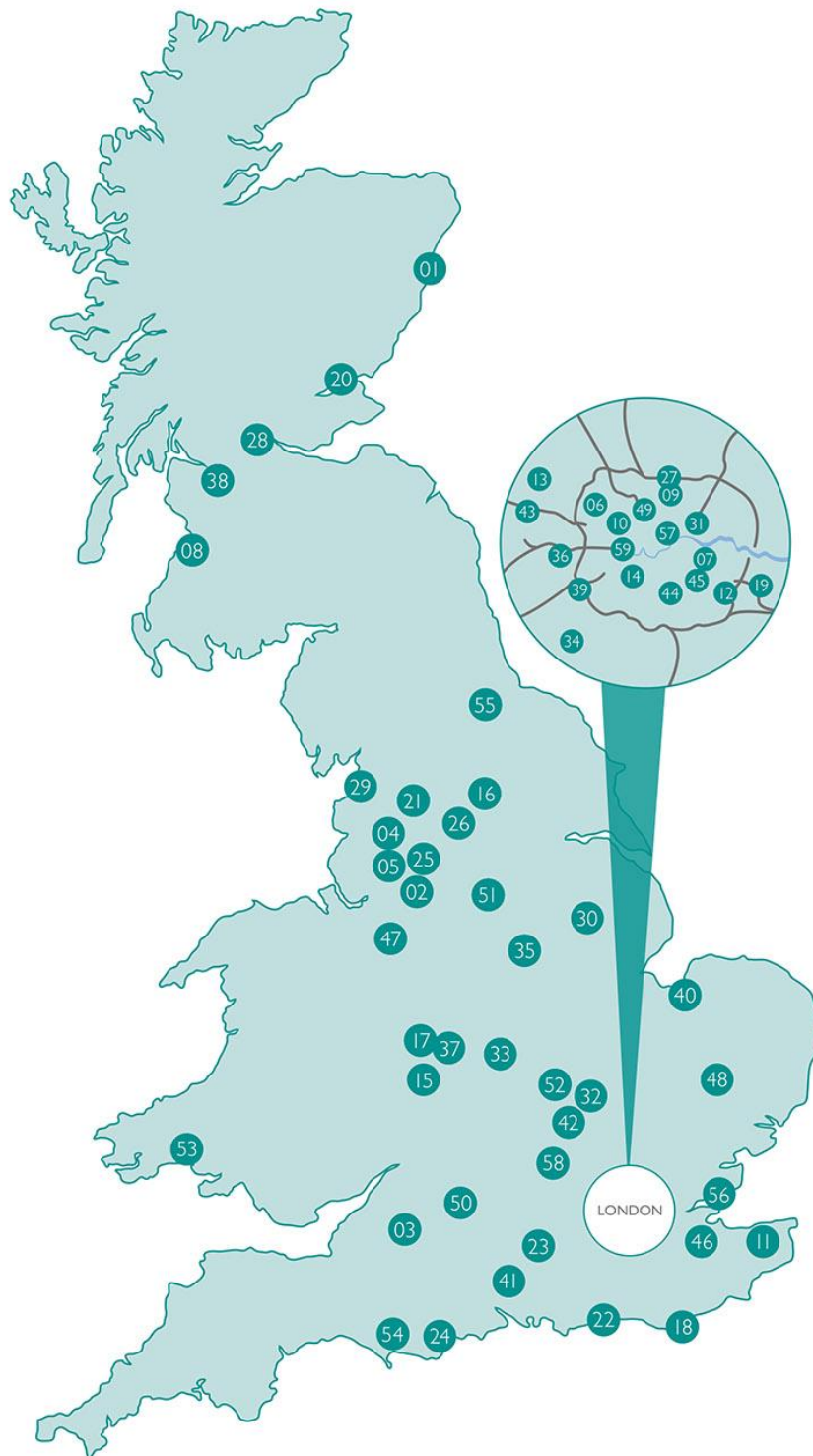
# **QUALITY ACCOUNTS 2018**

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## Our network of hospitals

BMI Healthcare is the largest private hospital group in the UK, offering a broad range of services to patients funded by PMI, the NHS and through self-funding. BMI Healthcare offers services through 59 sites, which include acute hospitals, day case only facilities and outpatient clinics.



## Group Chief Executive's Statement



The BMI Healthcare Quality Account for 2018 is a measure of the quality of the care provided at our 59 hospitals and clinics across the UK.

When I joined BMI Healthcare in October 2017, I asked all our hospitals and corporate teams to align around a shared objective of improving quality of patient care. Our regulators – the Care Quality Commission in England, Health Improvement Scotland and Healthcare Inspectorate Wales – inspect our hospitals and provide us with valuable feedback and I am pleased to report a constructive relationship with each of our regulators.

Together, we have been working to both celebrate and share good practice and also to focus on areas where we needed to improve. All our hospitals are working through individual action plans designed to improve patient care, and our hospital and corporate teams are increasingly aligned and supporting each other around this common purpose. As a consequence, I have confidence that we will continue to improve our regulatory rankings.

Over the course of the year, we have invested in our hospitals to meet the standards required by our regulators, and that our patients expect us to achieve.

We have enhanced the clinical support for our hospital teams, with the appointment of a full-time Group Medical Director and by reinstating the role of Regional Director of Clinical Services. These important appointments are crucial if we are to achieve our clinical objectives, with all staff and all Consultants working to the same level of compliance and quality right across our hospital network.

The safety of our patients remains paramount. We have participated in the Surgical Site Infection Surveillance Service coordinated by Public Health England and Health Protection Scotland and have seen a year on year improvement since we started taking part in 2015. We were the first private hospital group to sign up to the Safer Surgery Commitment and recognise the importance of adherence to the World Health Organisation's checklist for safe surgery.

Our cancer centres are achieving Macmillan Quality Environment Marks for the high standard of the environment within which people are treated. Similarly we have a number of hospitals which have achieved Joint Advisory Group (JAG) accreditation for their endoscopy services. Our other endoscopy units are also making progress towards the same goal.

Digital technology increasingly gives us the opportunity to improve how we handle information in order to improve patient care. We already use e-prescribing across our cancer centres, enabling all health professionals in contact with a particular patient to access the same tumour protocols and see the same up-to-date patient information to better inform prescribing decisions and minimise risk. We are moving towards a new system of electronic patient records that will give the same high level of assurance for all patients choosing BMI for their healthcare.

From a corporate and governance point of view, we have rationalised and refocused our committees at both a business and a hospital level, giving each clear areas of responsibility and providing a line of sight between head office and hospital. We continue to adopt an integrated audit approach, so that we can maintain a holistic overview of how hospitals and teams are performing against agreed standards and procedures.

Ultimately, we are here for our patients; their feedback is important both for reassurance that we are working in line with their expectations and to help highlight areas where we need to pay closer attention. Each year we ask our patients if they would recommend us to their friends and family – in 2017, 98.5% of those asked agreed that they would.

The information in this Quality Account has been reviewed by our Governance Committee and I am reassured that this information is accurate.

The data and graphs provide us with an indication of performance, but they only start to tell the story of our committed and dedicated staff. Their experience and expertise has led to positive outcomes and, in many cases, life-changing procedures for so many of our patients.

To our hospital and corporate teams, I would like to say thank you.

**Dr Karen Prins**



### Hospital Information

BMI The London Independent Hospital, situated in Stepney Green, East London is part of the BMI Healthcare group of hospitals. The hospital has 64 beds and provides a range of urgent and elective services across most general specialties, with the exclusion of Psychiatry and Maternity services.

The hospital is a five storey purpose built hospital consisting of:

- Two In-Patient Wards and a Day Surgery Ward
- Level 2 and Level 3 Critical Care Unit
- Three Main Operating Theatres, Recovery Unit
- JAG Accredited Endoscopy Unit
- 17 Consulting Rooms
- Imaging Department including CT and MRI
- Cardiology Department and Cardiac Catheterisation Laboratory
- Pharmacy Department
- Physiotherapy Department
- Full Hotel Services including Hospital Concierge

Pathology services are outsourced although the service provider has a laboratory on site. Decontamination services, with the exception of endoscopy scopes, are not undertaken at the hospital, with instrument decontamination being undertaken off site by BMI Decontamination Ltd. The Catering service is also outsourced.

The hospital admits patients from the age of 16 years and above. Specialist Clinical Nurses support Breast Care, Stoma Care, Infection Prevention & Control and Tissue Viability services within the hospital and full Dietetic and Occupational Therapy services are available.

During financial year 2017/2018 approximately 63.9% of the hospital's patients were NHS funded under the Standard Acute Contract, directly commissioned services or through funding from NHS Trusts.

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 The London Independent 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 announced and unannounced inspections on 19th, 20th July and 2nd August 2016 and found the overall rating for the hospital to be **Good**.

The hospital has worked through a detailed action plan written in response to the recommendations made by the CQC inspectors. These recommendations have now been fulfilled.

BMI The London Independent 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.

At a Corporate Level, BMI Healthcare's 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/HIS/HIW, Public Health England (Previously HPA) CCGs and Insurers

BMI Healthcare 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.

This data (once PHIN is fully established and finalised) will be 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.



## 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 The London Independent 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 2017 to March 2018, the hospital had:

- MRSA bacteraemia cases 0 /100,000 bed days
- MSSA bacteraemia cases 0 /100,000 bed days
- E.coli bacteraemia cases 0 / 100,000 bed days
- 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 infections detected
- Knees – no infections detected

BMI The London Independent Hospital participates in number of Infection Prevention and Control Audits, including Surveillance covering multi-drug resistant organisms (MDROs) and surgical site infection (SSI), High Impact Intervention Care Bundles, Hand Hygiene and Bare Below the Elbow and Water Safety and Quality (Endoscopy, *Mycobacterium* complex, *Legionella*, *Pseudomonas spp.*)

BMI The London Independent Hospital also participates in CQUIN Sepsis reporting and there have been no untoward incidents or incidence of sepsis.

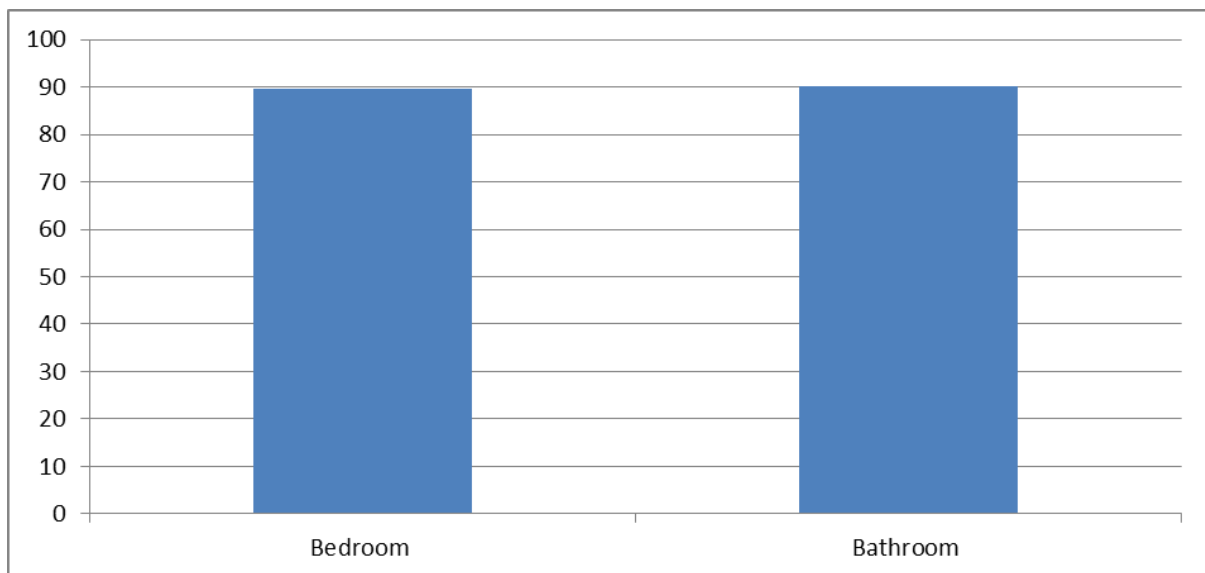
BMI The London Independent Hospital undertakes CPE/ CRE surveillance as per the PHE guidance. Processes are in place to prevent and control spread of these highly resistant pathogens.

Enhanced disinfection of the clinical environment is undertaken by the use of UVC – Light Exposure machine for assurance.

Our compliance remains high overall and learning from any anomalies is disseminated through the teams by the Infection Prevention and Control Lead and Infection Control Link Nurses. The IPC Lead provides twice monthly face to face IPC training for all staff groups.

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

## Patient Satisfaction – Cleanliness



# 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.

The results will show how hospitals are performing nationally and locally.

BMI The London Independent Hospital have detailed improvement plans in place and we anticipate this to reflect an improvement in our scores for the coming year.

Hospital	Cleanliness	Food	Privacy, Dignity and Wellbeing	Condition Appearance and Maintenance	Dementia	Disability
London Independent Hospital	100.00%	97.21%	100.00%	93.18%	86.60%	95.54%

## 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 The London Independent 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.

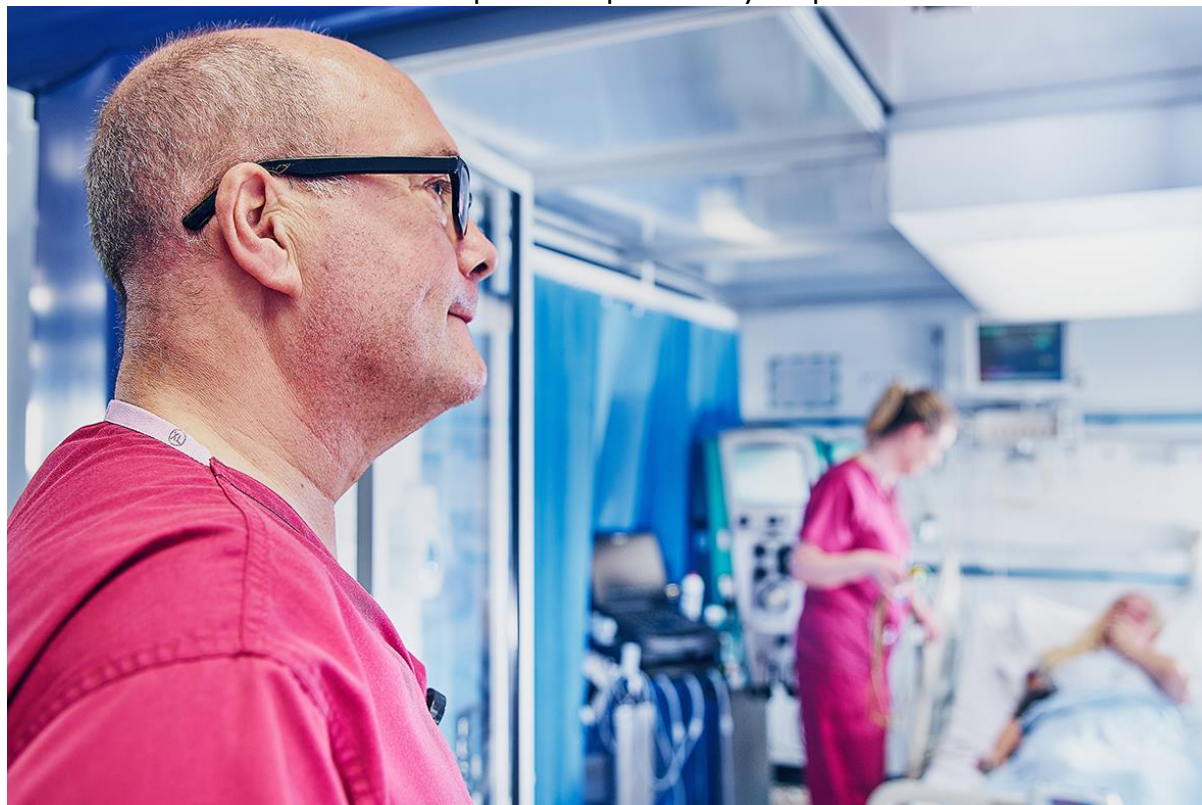
We see this as an important initiative to further assure patient safety and care. We audit our compliance with our requirement to VTE risk assessment every patient who is admitted to our facility and the results of our audit on this has shown 94.5% compliance.

BMI The London Independent 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.

London Independent Hospital	VTE			
	2018	2017	National Average	Highest National Score
94.58%	100.00%	95.77%	100.00%	81.60%

## Patient Reported Outcome Measures (PROMS)

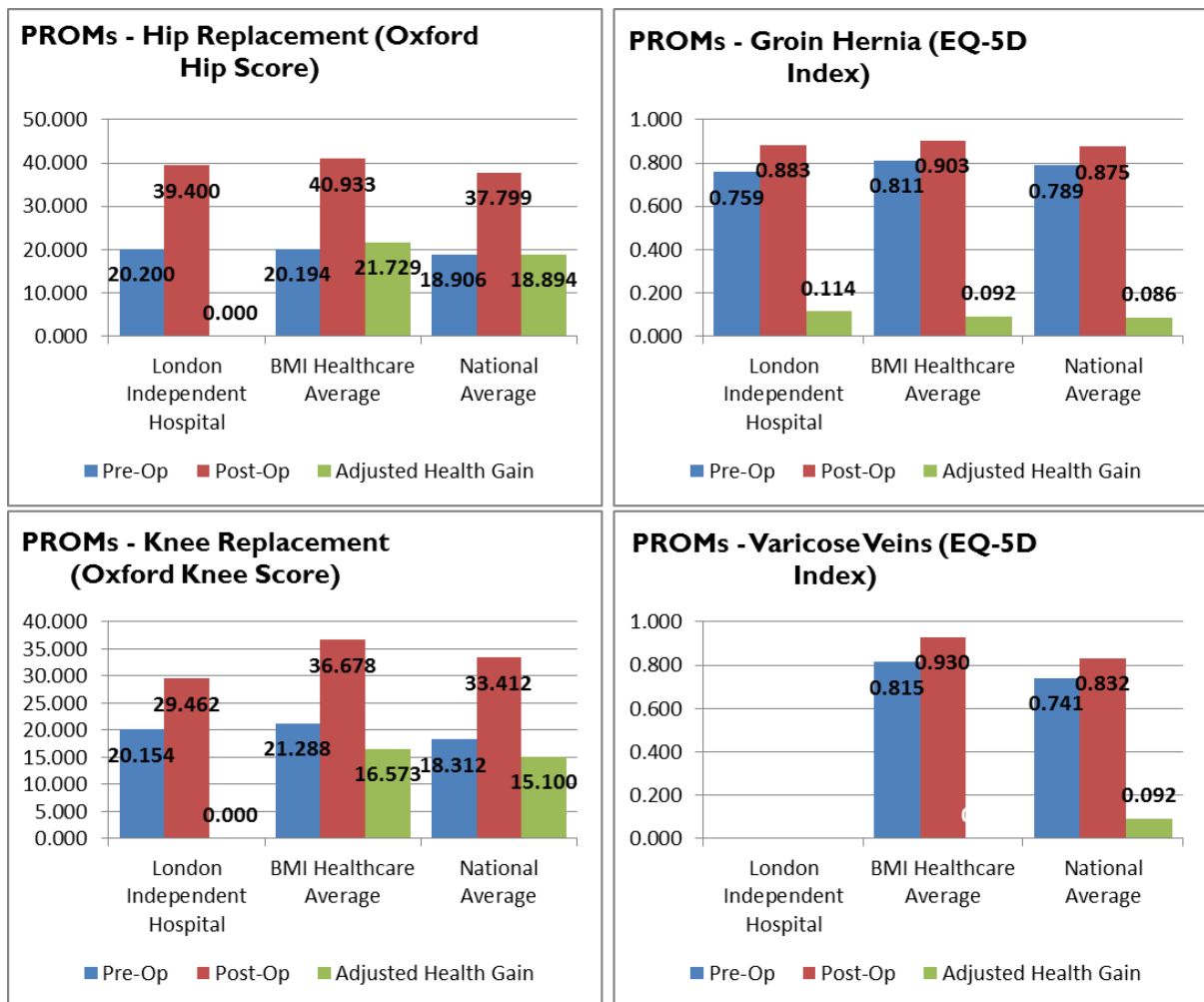
Patient Reported Outcome Measures (PROMs) are a means of collecting information on the effectiveness of care delivered to NHS patients as perceived by the patients themselves. PROMs are



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 The London Independent Hospital.

**Latest PROMs data available from HSCIC (Period: April 2016 – March 2017)**



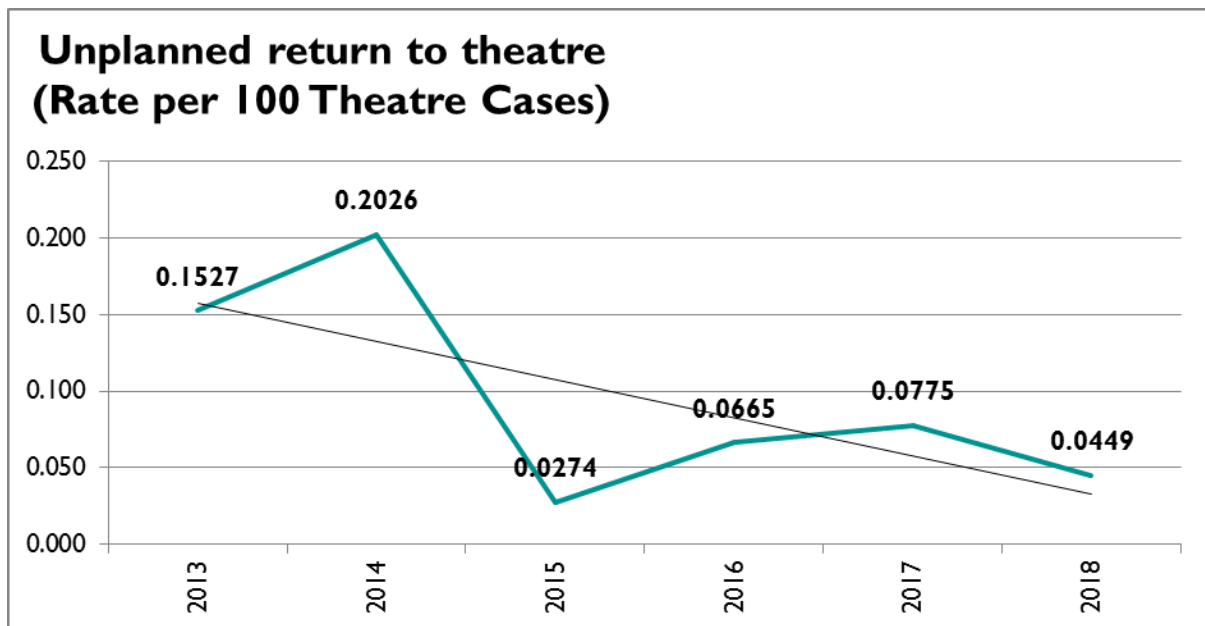
## Unplanned Readmissions & Unplanned Returns to Theatre

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

Over the last there have been three patient readmitted due to problems associated with a pre-existing condition or wound management post discharge from hospital.

London Independent Hospital	Re-Admissions (Aged 16+)				
	2018	2017	National Average	Highest National Score	Lowest National Score
	1.085	0.480	10.010	41.650	0.000

BMI The London Independent Hospital performs a number of complex surgical procedures and treats patients with complex medical conditions and comorbidities. During the last year there were 3 patients returned to theatre for management of post-operative complication. This represents a very small proportion of all surgical procedures carried out and low incidence of post-operative complications overall. The graph confirms that year on year this has improved significantly.



BMI The London Independent Hospital is working hard to deliver planned care in a safe and efficient manner with a focus on improving the pre-admission assessment services.

## Learnings from Deaths

Preservation of life and avoidance of unnecessary death is an essential objective for healthcare providers; BMI Healthcare recognises this and is committed to ensuring that its hospitals and the organisation as a whole learn from the death of any patient whilst under our care. Sharing these lessons learnt is vital in order to ensure excellent quality of our care is provided across the company.

The Care Quality Commission (CQC) conducted a review in December 2016. This found that some providers were not sufficiently prioritising the learnings from deaths, and as a result, opportunities were being missed to identify and improve upon quality of care. This review was discussed by BMI Healthcare through the Clinical Governance Committee so that as an organisation, we could ensure we were following the best practice as suggested through this review.

All deaths, whether expected or unexpected, are reported to the regulators (CQC, HIS, HIW). They are also reported via our hospitals incident management system and therefore managed in line with the company's Incident Management Policy. When an unexpected patient death has occurred, a Root Cause Analysis (RCA) is conducted to understand the event; the contributing factors relating to a death, identify potential areas for change in practice and develop recommendations which deliver safer care to our patients. The findings from RCAs are reported as part of the hospital's Clinical Governance reporting requirements, and shared with the Regional and Corporate Quality teams. These findings are also shared with the patients' families in line with BMI HealthCare's Duty of Candour policy and its behaviours surrounding transparency.

All deaths are discussed at a hospital Clinical Governance Committee, and further escalated to the Regional Quality Assurance Committee and National Clinical Governance Committee for review as appropriate; this ensures that lessons learnt from deaths are discussed at all levels and findings are then shared to all hospitals through the National monthly Clinical Governance Bulletin, to ensure lessons are learnt across the company.

## Patient Experience

## Patient Satisfaction



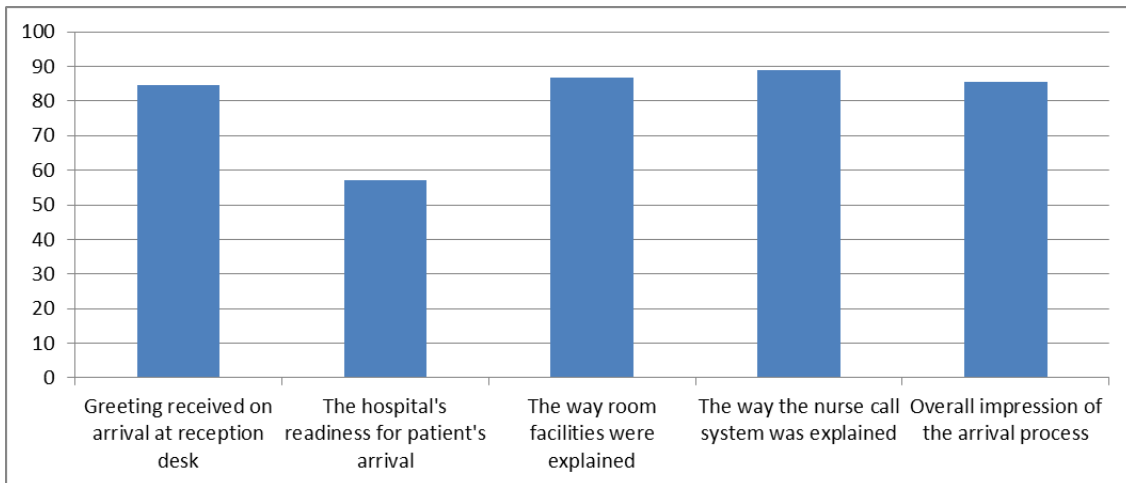
BMI Healthcare is committed to providing the highest levels of quality of care to all of our patients. We continually monitor how we are performing by asking patients to complete a patient satisfaction questionnaire. Patient satisfaction surveys are administered by an independent third party.

Our scores are reviewed regularly through the Patient Experience Steering Group and we develop strategies and long term goals to improve our service in response to feedback provided by our patients. Clinical and operational strategies have been put in place for this year to improve the patient experience and we are beginning to plan for next year.

Complaints have been notably declining over time and learning from complaints is disseminated through the appropriate Clinical Governance and Management committees.

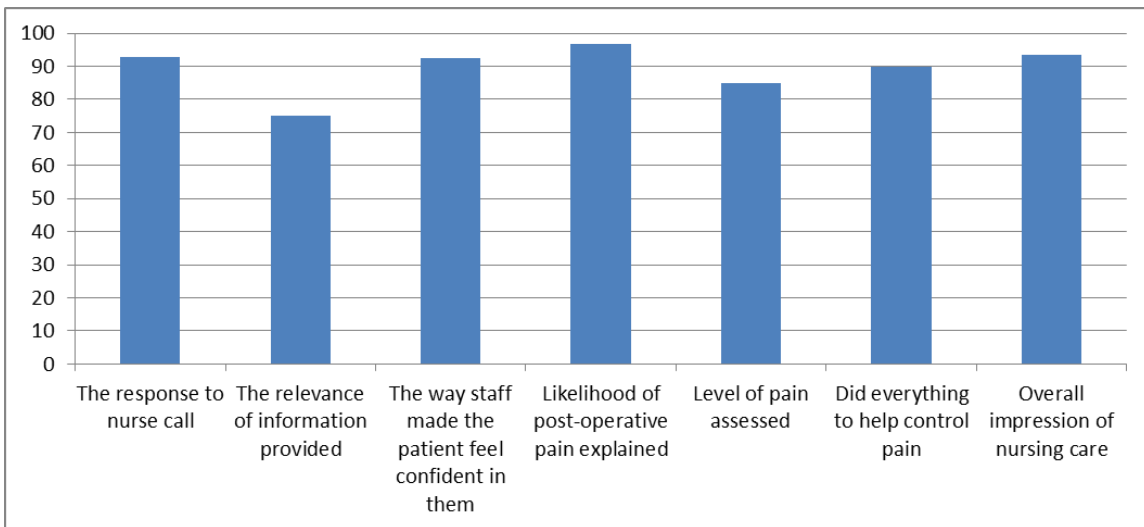


## Admission



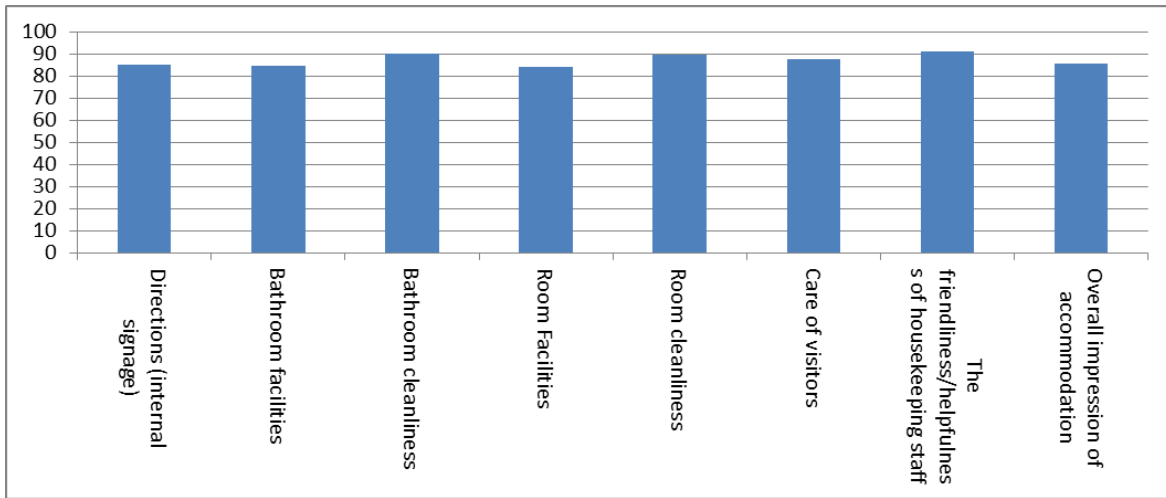
BMI The London Independent Hospital has introduced a concierge service to improve the patient experience upon arrival at the hospital.

## Nursing



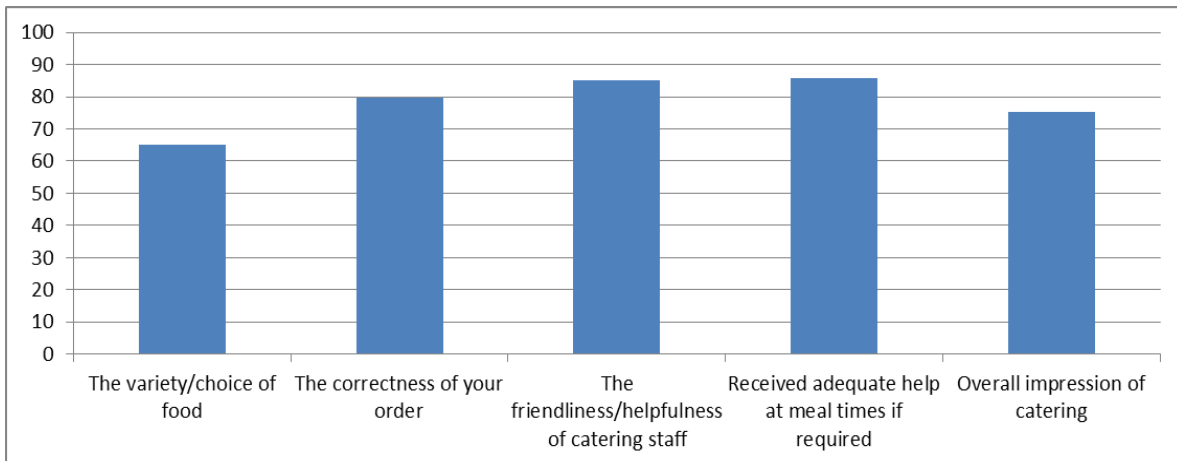
BMI The London Independent Hospital is ensuring that all staff are trained to provide the best possible experience for our patients.

## Accommodation



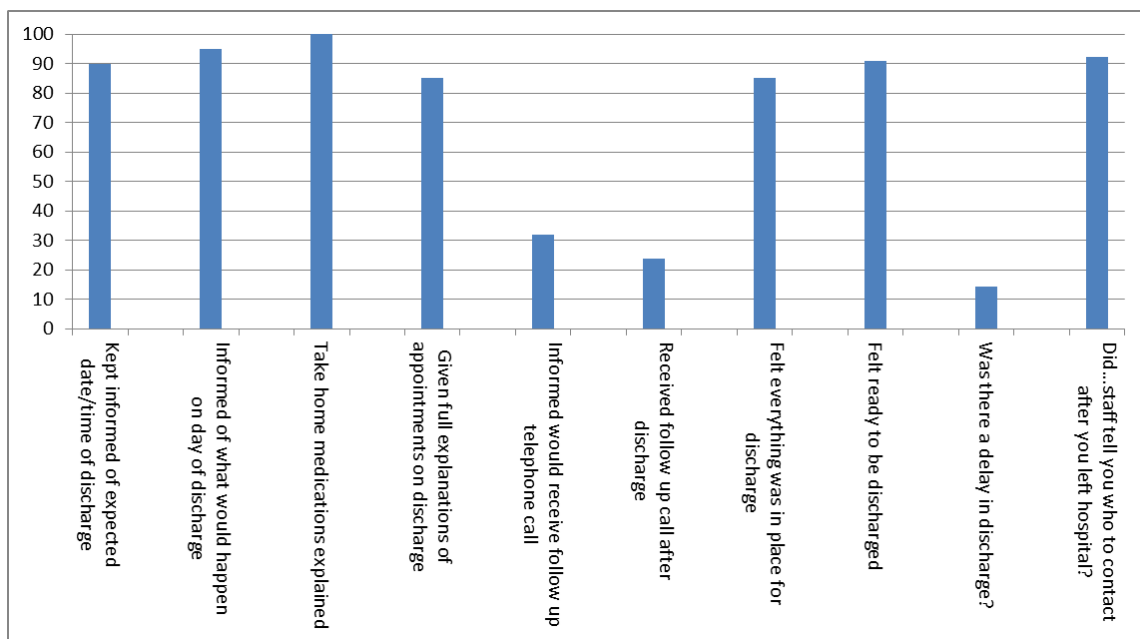
BMI The London Independent Hospital has implemented a planned program of improvements for all the inpatient and outpatient areas.

## Catering



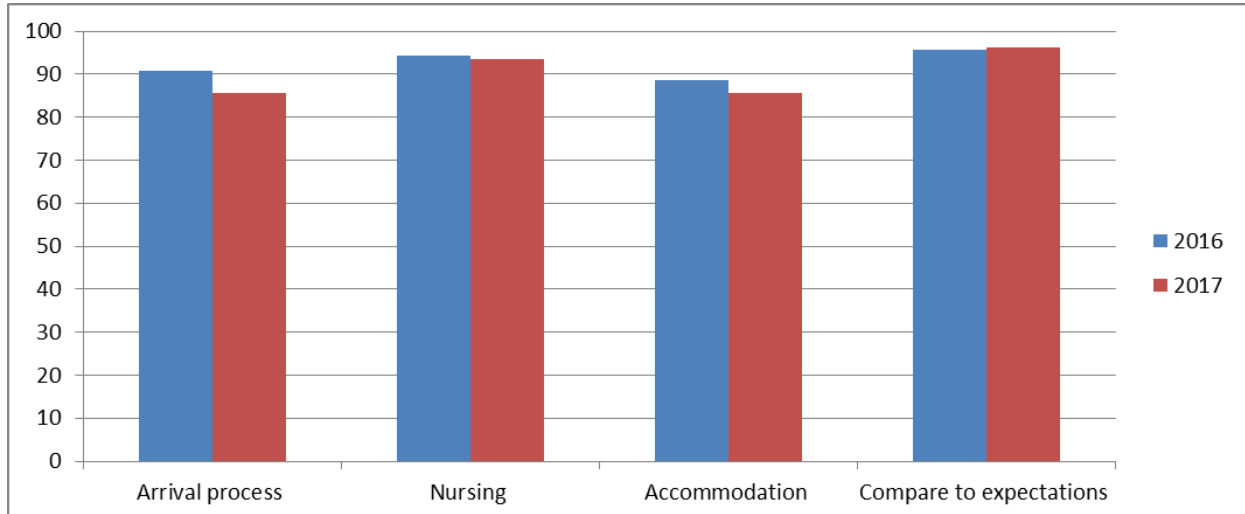
BMI The London Independent Hospital has undertaken considerable work to improve our catering provision and service and this is being reflected in our scores. It is anticipated that our scores will continue to improve and this is monitored and reviewed regularly to ensure sustained improvements.

## Discharge



BMI The London Independent Hospital is working hard to improve the discharge process and has introduced e-discharge, along with training for staff and early discharge planning.

## Overall scores



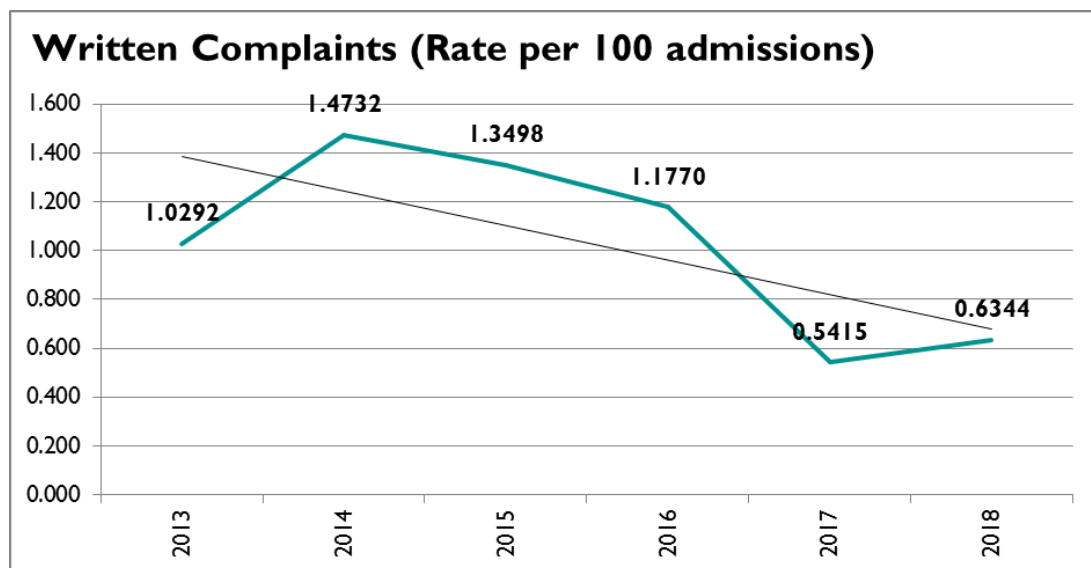
## Complaints

In addition to providing all patients with an opportunity to complete a Satisfaction Survey BMI The London Independent 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.



Most complaints are resolved at Stage 1 with very few complaints not resolved at local level. Currently there are no complaints at Stage 2 and no complaints have gone to Stage 3.

## CQUINS

BMI The London Independent Hospital participates in the following CQUINS. This data is reported regularly to our local Clinical Commissioning Group and Quarter 4 data has just been submitted. In the last year the hospital has achieved its set targets. The following criteria are used:

1 Improvement of Staff Health and Wellbeing (5% point increase in 2 of the 3 questions in the annual staff survey) - the survey for 2018 has not yet been undertaken and is planned for later this year.

2 Reducing the impact of Serious Infection: Antimicrobial Resistance and Sepsis – the IPC Lead and Pharmacy Manager undertake data collection. The CQUIN covers the following subsets of data:

CQUIN 2a Timely identification of sepsis in emergency departments and acute inpatient settings

CQUIN 2b Timely treatment for sepsis in emergency departments and acute inpatient settings

CQUIN 2c Antibiotic review

CQUIN 2d Reduction in antibiotic consumption per 1,000 admissions

6 Offering Advice and Guidance - The scheme requires providers to set up and operate Advice and Guidance services for non-urgent GP referrals, allowing GPs to access consultant advice prior to referring patients in to secondary care.

7 NHS e-Referrals CQUIN - This indicator relates to GP referrals to consultant-led 1st outpatient services only and the availability of services and appointments on the NHS e-Referral Service.

## Safeguarding

Safeguarding is about protecting people from abuse, prevent abuse from happening and making people aware of their rights. To enable us to do this better training has been enhanced and made available for staff and consultants within the hospital.

Adult abuse can happen to anyone over the age of 18 years of age and within BMI our staff are trained to adult safeguarding level 2, so they can identify, support and advise anyone who requires it.

Adult safeguarding level 3 is provided to senior members of the team to ensure that appropriate support can be provided to their staff in these situations.

Children and Young people abuse can happen to any person 18 years old or below and to ensure that that all children and young peoples are looked after appropriately all our clinical staff including consultants are trained to Level 3 children's safeguarding our other staff members are trained to level 2.

Senior registered [EA] Children Nurses are trained to level 4 safeguarding (if applicable).

There have been no safeguarding referrals made for this year.

## National Clinical Audits

BMI The London Independent Hospital submits data to the National Joint Registry and to the Intensive Care National Audit & Research Centre.

## Priorities for Service Development and Improvement

BMI The London Independent Hospital has identified the following areas of key focus over the coming year as a priority for service development and improvement:

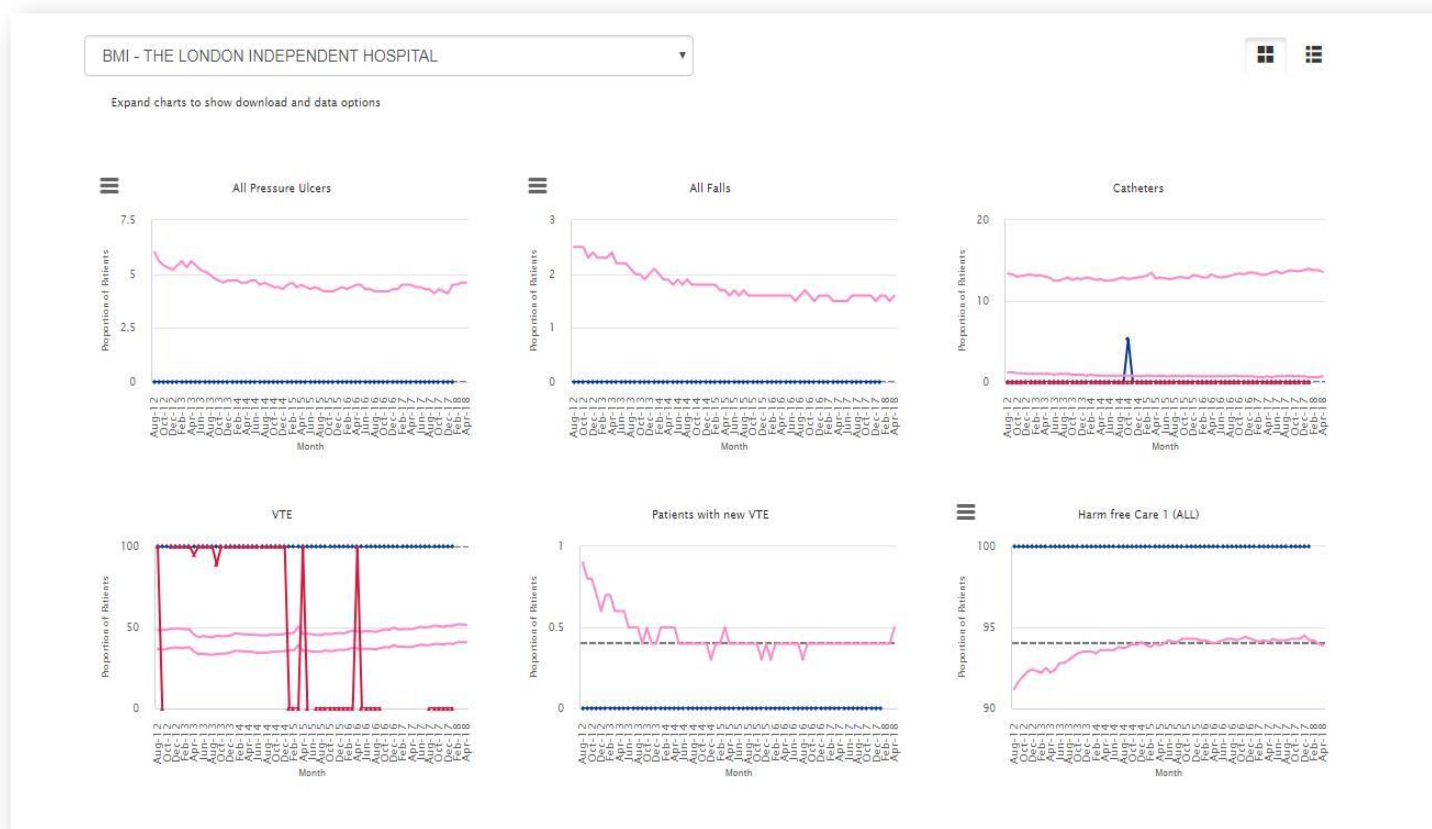
- Development of Trauma and Orthopaedics service.
- Improvement to the in-patient environment with the implementation of a room refurbishment programme.
- Improvement to reception areas and thoroughfares – refurbishment and improvements plans have been developed to rollout over the coming year.

- Improvement to our customer care and services – training plans and programmes have been developed and rollout has begun. All staff to undertake ongoing training and development.

# Safety Thermometer

BMI Healthcare is fully compliant and supportive of the reporting guidelines in relation to the NHS Safety Thermometer. This is part of BMI Healthcare hospitals' engagement with local Clinical Commissioning Groups nationwide.

The measures reported on a monthly basis relate to the following;



## Staff Survey & Staff Safety Culture Questionnaire

A good safety culture is an important foundation of a safe organisation and we all have our part to play in embedding a robust safety culture; for our patients and those we work with. BMI Healthcare launched the Safe Culture Questionnaire in October 2017 to assess the safety culture across our hospitals and across BMI Healthcare.

Staff were asked to complete the questionnaire openly and honestly in order for the Senior Management Team of their hospital to be able to address any concerns with regards to safety and pick up on areas for improvement.

The online questionnaire was accessible by staff at 59 sites across England, Scotland and Wales. Staff from all areas of the hospitals were asked to rate up to 24 statements (England sites were asked 20 questions, Scotland sites were asked 24 questions and Wales sites were asked 22). Staff were asked



to rate the statement with the following system: 1 (Inadequate), 2 (Poor), 3 (Good) and 4 (Excellent).

1571 responses were received across all sites. All statements asked within the questionnaire received an average rating of 'Good'. The statements with the highest rating averages were:

- I am aware of my obligations regarding mandatory training.
- I know how to report a patient safety incident or near miss.
- I am aware of my own departmental risks and how these are reflected within the overall risk register.
- I support the organisation's plan to become recognised as 'Outstanding' CQC rated hospital (England and Wales sites) / with Health Care Improvement Scotland within the 5 Quality Themes as a 6 (Excellent) rated hospital (Scotland sites).

Results were reported to sites in three ways: a report of all site data, regional reports and individual hospital results for sites who received a response rate of 30% or more.



## Staff Recommendation Results

London Independent Hospital	Staff Recommendations			
2018	2017	National Average	Highest National Score	Lowest National Score
78.00%	81.17%	73.18%	89.98%	50.44%

BMI The London Independent Hospital is working hard with its staff to provide an excellent working environment and staff are encouraged to participate in the annual Staff Survey. All staff are invited to attend regular Staff Forums and encouraged to provide their feedback to ensure that the hospital achieves its objectives for the coming year.

## 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 2017-March 2018** 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 is the latest information available from the HSCIC Indicator Portal.

Indicator	Source	Information	NHS Date Period
Number of paediatric patients re-admitted within 28 days of discharge and number of adult patients (16+) re-admitted within 28 days of discharge.	BMI Healthcare Risk Management System	This figure provided is a rate per 1,000 amended discharges.	<b>Apr 2011 - Mar 2012</b>
Number of <i>C.difficile</i> infections reported	BMI Healthcare Risk Management System	This indicator relates to the number of hospital-apportioned infections.	<b>Apr 2014 – Mar 2015</b>
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.	<b>Feb 2016 – Jan 2017</b>
Number of admissions risk assessed for VTE	CQUIN Data	BMI Healthcare only collects this information currently for NHS patients.	<b>Jan 2017 – Dec 2017</b>
Number/Rate of Patient Safety Incidents reported	BMI Healthcare Risk Management System	Based upon Clinical Incidents with a patient involved where the NPSA Guidelines deem a severity applicable.	<b>Oct 2015 – Sep 2016</b>
Number/Rate of Patient Safety	BMI Healthcare	Based upon Clinical Incidents with a	<b>Jul 16 – Jun</b>

Incidents reported (Severe or Death)	Risk Management System	patient involved where the NPSA Guidelines deem a severity applicable.	<b>17</b>
<b>Further Indicator</b>	<b>Information</b>		
Percentage of BMI Healthcare Staff who would recommend the service to Friends & Family	This information is taken from BMI HealthCare's Staff Survey which was conducted during 2017.		

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

London Independent Hospital	Re-Admissions (Aged 16+)			
	2018	2017	National Average	Highest National Score
1.085	0.480	10.010	41.650	0.000

BMI The London Independent Hospital considers this data is as described for the following reason: The hospital has a very low readmission rate and during the last year there have been 3 patients readmitted to hospital.

BMI The London Independent Hospital does not see Paediatric patients.

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

London Independent Hospital	C.difficile (per 100,000 bed days)			
	2018	2017	National Average	Highest National Score
0.000	0.000	35.928	147.455	0.000

BMI The London Independent Hospital considers this data is as described for the following reason: The hospital has not had an incidence of C.Difficile infection apportioned to the hospital. All patients are accommodated in single rooms.

## Hospitals responsiveness to the personal needs of its patients

London Independent Hospital	Responsiveness			
2018	2017	National Average	Highest National Score	Lowest National Score
88.63%	89.64%	69.22%	78.00%	60.10%

BMI The London Independent Hospital considers this data is as described for the following reason: The responsiveness score provided is an average of all categories applied to Patient Satisfaction questionnaires and data is collected and collated from surveys returned by inpatients. BMI The London Independent Hospital shows a high level of satisfaction for this question.

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

London Independent Hospital	VTE			
2018	2017	National Average	Highest National Score	Lowest National Score
94.58%	100.00%	95.77%	100.00%	81.60%

BMI The London Independent Hospital considers this data is as described for the following reason: The hospital is compliant with VTE assessment.

## Patient Safety Incidents

London Independent Hospital	Patient Safety Incidents (Rate per 1000 Bed Days)			
2018	2017	National Average	Highest National Score	Lowest National Score
88.148	62.920	43.292	149.700	11.200

London Independent Hospital	Patient Safety Incidents (Count)			
2018	2017	National Average	Highest National Score	Lowest National Score
325	393	3908	14506	31

BMI The London Independent Hospital considers this data is as described for the following reason: BMI The London Independent Hospital encourages the reporting of all incidents and near misses to ensure a robust patient safety culture within the hospital. All incidents are reported via an electronic reporting system and actioned by the appropriate manager and the Director of Clinical Services. The reporting of all no harm and low harm incidents ensures that staff are aware of possible harm and the hospital has a very low rate of moderate or above harm incidents. There have been no Never Events reported in the last year.

London Independent Hospital	Severe or Death (Count)			
2018	2017	National Average	Highest National Score	Lowest National Score
0	1	21	219	0

London Independent Hospital	Severe or Death (Rate per 1000 Bed Days)			
2018	2017	National Average	Highest National Score	Lowest National Score
0.000	0.160	0.250	2.300	0.000

BMI The London Independent Hospital considers this data is as described for the following reason: There have been no unexpected deaths in the last year. The BMI The London Independent Hospital has an ITU which admits patients directly from overseas and who often have a number of serious co-morbidities and extended periods of ITU stay prior to transfer to the hospital for ongoing care.

## Patient Recommendation Results

London Independent Hospital	Patient Recommendations			
2018	2017	National Average	Highest National Score	Lowest National Score
97.51%	98.06%	97.07%	100.00%	75.61%

BMI The London Independent Hospital considers this data is as described for the following reason: BMI The London Independent Hospital participates in and encourages all staff and patients to complete a patient satisfaction survey. The programme is supported by the Patient Experience Steering Group and results are reviewed regularly. Reports are disseminated to all departments for review and also discussed at the monthly Clinical Governance Committee.

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