

High quality patient care
Working in collaboration
Investment in local economy

2013/2014 CREDENTIALS DOCUMENT



Finance Committee
Consideration of powers: Public Services Ombudsman for Wales
PSOW 01a - Welsh Independent Healthcare Association Credentials 2013-2014



Investment in the latest equipment is essential for the care of our patients

The Mental
Health sector
provided
85,000
patient bed days
in 2013-2014

The acute
sector provided over
16,500
in-patient/day case
episodes
in 2013-2014

The Learning
Disability Services
provided over
21,700
bed days
in 2013-2014



WIHA members ensure their staff receive high quality training and development to ensure continuing high levels of care

Introduction

The past year has seen a number of changes in the independent sector, both in terms of acute provision and mental health regulation. Nevertheless, and despite the challenging economic climate, many thousands of patients have used the services and treatments provided by independent hospitals in Wales.

We employ almost 2,000 people and treat tens of thousands of patients every year, either as inpatients or on an outpatient basis, and across a range of general health services but increasingly in particular areas of more specialist care and treatment.

We are working more and more closely in an advisory and collaborative way with both the Welsh Government and Health Boards to improve alignment with our common objectives of the highest standards of patient safety and quality. We believe there is more scope to develop shared learning and ideas in healthcare innovation and improvement by working in a more collaborative manner.

As local employers often in areas with higher than average levels of unemployment, we also provide opportunities for employment across a range of disciplines and areas. We seek to promote good practice in our employment practices and by doing so to demonstrate our commitment to Corporate Social Responsibility.

The Welsh Independent Healthcare Association (WIHA) was formed several years ago and aims to provide a single co-ordinated voice to facilitate consultation and share practice across the sector, helping to streamline communication and avoid repetition and engagement with a multiplicity of individual organisations.

We have compiled this booklet to provide some key facts and figures about the independent healthcare sector in Wales. A detailed summary is available of the result of the audit.

I hope you find this booklet helpful and please do contact me if you would like more information about the WIHA, its members, or the work of the independent health sector in Wales.

Thank you.

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Chairman WIHA

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About the Independent Health Sector

The WIHA is made up of:

- 6 acute hospital organisations
- 6 mental health organisations (comprising 23 units)
- 2 organisations providing learning disability services

All of these hospitals collaborate with a wide range of stakeholders, including patients, consultants and their professional associations, regulatory bodies, intermediaries, Local Health Boards, GPs and community health services.

The six acute independent hospital organisations which took part in this audit:

- Treated more than 16,500 inpatient/day cases in the period 2013-14.
- Managed more than 23,000 bed days in the same period.

- Managed more than 85,000 bed days, again in the same period
- All of the NHS funded bed days.

The learning disability units:

- Managed over 21,700 bed days, in the same period
- All of them NHS funded beds.

All WIHA members have a commitment to quality assurance as a key part of the delivery of safe and effective services to patients, and they have systems in place to identify the central cause of any issues raised which help to ensure that problems do not recur.

In addition, the sector makes a sizeable contribution to both Welsh employment and the Welsh economy by providing employment for a large number of people, while the vast majority of the goods and services are bought locally.

These include areas such as foodstuffs, supplies, engineering support, grounds maintenance, building and construction.



Our patients rate the level of care they receive extremely highly

Total staff in sector

1,928

Acute inpatients discharges

16,901

Acute outpatient attendance

143,296

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Ensuring the Quality of Clinical Care



Patients in the independent sector receive high standards of clinical care, and are treated in high-quality facilities by leading consultants using some of the latest technology.

WIHA members have stringent measures in place to combat Methicillin Resistant Staphylococcus Aureas (MRSA) and other hospital acquired infections.

As a result, no incidences of hospital acquired MRSA Bacteraemia and only 1 case of Clostridium Difficile were recorded in the WIHA acute hospitals completing the questionnaire in 2013/2014, and they managed a total of 23,134 bed days.

99%
of patients
would recommend
our hospitals
to others



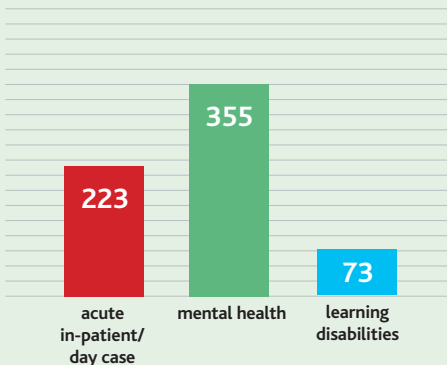
Summary of results of the audit

Finance Committee

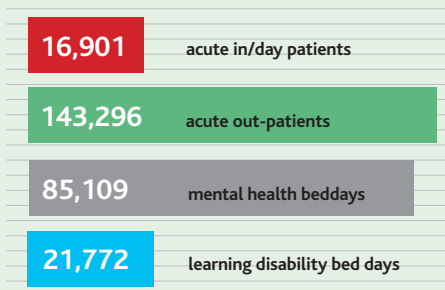
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number of beds



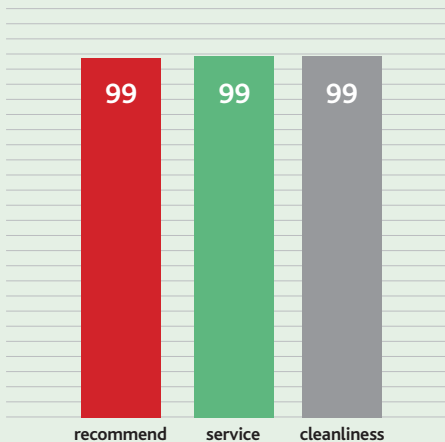
number of patients treated



levels of patient satisfaction and complaints

All the independent sector organisations in the audit have high rates of patient satisfaction. The average results in 2013/14 for the WIHA group were:

- **99%** of patients surveyed would recommend our hospitals to others
- **99%** of patients rated the service as either excellent, very good, or good.
- **99%** of patients rated the cleanliness of the facility as excellent, very good or good.



Quality assurance

The independent health sector receives very few complaints.

- In the mental health hospitals complaints represented just 0.04 per cent of patient days.
- The number of complaints made in the acute hospitals represented less than 0.1 per cent of all attendances.

99% rated the cleanliness of our hospitals as excellent, very good or good

Complaints across the sector represented less than **0.1%** of all patient activity

Organisations who are members of WIHA and supplied data for this document:

Acute Surgical:

- BMI Werndale Hospital, Carmarthen
- Nuffield Health Cardiff & Vale Hospitals, Cardiff and Vale of Glamorgan
- Sancta Maria Hospital, Swansea
- Spire Cardiff Hospital, Cardiff
- Spire Yale Hospital, Wrexham
- St Josephs Hospital, Newport

Mental Health:

- The Cambian Group
- Lighthouse Healthcare, Phoenix House
- Ludlow Street Healthcare
- Partnership in Care, Llanarth Court Hospital, Raglan
- Priory Group
- Rushcliffe Independent Hospital

Learning Disabilities:

- Ludlow Street Healthcare
- Priory Group

Organisations not participating are Mental Health UK and Pastoral Healthcare

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Further information about the WIHA can be found at www.independenthealthcare.org.uk/wiha