



We are
Ramsay

People Caring
for People



Ramsay
Health Care



Part of an established global private healthcare provider



Leading provider of elective services in the independent sector



Leading provider to the NHS in the independent sector



Full company roll out of a patient safety programme called 'Speaking Up for Safety'



People, culture and patient focus are the top reasons why employees love working at Ramsay



The Care Quality Commission have rated over 90% of facilities as 'Good' or 'Outstanding'



83% of surgery performed on a daycase pathway



Leading independent healthcare provider for ERS referrals



95% of patients would recommend Ramsay to their Friends and Family



Over £400m invested in developments and equipment since 2007



Over 2,000 consultants work in partnership with Ramsay Health Care UK



Net Promoter Scoring (NPS) in place to monitor and improve patient experience



Full company roll out of Electronic Patient Record (EPR)

People Caring for People since 1964

Ramsay Health Care is a global private healthcare provider, originating with a single psychiatric hospital in Sydney, Australia in 1964; Ramsay now operates across 11 countries with 500 facilities, employing over 80,000 staff and treating 8.5 million patients annually.

In 2007, Ramsay Health Care entered the UK market and began providing care to private, insured and NHS patients and now operates 37 facilities across England including daycase and inpatient hospitals, neurological rehabilitation centres, decontamination hubs and a mobile MRI and CT diagnostic fleet.

Ramsay's committed focus on quality and patient safety has resulted in a proven track record of excellent, patient-centred care and quality outcomes and referrers have confidence in the services provided for patients with assurance of quality care and good value.



Welcome to **Ramsay Health Care UK**

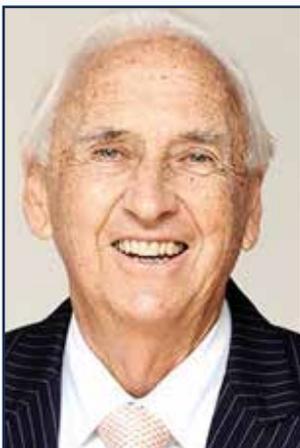


Dr Andy Jones, Chief Executive Officer

As Chief Executive Officer of Ramsay Health Care UK, I am passionate about high quality, patient-centred care. This relies not only on excellent clinical leadership in our hospitals, but also upon an organisation wide commitment to drive continual improvement in patient satisfaction and clinical outcomes.

Being a qualified General Practitioner, I understand that delivery of clinical excellence depends on everyone in the team playing their part. We cannot assume reliance on one person or a small group of people to be responsible and accountable for our performance. It is essential that we embed an organisational culture that puts the patient at the centre of everything we do and as a long standing and major provider of healthcare services across the world, Ramsay has an exceptional track record as a safe and responsible healthcare provider and we are proud to share our results.

Across Ramsay we nurture the teamwork and professionalism on which excellence in clinical practice depends. We value our people and every year we set our targets higher, working on every aspect of our service to bring a continuing stream of improvements into our facilities and services for our patients, staff and consultants.



Paul Ramsay AO, Founder

The Ramsay Way

Ramsay Health Care UK is a valued part of the Ramsay Health Care organisation, a well-respected, global private healthcare operator which has been delivering great care to patients across the globe for over 50 years.

Founded in 1964 by the late Paul Ramsay AO, Mr Ramsay created a hospital where 'People Caring for People' was at the core of the care they received. This philosophy has now transformed into the global healthcare operator of today and The Ramsay Way is the ethical thread which still runs throughout the company bringing the businesses together and creating an authentic culture which sets Ramsay apart from its competitors.

The Ramsay Way instils in all staff a culture recognising that people - patients, staff and doctors - are the most important and valued asset and this has been key to the organisation's ongoing success since its small beginnings.

At the heart of the business is the philosophy 'People Caring for People', and in the words of Paul Ramsay, **“as long as we get that right, everything else will follow.”**

“ Staff worked together as a team to benefit patients. Doctors, nurses and other healthcare professionals supported each other to provide good care. ”

CQC report (March 2019)

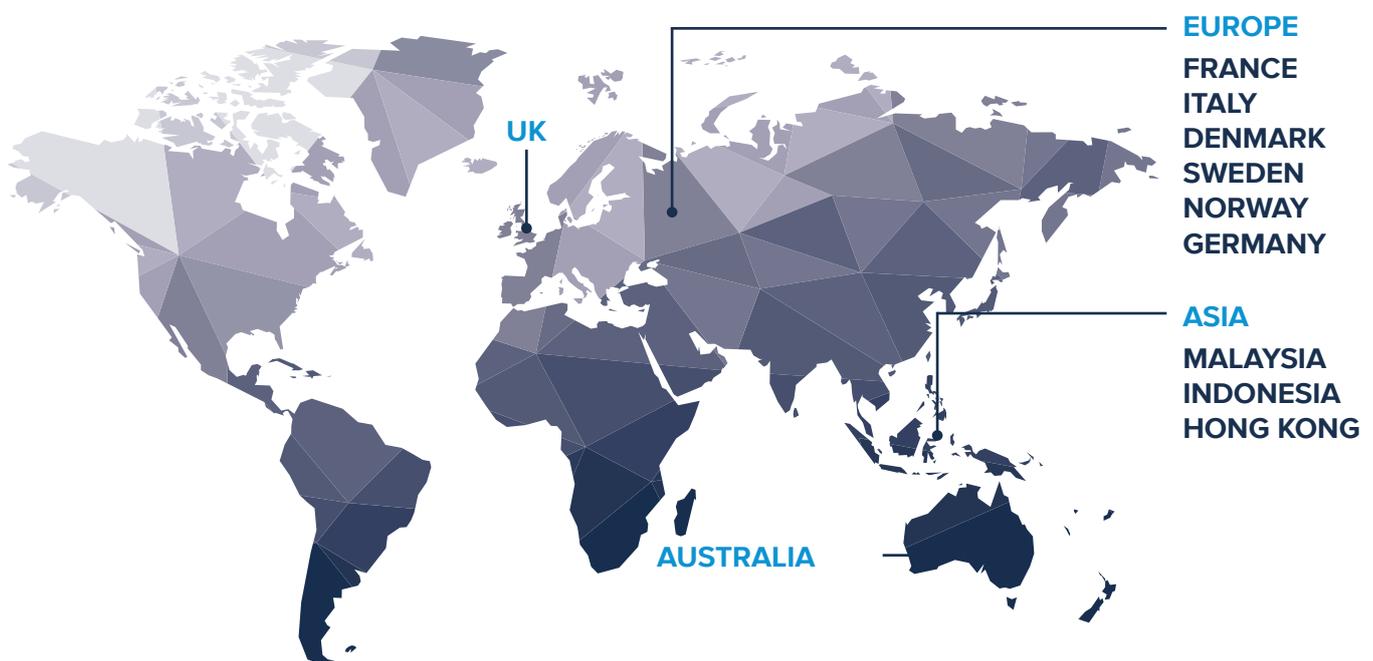
Ramsay Health Care

Ramsay Health Care is one of the largest private healthcare providers in the world operating in 11 countries with over 500 facilities.

Ramsay holds market leading positions in Australia, France and Scandinavia, which enables the company to achieve improved economies of scale, best quality practice, cost leadership, speed to market, and innovation.

The scale, diversity and quality of Ramsay's portfolio across geographies in terms of the mix of public and private healthcare provision, as well as deep and experienced leadership, remain unique sources of differentiation for the business.

Ramsay is known for operating quality hospitals, with exceptional facilities, outstanding standards of patient care and most importantly, happy and driven staff.



The Ramsay Way culture recognises that people - patients, staff and doctors - are the company's most important asset and this has been key to the organisation's ongoing success.

The principles of The Ramsay Way are:

We are caring, progressive, enjoy our work and use a positive spirit to succeed

We take pride in our achievements and actively seek new ways of doing things better

We work together and value integrity, credibility and respect for the individual

We build constructive relationships to achieve **positive outcomes** for all

We value people and believe that success comes through recognising and encouraging the value of people and teams

We aim to grow our business while maintaining **sustainable** levels of profitability, providing a basis for stakeholder loyalty

As a company, Ramsay recognises its responsibilities to patients and staff to ensure operations are in accordance with The Ramsay Way philosophy. As such there is a strong corporate governance structure in place with an established oversight framework to monitor clinical performance, risk, financial control and staff wellbeing. Since 2011, the company has been included in the **FTSE4Good Global Index**, a globally recognised index identifying companies that demonstrate strong environmental, social and governance practices (ESG), measured against globally recognised standards.

Ramsay's Contribution in the UK

Since coming to the UK in 2007, Ramsay has worked in partnership with the NHS and private referrers to deliver elective care to patients across England to ensure accessible and affordable provision of services which meet the needs of local communities.

As the leading independent provider of NHS services, almost 80% of capacity is provided to the NHS, with **79%** of referrals received from electronic GP referrals through the Electronic Referral System.

83% of all surgical admissions are carried out on a daycase pathway, improving the patient experience by reducing length of stay in hospital, whilst allowing the organisation to work efficiently by creating standardisation, reducing risk and supporting safe healthcare delivery.

To support service provision, Ramsay heavily invests in its facilities, medical technology and equipment to continually develop and upgrade its portfolio and build new facilities.

The company has spent over £400m on developments and equipment in the UK to the benefit of patients who can expect to access fast, quality healthcare in top facilities with experienced staff.

“As a practicing surgeon, I work both within the NHS and the Independent Sector. Ramsay offers a safe, high quality environment, with well trained, motivated colleagues and good equipment and materials with which to practice. It offers efficiency and a strong safety culture which delivers high levels of patient satisfaction.

Above all there are teams that care, and enjoy their working lives. This shines through into what we all do.”

**Mr Charles Ranaboldo, Medical Director
Ramsay Health Care UK**

Tees Valley Hospital, Middlesbrough



Ramsay's Approach to Healthcare

The quality of healthcare services is the first and foremost priority of the company as a responsible provider. Ramsay constantly pursues performance improvement by inspecting, assessing and analysing services in all aspects including clinical, operational and financial performance as well as staff and patient engagement. Ramsay takes into account patient and staff feedback, and professional assessments and opinions of doctors, regulators and commissioners to continually drive high standards.

Over 90% of all Ramsay UK facilities are rated as **Outstanding** or **Good** by the Care Quality Commission. Ramsay has set the highest expectations of facilities and has a clear quality agenda in place for 100% of hospitals to be rated as **Outstanding** or **Good** by the CQC in the five year strategy.

Ramsay is below the national average for serious incidents, VTEs, transfers out and re-admissions and has a robust notification process in place should an incident occur to allow for thorough investigation. Ramsay believes in being open, honest and transparent, with a commitment to providing compassionate patient care. If outcomes and experience fall short of expectations, appropriate action will be taken to implement change and ensure learning in services moving forward.

Speaking Up for Safety



Ramsay Health Care is a patient safety advocate and in 2018 launched the **'Speaking Up for Safety'** programme, leading the way as the first independent healthcare provider in England to implement an initiative of this type and scale. The programme, which is being delivered in partnership with the

Cognitive Institute, reinforces Ramsay's commitment to providing outstanding healthcare to patients and safeguarding staff against unsafe practice. The programme empowers staff to speak up if they feel practice is unsafe, with the psychological safety of knowing there is a framework if they do, and is an initiative which is supported by the Global and UK Executive Boards.

“ The hospital managed patient safety incidents well. All staff recognised incidents and reported them appropriately. Managers investigated incidents thoroughly and shared lessons learned with teams throughout the hospital. When things went wrong, staff apologised and gave patients honest information and suitable support. There was good awareness of Duty of Candour and this was applied appropriately. There was a culture of openness and honesty at all levels. ”

Care Quality Commission Hospital Inspection Report - December 2018



A Partnership of Care



Ramsay is committed to developing partnerships with the NHS and private medical insurers to work collaboratively and meet the healthcare needs of communities to deliver efficient and safe care to all. With a belief that delivery of care should be the same whether in an NHS Trust or independent healthcare provider, Ramsay works hard to ensure that the care, facilities and overall experience provided meets the expectations of patients and partners.

As the leading independent sector provider of elective surgery in the UK, Ramsay delivered 3% of the total NHS elective care performed in 2018/19 demonstrating the capability to provide safe, efficient, high quality care. By providing assistance in keeping waiting lists down, Ramsay constantly strives for best value, quality care and excellent health outcomes for patients.

“The collaborative working relationship between NHS Kernow CCG and the Duchy Hospital has continued to strengthen throughout 2018/19 and we look forward to this partnership continuing.”

**Lisa Nightingale, Senior Patient Quality and Safety Manager,
NHS Kernow CCG**

Approach to Collaboration



Ramsay works alongside the NHS to develop strategic partnerships between the public and private sector, bridging the gap to better serve the healthcare needs of communities.

The DNA of the partnership model is based on a simple premise of taking responsibility seriously. Ramsay is flexible to the needs of communities and the ability to respond to the local pressures on Clinical Commissioning Groups and NHS Trusts has been the success factor in relationship building with NHS colleagues.

Through formal partnerships with NHS Trusts across the country, Ramsay is now delivering care to local communities in a truly integrated model and anticipates that this collaborative approach will be embraced elsewhere in the country as healthcare moves forward into a new age of integration, innovation and alliance. Through Ramsay's extensive experience of working with the NHS, partners have confidence in the delivery of care and expertise in the services provided by Ramsay Health Care.

The future of healthcare is through partnership delivery, and Ramsay is committed to working in collaboration with the NHS and private referrers, to bring great care to all.

Why do Patients choose **Ramsay Health Care**?

Patient Choice



With 79% of referrals being received from GPs and primary care via the ERS system, Ramsay prides itself on effective capacity management to ensure accessibility for patients.

The NHS Long Term Plan challenged the healthcare sector for patients to have more options, better support and properly joined up care at the right time in the optimal care setting, and this is a long established focus for Ramsay. Patient feedback shows that patients like visiting Ramsay, and so the focus is on assisting patients to have rapid access to the care they need, when they need it.

“ All staff were very kind and professional, I was kept well informed, what is a stressful time was made better by the team. ”

Patient feedback from Clifton Park Hospital, York

Due to strong financial governance through long established controls, Ramsay is in a strong position to invest in the UK. Between 2015 and 2018, Ramsay invested £56.5m gross capital to brownfield development. This included a brand new, state-of-the-art daycase and inpatient hospital, and three brand new daycase facilities all within areas that were identified as requiring investment to meet underserved demand. Where appropriate, Ramsay is willing to invest in capital developments to provide facilities that are of benefit to patients; as a consequence this can help to alleviate financial pressures on local or regional budgets.



“

As the NHS recently marked its 70th Anniversary; this is a key time to reflect upon achievements across partnerships and look forward to new ways of working, which crucially harnesses the power of people and communities. The Yorkshire Clinic has been a key partner in delivering ongoing care and support to the population of Bradford District and Craven. Although the majority of the hospital's patients were treated under the care of the NHS, The Yorkshire Clinic shows a clear commitment to private patients as well as working in partnership with the NHS, ensuring that services commissioned result in safe, quality treatment for all patients in their care. The hospital's constant drive to improve clinical safety and standards by a systematic process of governance, including audit and feedback, is impressive. ”

**Helen Hirst, Chief Officer
NHS Airedale, Wharfedale & Craven, Bradford City
& Bradford Districts CCGs**





Areas of Expertise



GENERAL
MEDICAL
CONDITIONS



SPINE & BACK
PAIN



BONE &
JOINT PAIN



COSMETIC
SURGERY



MEN'S
HEALTH



SKIN
CONCERNS



ONCOLOGY



EAR, NOSE
& THROAT
CONDITIONS



PODIATRY



PAIN
RELIEF



UROLOGY



VARICOSE
VEINS



CARDIOLOGY



EYE
CARE



PHYSIO-
THERAPY



SPORTS
INJURY



WEIGHT LOSS
SURGERY



WOMEN'S
HEALTH



DIAGNOSTICS



GENERAL
SURGERY



GASTRO-
ENTEROLOGY

Our Services

- 31 Hospitals, 3 Neurological Rehabilitation Centres, 2 Decontamination Hubs and a Retirement Home
- 819 Inpatient Beds
- 231 Day Beds
- 81 Operating Theatres with Laminar Flow and 21 Endoscopy Theatres
- 2 Cath Labs
- 274 Outpatient Consulting Rooms
- Physiotherapy Departments and Gyms in most Hospitals

Diagnostics

- 10 Static MRI Scanners and 4 Static CT Scanners
- A mobile diagnostic fleet, which includes 3 CT scanners and 8 MRI scanners

Ramsay UK Facilities

- Ashtead Hospital**, Ashtead
- Berkshire Independent Hospital**, Reading
- Blakelands Hospital**, Milton Keynes
- Boston West Hospital**, Boston
- Clifton Park Hospital**, York
- Cobalt Hospital**, North Tyneside
- Croydon Day Hospital**, South London
- Duchy Hospital**, Truro
- Euxton Hall Hospital**, Chorley
- Exeter Medical**, Exeter
- Fitzwilliam Hospital**, Peterborough
- Fulwood Hall Hospital**, Preston
- Horton Treatment Centre**, Banbury
- Mount Stuart Hospital**, Torquay
- New Hall Hospital**, Salisbury
- North Downs Hospital**, Caterham
- Oaklands Hospital**, Salford
- Oaks Hospital**, Colchester
- Park Hill Hospital**, Doncaster
- Pinehill Hospital**, Hitchin
- Renacres Hospital**, Ormskirk
- Rivers Hospital**, Sawbridgeworth
 - Orchard Lea Retirement Village
 - Gardens Neurological Centre
 - Jacobs Neurological Centre
- Rowley Hall Hospital**, Stafford
- Springfield Hospital**, Chelmsford
- Tees Valley Hospital**, Middlesbrough
- West Midlands Hospital**, Halesowen
- The Westbourne Centre**, Birmingham
- Winfield Hospital**, Gloucester
 - The Dean Neurological Centre
- Woodland Hospital**, Kettering
- Woodthorpe Hospital**, Nottingham
- The Yorkshire Clinic**, Bingley

