



LEADING YOU THROUGH YOUR HEALTHCARE JOURNEY

— THE —  
HARLEY STREET CLINIC®

THE LISTER HOSPITAL  
chelsea

London Bridge Hospital

The Portland Hospital  
for Women and Children

THE PRINCESS GRACE HOSPITAL

The Wellington Hospital

HCAHealthcare uk  
at University College Hospital  
Private Care

The Christie  
Private Care

LOC  
Leaders in Oncology Care

 SARAH CANNON  
Molecular Diagnostics

HCAHealthcare uk

# W E L C O M E

The HCA Concierge Centre is a dedicated service offering premier, bespoke medical pathways for our clients. Located in Marylebone, our centre provides a single point of contact where all healthcare needs can be met, from initial consultations to screening and diagnosis, second opinions and personal treatment plans.

Our services are wholly patient-centred and seamless, obviating the stressful and time-consuming process of finding and arranging your own healthcare. Our utmost priority is supporting patient health and wellbeing, and we will ensure patients are treated with dignity and respect at all times. The concierge team will arrange all appointments with consultants and liaise with representative offices or embassies in London to confirm our patients' medical cover.

Clinical Nurse Advisors will personally support each patient through their medical journey, providing rapid access to consultants and treatments in our central London hospitals. Our activity is supported by our Medical Advisory Committee; a multidisciplinary panel of clinicians who are leaders in their field.

Excellence of healthcare delivery is assured by HCA UK's best practice governance framework, which reflects uncompromising patient safety standards. Many of HCA UK's services have achieved a Care Quality Commission highest rating of 'Outstanding.'

Above all our patients are supported every step of the way, from their arrival in London through to follow-up care upon their discharge and return home.



# OUR WORLD HAS CHANGED. WE HAVE TOO.

In the face of extraordinary challenge, healthcare has been transformed, but our dedication to safe, high quality care has remained the same. Throughout your journey with us, you will have no doubt already noticed that we have put new measures in place to support this.

From extra infection prevention measures, to the layout of our hospital with social distancing in mind, everything we do has been reviewed to make sure we are providing the safest care for your child at all times.

As the situation with COVID-19 continues to change and develop, so too will the measures we have in place, so that we can continue to do what we have always set out to - deliver exceptional care in the safest possible environment.



YOUR  
SAFETY  
COMES  
FIRST

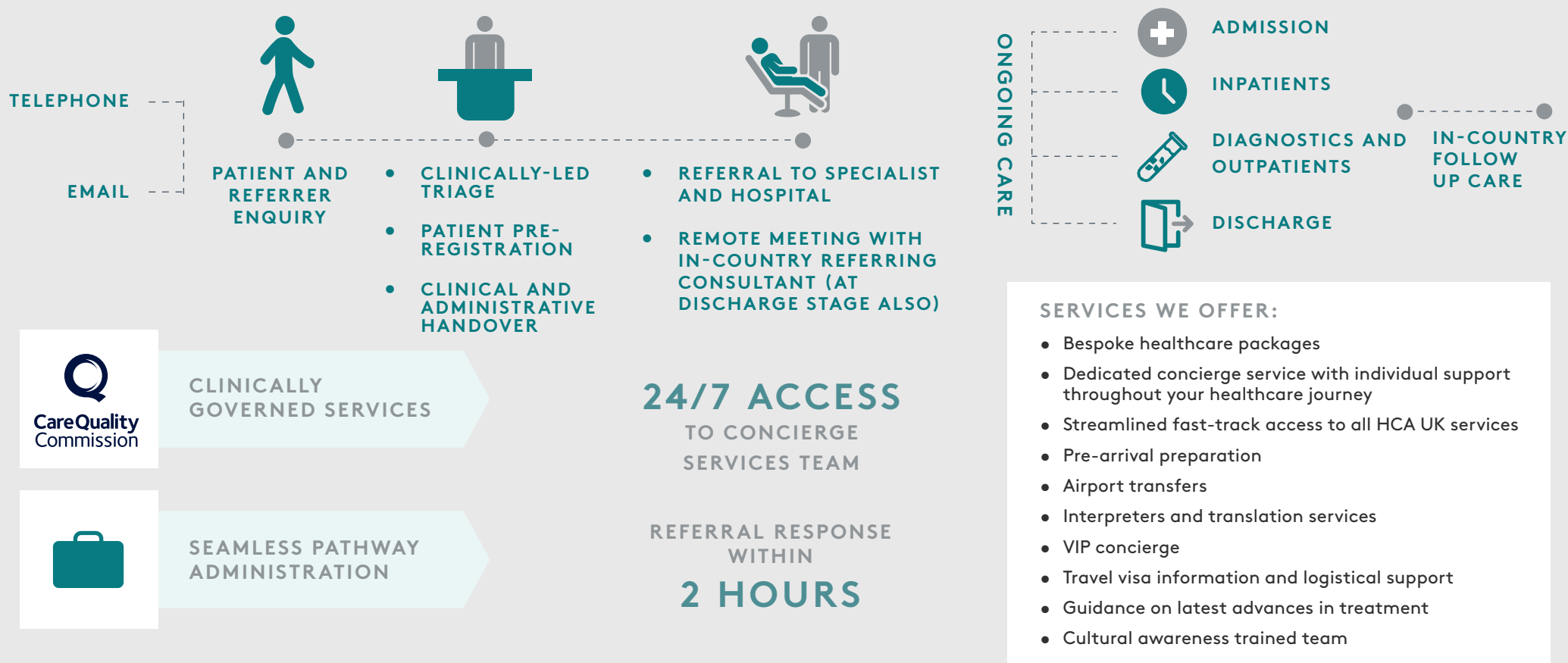
# HCA CONCIERGE SERVICE

47 NOTTINGHAM PLACE,  
LONDON W1U 5NY

## RESPONSIVE SINGLE-POINT ACCESS FOR PATIENT ENQUIRIES

+44 (0)20 7616 4999

[enquiries.concierge@hcahealthcare.co.uk](mailto:enquiries.concierge@hcahealthcare.co.uk)



The vision of the HCA Concierge Service is to provide a physical, all-welcoming reception for all patients that supports their seamless healthcare journey.

OUR SERVICES

HCA CONCIERGE SERVICE

HCA HEALTHCARE UK

[enquiries.concierge@hcahealthcare.co.uk](mailto:enquiries.concierge@hcahealthcare.co.uk)

+44 (0)20 7616 4999

# RAPID RESPONSE REFERRALS

**Acting as the single point of contact across all HCA UK facilities, the HCA UK Concierge Centre provides a 24/7 service, ensuring patients benefit from a rapid response referral for their individual health concerns.**

This is made possible by our highly experienced Clinical Services Manager Bernadette Phelan, who with the support of a dedicated team of concierge liaison managers will:

- Aim to respond with an acceptance response within an hour of initial contact.
- Confirm all repatriations/urgent time-critical cases are overseen by a clinical member of the team.

## Admitting patients

We can admit complex cases to all HCA UK sites if certain criteria are in place. We will work with the referrer to ensure that the patient is referred into the most appropriate team and facility, all of which include:

- 24 hour Acute Admissions Unit
- Multidisciplinary team expertise, incl. ICU nurses specialising in repatriation medicine.
- On-site intensivist

## Our team

Our Concierge Centre team have daily clinical handover meetings with on-site case managers, enabling you to closely monitor your patient's care through one point of contact.

Should you require further detailed information, we can of course put you in touch with individual case managers directly.



The Concierge Centre is CQC registered

For rapid response referrals, please contact:

**E: [rapidresponsereferral@hcahealthcare.co.uk](mailto:rapidresponsereferral@hcahealthcare.co.uk)**

**T: +44 (0)20 7616 4999**

# AT A GLANCE

HCA HEALTHCARE UK IS THE UK'S LARGEST PROVIDER OF PRIVATELY FUNDED CARE

6

HOSPITALS

OVER  
3,000

DOCTORS AND  
CLINICIANS

AT THE FOREFRONT  
OF RESEARCH AND  
EDUCATION

17

OUTPATIENT  
CENTRES

OVER  
40

THEATRES AND  
SURGERY CENTRES

PART OF  
**SARAH CANNON**  
a global leader in cancer  
research and care

5

URGENT CARE  
CENTRES

OVER  
900

INPATIENT BEDS

**£500m**  
INVESTED  
in the last 10 years in the latest technology  
and leading-edge treatments.

THE ONLY PRIVATE HOSPITAL PROVIDER  
in London to have

**'OUTSTANDING'**  
ratings from the CQC

The largest private ITU facilities in the UK with...

125

CRITICAL CARE BEDS

**PAEDIATRICS**

The Portland Hospital provides the full  
spectrum of paediatric services.



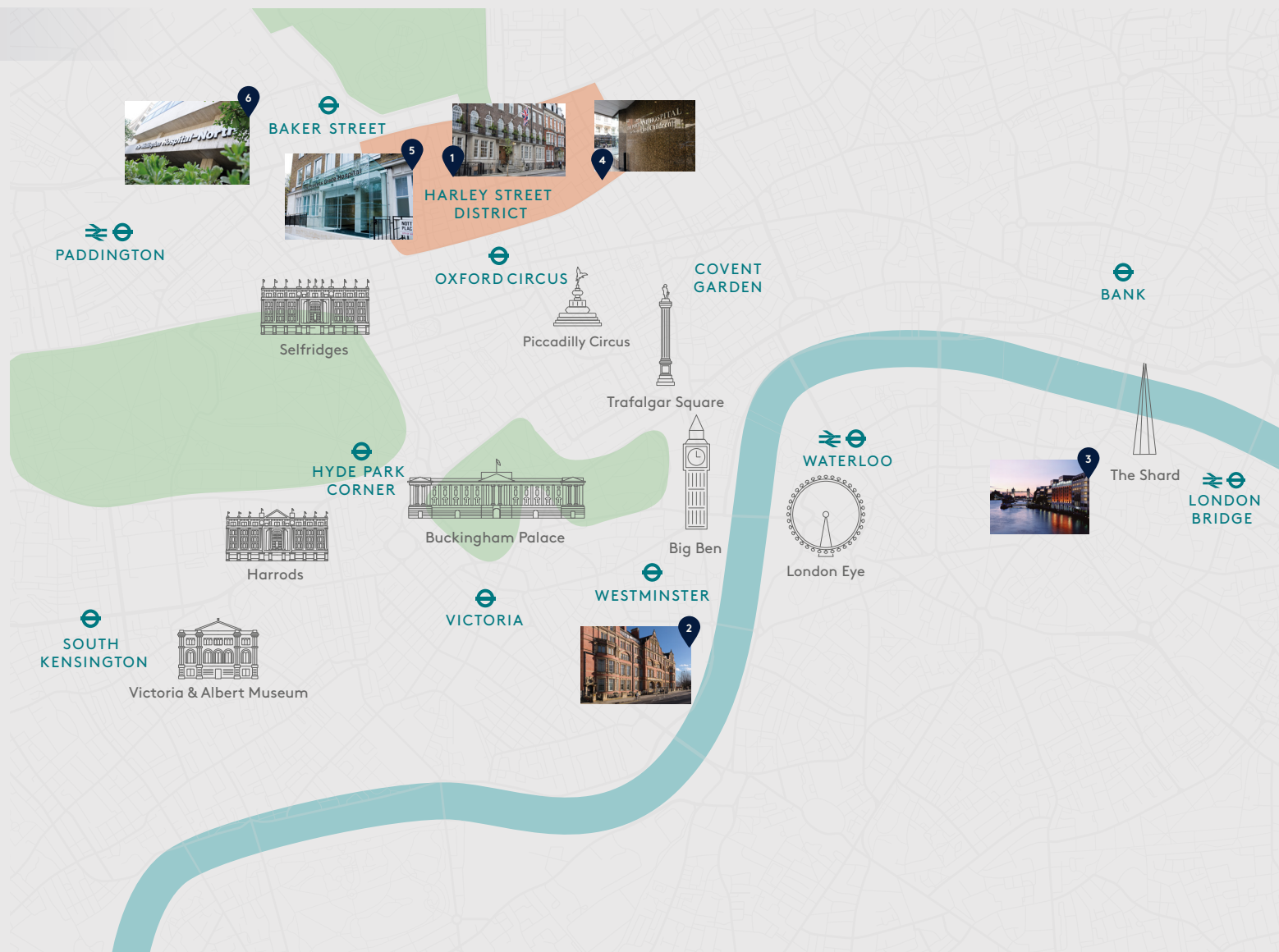
# OUR CENTRAL LONDON HOSPITALS

## London Airports



All of our hospitals in London are within one hour of all London airports.

- 1 The Harley Street Clinic**  
W1G 8BJ  
Regent's Park
- 2 The Lister Hospital**  
SW1W 8RH  
Sloane Square  
Urgent Care Centre for Adults
- 3 London Bridge Hospital**  
SE1 2PR  
London Bridge  
Urgent Care Centre for Adults
- 4 The Portland Hospital**  
W1W 5AH  
Urgent Care Centre for Children aged 0-17  
Great Portland Street  
Regent's Park
- 5 The Princess Grace Hospital**  
W1U 5NY  
Baker Street  
Urgent Care Centre for Adults
- 6 The Wellington Hospital**  
NW8 9LE  
Urgent Care Centre for Adults  
St John's Wood



# A SERIES OF FIRSTS

## BREAKING NEW GROUND IN MEDICINE

We are revolutionising the treatment of complex, serious and life-threatening conditions.

Every year, we reinvest 92% of our profits into our hospitals, enabling us to introduce groundbreaking technology and pioneering techniques that have made the previously untreatable, treatable.

**1<sup>ST</sup>** private hospital in the UK to offer CAR T-cell immunotherapy for treatment-resistant blood cancers.

**1<sup>ST</sup>** in the world to offer revolutionary new Revita procedure for Type 2 diabetes.

**1<sup>ST</sup>** for TAVIs in the private sector - we have performed the most private trans-catheter aortic valve implantation (TAVI) procedures in the UK.

**1<sup>ST</sup>** private hospital group in Europe with a fully integrated da Vinci robotic theatre.

**1<sup>ST</sup>** to treat previously inoperable brain tumours with the UK's only Visualase system.

**1<sup>ST</sup>** to perform non-invasive treatment using the NanoKnife® and first in the UK private sector to offer Icon Gamma Knife®.

**1<sup>ST</sup>** in the UK to perform auxiliary partial orthotopic liver transplant (APOLT) using a partial liver graft from a living donor.

**1<sup>ST</sup>** private hospital to perform personalised external aortic root support (PEARS) to treat a faulty aortic root in the heart.

**1<sup>ST</sup>** hospital in the UK to offer the revolutionary 'ExcelsiusGPS® Robotic Navigation System' to patients who need spinal surgery.

**1<sup>ST</sup>** and only private acute neurological rehabilitation centre in the UK - celebrating 20 years at the forefront of acute rehabilitation.

**OVER 3,000** fertility cycles performed each year at our Lister Fertility Clinic, the UK's largest provider of all fertility services - established in 1988.

**THE PORTLAND HOSPITAL** - the UK's only dedicated private hospital for women and children.





# OUR SERVICES NETWORK AT A GLANCE

	Allergy	Bariatric surgery	Breast care	Cardiology and Cardiovascular	Genetics	Chemotherapy	Colorectal surgery	Craniofacial	Dermatology	Dialysis	Endocrinology and diabetes	ENT	Fertility & Reproductive Medicine	Gastroenterology	General Surgery (inc complex)	Gynaecology	Haematology	Head, Neck and Thyroid medicine	Liver, pancreas and biliary (HPB)	Maxillofacial and oral surgery	Neurology	Adult and Paediatric Neuro Rehabilitation	Neurodisability & Neurodevelopment	Neurosurgery	Obstetrics	Oncology & Second opinions	Orthopaedics	Paediatrics (inc complex)	Plastic and reconstructive surgery	Radiotherapy (inc CyberKnife & Gamma Knife)	Renal Medicine & Dialysis	Robotics	Spinal surgery	Urgent Care Centres	Urology	Vascular surgery
The Harley Street Clinic	✓		✓	✓	✓	✓	✓	✓	✓		✓	✓		✓	✓	✓	✓	✓	✓	✓	✓			✓		✓			✓	✓		✓	✓		✓	✓
The Lister Hospital	✓	✓	✓				✓		✓		✓	✓	✓	✓	✓	✓		✓	✓	✓	✓					✓	✓		✓		✓	✓	✓	✓	✓	✓
London Bridge Hospital	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓		✓	✓	✓	✓	✓	✓	✓	✓		✓	✓		✓	✓		✓	✓	✓	✓	✓	✓	✓	✓
The Portland Hospital (All paediatric services available)	✓	✓			✓		✓	✓	✓		✓	✓	✓	✓	✓	✓		✓			✓	✓	✓	✓	✓		✓	✓	✓	✓		✓		✓	✓	✓
The Princess Grace Hospital	✓	✓	✓		✓		✓		✓		✓	✓		✓	✓	✓		✓	✓	✓	✓					✓	✓		✓				✓	✓	✓	✓
The Wellington Hospital	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓		✓	✓	✓		✓	✓	✓	✓	✓	✓	✓		✓	✓		✓	✓	✓	✓	✓	✓	✓	✓
The Christie Private Care						✓	✓										✓										✓						✓			
HCA UK at University College Hospital						✓											✓										✓									
Leaders in Oncology Care						✓																				✓					✓					
Sarah Cannon Molecular Diagnostics					✓																															

# URGENT CARE CENTRES



PRIVATE MEDICAL CARE FOR ADULTS AND CHILDREN VISITING LONDON

**NO APPOINTMENT NECESSARY** (open daily)



2

ADULT URGENT  
CARE CENTRES

1

PAEDIATRIC URGENT  
CARE CENTRE

**ON-CALL ROTA**  
FOR ALL SPECIALTIES

SEEN BY A CLINICIAN WITHIN  
**15 MINUTES\***

## CONDITIONS WE TREAT INCLUDE:

- Bladder and kidney problems
- Broken bones
- Chest infections and respiratory problems
- Flu symptoms and vaccinations
- Minor burns, wounds and injuries
- Persistent headaches
- Sports injuries
- Stomach problems
- Urinary infections
- Women's health conditions

\*HCA UK Statistics 2019

For any life-threatening conditions, always call 999 or go to your nearest emergency department.

# PAYING FOR YOUR MEDICAL TREATMENT



## 1. Pay for yourself

If you are looking for a diagnosis or treatment and don't want to wait, you can simply pay for your care yourself.

## 2. Private insurance

If you have medical insurance, be assured we work with all leading providers who can cover your medical care.

**If you are worried about a health concern and want to be seen quickly, we're here to help make your healthcare journey as seamless as possible.**

We take the uncertainty away from paying privately by providing clear and transparent quotes that outline what you can typically expect to pay for.

For more information, please contact:

**E: [enquiries.concierge@hcahealthcare.co.uk](mailto:enquiries.concierge@hcahealthcare.co.uk)**

**T: +44 (0)20 7616 4999**

**[hcahealthcare.co.uk](https://hcahealthcare.co.uk)**

## Our group

The Harley Street Clinic

The Lister Hospital

London Bridge Hospital

The Portland Hospital

The Princess Grace Hospital

The Wellington Hospital

The Christie Private Care

GP Services

HCA UK at University College Hospital

HCA UK at The Wilmslow Hospital

Leaders in Oncology Care

Connect with us



**+44 (0)20 7616 4999**

**[enquiries.concierge@hcahealthcare.co.uk](mailto:enquiries.concierge@hcahealthcare.co.uk)**

# HCAHealthcare uk