

Statement of Purpose

Bupa Cromwell Hospital



Part 1 The provider's name, legal status, address and other contact details

Provider's name and legal status

| | |
|-----------------|--|
| Full Name | Medical Services international Limited |
| CQC Provider ID | 1-101728680 |
| Legal Status | Organisation |

Provider's address, including for service of notices and other documents

| | |
|--------------------|--|
| Business Address | Bupa Cromwell Hospital Cromwell Hospital Cromwell Road |
| Town/City | London |
| Post Code | SW5 0TU |
| Business Telephone | 02074605590 |
| Electronic Mail | bupacromwellCQC@cromwellhospital.com |

Part 2

Aim and objectives

- We aim to provide the best quality service for our patients within a confidential and safe environment through effective collaboration and multi-disciplinary team working.
- We aim to provide an efficient inpatient and outpatient medical service which is responsive and adaptable to the needs of our UK and international patients.
- We safeguard the privacy and confidentiality of our patient's information at all times
- Bupa Healthcare is non-discriminatory and we aim to show our patients respect and courtesy at all times, irrespective of ethnic origin, religious beliefs, personal attributes, nature of the health problem
- We involve our patients to the fullest degree in decisions regarding their treatment
- We ensure that all members of the team have the right skills and training to carry out their duties competently and that they have opportunities to share and learn from problems that arise at any time.

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- We strive to be responsive to the needs and expressed views of our patients and their families by regularly seeking feedback and input as part of our continuous quality improvement
- We commit to being transparent and honest with ourselves, our patients and our regulators when things go wrong, and that we learn lessons in a timely way.
- To ensure that the voices of all of our staff are heard when decisions are being made about the organisation.
- To ensure that the hospital is compliant with all relevant legislation, regulations, policy and best practice guidance
- To provide a learning environment where we support the development and training of our people

Part 3

The information below is for location 1 out of a total of 2 locations.

| | |
|------------------|--|
| Location ID | 1-130440888 |
| Name of Location | Bupa Cromwell Hospital |
| Address | Cromwell Hospital Cromwell Road London |
| Postcode | SW5 0TU |
| Telephone | 02074605590 |
| Email | BupacromwellCQC@cromwellhospital.com |

Description of the location

Bupa Cromwell Hospital (BCH) is a private hospital operated by Medical Services International Limited and based in central London, offering treatment for both adults and children. The hospital was purpose built and opened in 1981 and Bupa acquired the hospital in 2008. The hospital has 114 beds and four suites. Facilities include five operating theatres, a seven-bedded level two and three critical care unit, MRI and X-ray, PET CT outpatient, diagnostic and health assessment facilities. Diagnostic radiological services are also undertaken at the Basinghall Bupa Health Centre.

The hospital specialties include; cardiology and heart surgery, gastro-intestinal medicine and surgery, lung medicine and surgery, adult intensive care, cosmetic surgery, renal transplantation and dialysis, hepatology and liver surgery, paediatric

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medicine and surgery, oncology, women's health, family planning, orthopaedics, neurosciences and general practice.

The hospital provides service to both UK and international patients with medical insurance, those who are sponsored by their respective embassies, those who self-fund and a very limited number of patients referred through NHS contracts.

| | |
|--|-----|
| Number of approved places/overnight beds (not NHS) | 114 |
|--|-----|

CQC user bands

- The hospital provides services to the whole population.
- Acute Services (ACS)

Mr Philip Luce is the registered manager for all regulated activities carried out at the hospital including:

- Treatment of disease, disorder or injury
- Surgical procedures
- Diagnostic and screening procedures
- Management of supply of blood and blood derived products etc.
- Family Planning

This information is for location 2 of 2:

| | |
|------------------|--------------------------------------|
| Name of Location | Basinghall Health Centre |
| Address | 4 Basinghall Street |
| | London |
| Postcode | EC2V 5BQ |
| Telephone | 02074605590 |
| Email | BupacromwellCQC@cromwellhospital.com |

Basinghall Centre is a private health assessment centre which offers outpatient health assessment and GP consultations, diagnostic tests and treatment for a range of conditions including cardiology, musculoskeletal conditions, dermatology and cosmetic treatments. The responsibility for the radiological diagnostics services provided is managed by the Cromwell Hospital. All other services are managed and separately registered by Bupa Clinics Business.

CQC User Bands:

- the whole population
- Diagnostic and or screening service (DSS)

Mr Philip Luce is the registered manager for the following regulation at that location:

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- Diagnostic and screening procedures

Part 4 Registered Managers Details

This information is for registered manager 1 of 1 for the provider shown in part 1.

| | |
|---|---|
| Manager's full Name | Philip Luce |
| Business Address | Cromwell Hospital 164-172 Cromwell Road London SW5 0TU |
| Telephone | 02074605590 |
| Manager's Email address | bupacromwellcqc@cromwellhospital.com |
| Locations Managed by this Manager | |
| Locations | Percentage of time spent at this location |
| Cromwell Hospital | 95% approximately |
| Basinghall | 5% approximately |
| Regulated Activities managed by this manager | |
| Treatment of disease, disorder or injury | Cromwell |
| Surgical Procedures | Cromwell |
| Diagnostic and screening procedures | Cromwell & Basinghall |
| Management of supply of blood and blood derived products etc | Cromwell |
| Family planning service | Cromwell |
| There are no job share arrangements in place for this registered manager. | |