

**NHS QUALITY ACCOUNT**  
2022/2023

# CONTENTS

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## Part 1

1. Statement of Assurance from our CEO
2. Introduction to Transform Hospital Group
3. Our Vision, Mission & Values
4. NHS services provided by Transform Hospital Group
5. Review of services
6. Strategic priorities

## Part 2

- 2.1 Priorities for improvement 2022 - 2023

## Part 3

- 3.1 National Clinical Audit Statement
- 3.2 Local Clinical Audit Statement

## Part 4

- 4.1 Review of 2021 - 2022
- 4.2 Review of the quality of our performance 2021 – 2022

# 1. STATEMENT OF ASSURANCE FROM NARINDER SINGH, CEO, TRANSFORM HOSPITAL GROUP

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Since the pandemic, we have been committed to helping the health service in any way possible. Our teams continue to prioritise alleviating pressure across the service to ensure patients who need it most receive appropriate care and treatment. The continued affect from the pandemic continues to put the NHS under immense pressure, but our partnerships with local health service trusts ensure that its patients who are treated within our facilities undergo much-needed procedures that otherwise may be postponed indefinitely, or cancelled. These types of partnership promise to be an important step change in how the public and independent healthcare sectors interact, not only during the pandemic, but also in the future. We firmly believe that the value of public private partnerships cannot be underestimated in bringing about a focus on the delivery of integrated, localised and patient-centred care. Our Senior Management Team, supported by teams across our organisation, have reviewed processes, standard operating procedures, staff and patient feedback and quality standards. I, Narinder Singh, as Chief Executive of Transform Hospital Group, confirm that I have seen this document and that the information contained in this quality account is accurate to the best of my knowledge. I confirm that I am aware of the NHS services that Transform Hospital Group provides and of the areas in which our organisation has plans to improve as part of our continuous improvement cycle.

## 1.2 INTRODUCTION TO TRANSFORM HOSPITAL GROUP (THGL)

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Founded in 1974, the business quickly became a household name in cosmetic surgery. By 2019, it had become the leading UK provider of surgical and non-surgical cosmetic procedures. As part of a major expansion plan, Transform merged with The Hospital Group, a market leader in weight loss surgery, creating THGL.

Included in the merger was Burcot Hall Hospital in Bromsgrove near Birmingham, Europe's largest purpose-built cosmetic surgery and weight loss surgery facility, which allowed the company to expand its range of treatments and further enhance patient care.

Now recognised as a leading provider of elective healthcare and wellbeing services, the business has rapidly been building its credentials as a trusted provider of elective services to the public and private healthcare sectors. In 2020, it became an NHS partner at a critical time, and it continues to play its part, helping to shape the future of the UK's ever-changing private healthcare ecosystem.

The company operates a nationwide network of clinics and hospitals with modern, technologically advanced facilities which allow it to provide patients with world-class standards of treatment in an ever-increasing range of procedures.

Its vision is for THGL to be "trusted experts delivering solutions that empower people to make their lives better." This forms the basis of its business strategy. Driving the organisation towards that goal are five shared values: One Team, Patient Care, Integrity, Innovation and Accountability, shaping colleagues' actions as they work towards common goals together.

## 1.3 OUR VISION, MISSION & VALUES

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### ONE TEAM

We are more effective when we work together, never letting a colleague fail, sharing ideas and knowledge, respecting each others' opinions, recognising the efforts of our colleagues and fostering open and effective communication which is timely and solution-orientated.



### INTEGRITY

We act responsibly in all our decision making, promoting honesty and transparency in communications and fairness in our actions. We own our successes and implement improvements when we get things wrong, consistently delivering on our commitments to patients and colleagues alike.



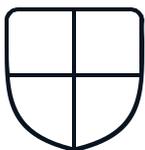
### PATIENT CARE

We see every situation through our patients' eyes. We demonstrate dignity, empathy and respect whilst delivering high quality patient care. We truly understand our patients' needs, and are passionate about delivering an outstanding service and carrying out our duties with candour.



### INNOVATION

We embrace positive change which helps us work smarter, faster and better. We constantly seek to advance our knowledge, accepting that there is always a better way of doing things. We push the boundaries in order to keep improving and overcoming challenges.



### ACCOUNTABILITY

We never hide from our responsibilities. We always accept personal accountability for our decisions, actions and results, including our own personal development. We never make excuses or place blame, so when there is a job to do, we do it.

## 1.4 NHS SERVICES PROVIDED BY TRANSFORM HOSPITAL GROUP

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Specialities
Cosmetic / Reconstruction / Breast
Bariatric / Upper GI
Maxillofacial
Orthopaedic
Dermatology
Urology
ENT

## 1.5 REVIEW OF SERVICES

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As an independent provider, THGL's hospitals cater to elective surgery patients. We do not have HDU or ITU facilities or diagnostic capabilities.

Our admission criteria references the American Society of Anesthetists (ASA) Physical Status Classification System. We are able to accept patients whose physical health is classified as ASA1 or ASA 2, and ASA 3 at Burcot Hall Hospital only.

Over the reporting period we have successfully treated over 700 NHS patients, whilst adding in new services such as Urology and Orthopaedics.

ASA 3 admissions to Burcot Hall would only occur following a MDT discussion, with a detailed plan of admission in place.

## 1.6 STRATEGIC PRIORITIES

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We continue to be committed to achieving our strategic priorities and as such have identified and implemented some key initiatives. Operational improvement will continue to include investment in IT systems, hardware and devices in all locations, to allow better access to equipment and the ability to continue to work in a hybrid way. Additionally, better access to quality technology will allow colleagues to continue to be able to access training sessions via Teams.

Through focus on people development we have successfully introduced and implemented a new process for appraisal and reward. This has included supporting and number of colleagues in formal training session to be able to extend their role, with many more sessions planned for the coming months.

We have continued to implement new treatments and services which has allowed us to be able to treat more patients successfully. As part of our strategic goal of growth and capacity we have implemented a number of training courses and competency frameworks to support staff in upskilling and extending their role. Through partnering with the NHS, business to business partners and charities we have and will continue to be able to expand our service offering.

## PART 2

### 2.1 PRIORITIES FOR IMPROVEMENT 2022/2023

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Transform Hospital Group continues to focus on delivering a structured Clinical Governance Framework, encompassing all segments of the organisation and within all locations. The committee structure has been redesigned to strengthen reporting lines through to our Clinical Governance and Compliance committee, providing additional assurance and oversight to our patients, staff, shareholders, customers and regulatory bodies; we will continue to review its effectiveness as we move into 2023.

The Governance Integration Group will continue to be the driver, through which information is collated, disseminated, shared and escalated as appropriate and to all relevant committees.

Improvements throughout the organisation will continue to be identified and implemented by a continued focus on audit, patient and customer feedback and regulatory inspection.

Optimisation

Transition to a broader-based healthcare and wellbeing provider

Operational  
Improvement

Capacity & Growth

People  
Development

Clinical Leadership

Marketing  
Effectiveness

## PART 3

### 3.1 NATIONAL AUDIT

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We have not participated in any national audit.

### 3.2 LOCAL AUDIT

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During the reporting period 89 audits were completed and reviewed, any areas for improvement and learning were shared and improvements put into place.

Some of the audits completed were as follows:

- Infection Prevention and Control
- Hand Hygiene
- Medicines Management
- Consent
- Pathway paperwork completion
- COSHH
- Data Protection
- Consultant Practising Privileges
- Health and Safety
- Patient Satisfaction

Audit outcomes are agenda items at the Safety, Quality and Risk Committees (SQRs) and recommendation for change are agenda items at the Medical Advisory Committees (MACs).

Following completion of these audits Transform Hospital Group has taken the following actions to improve the quality of care provided:

- Our Group Infection Control Nurse has continued to educate staff to enable them to appropriately complete Hand Hygiene audits but also improve audit outcomes by practicing better hand hygiene techniques. The implementation of an IPC link nurse programme with monthly meetings.
- Covert World Health Organisation (WHO) Surgical Safety audit are undertaken and WHO champions are in place to champion and promote WHO Surgical Safety.
- New consent documents implemented to strengthen the consenting process.

## PART 4

### 4.1 REVIEW OF 2021 - 2022

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THGL has continued to build on its innovative approach to adapting its services, which began as a result of the pandemic. Partnerships with the NHS at a national and local level were brokered in order to provide the right kind of support and to treat patients in need.

Partnerships continued with Manchester University Hospitals Foundation Trust, NHS Worcester Health and Care Trust and University Hospitals Birmingham. In addition, new partnerships were forged with University Hospital North Midlands, Coventry and Warwick NHS Trust and Wigan Borough CCG. Wigan Borough CCG are lead commissioners for the Greater Manchester Trusts

As we progressed our partnerships and our service offering, we continued to have a focus on training and development of our nursing and ancillary staff, to ensure they were able to provide care and treatment competently and safely to all patients. All team members adopted a collaborative approach to adapting to new working processes, with a focus on fast-paced consolidation of learning and cultural change displayed throughout the workforce.

In line with our commitment to strengthen our Governance Framework and deliver the Clinical Governance Strategy, we successfully implemented Radar, healthcare software which manages our quality and compliance processes. In one system, we can manage everything from incidents and action plans to audits and risk. The analytics module uses AI and machine learning to bring all this data together and work towards improving safety and quality of care.

Throughout the year we continued to ensure our Covid-19 Standard Operating Procedure reflected our commitment to patient and staff safety, at times when guidance was relaxing.

## 4.2 REVIEW OF THE QUALITY OF OUR PERFORMANCE IN 2021/2022

Performance Indicator for NHS Patients	Source	2021/2022	Action to Improve Quality
Number of Clostridium Difficile infections	Internal IPC reports	0	Continued monitoring
Number of MRSA positive blood culture	Internal IPC report	0	Continued monitoring
Number of MSSA positive blood culture	Internal IPC report	0	Continued monitoring
Number of incidents (all recorded as no or low harm)	RADAR reporting	23	Production of clinician preference cards to ensure all theatre staff are aware of preferences and to reduce any delays or confusion.  Continued development of nurses to ensure a thorough pre op assessment to reduce cancellations.
Number of never events	RADAR reporting	0	Continued monitoring
Number of complaints	Internal complaints report	3 = 0.32%	Continued monitoring
Returns to theatre	TML Data	1 = 0.08%	Continued monitoring
Friends and Family Test = Patients *	Patient Experience Questionnaire	78%	Improvements in processes, such as admission to reduce wait times to be admitted to ward.

**\*Please note this data include all Transform Hospital Group patients including NHS, currently our reporting mechanism does not allow us to split out the data.**

