

Medical Concierge Centre

Leading you through your healthcare journey

HCA Healthcare UK

At a glance

HCA Healthcare UK is the UK's largest provider of privately funded care

7
World-renowned London hospitals

Over 3,500
Doctors and clinicians

22
Outpatient centres

800
Inpatient beds

4
Urgent care centres

100
Critical care beds

The only private hospital provider in London to have

'Outstanding'

ratings from the CQC

£500m

invested in the last 10 years in the latest technology and leading treatments

At the forefront of research and education

The largest private ITU facilities in the UK

Welcome

HCA Healthcare UK's Medical Concierge Centre is our clinically-led service that helps fast-track patients' access to the right specialist, from initial consultations to screening and diagnosis, second opinions and hospital transfers. Open 24 hours a day, 365 days a year, our award-winning centre offers a single point of contact for all healthcare needs, whether that's from a patient's call or supporting a clinician with an urgent referral.

That means a premier patient-centred, seamless service that makes arranging healthcare simple and stress-free. Our Concierge Centre team respond to all enquiries in real-time to support seamless admissions into HCA UK facilities. This includes arranging appointments, managing transfers and booking ambulances, liaising with insurers and embassies to arrange coverage, and keeping patients and their families informed at every step.

As the only concierge centre operating within a hospital network, we offer unparalleled speed and access to consultants and treatments across our hospitals, medical centres and outpatient facilities. This access is further supported by our diverse team of clinical nurse specialists staffing the centre, who guide each patient personally throughout the entire process to offer continuity of care.

We also work within HCA UK's best practice governance framework, which is built around uncompromising patient safety standards. Many of HCA UK's hospitals and facilities have achieved the highest Care Quality Commission (CQC) rating of 'Outstanding', and the Concierge Centre itself has been awarded 'Best Healthcare Concierge Service' in Greater London by the Private Healthcare Awards for the last four years.

All of this helps us to achieve our aim of supporting our patients at every step of their healthcare journey – treating them with dignity, respect and care from initial arrival through to follow-up care once they've been discharged and return home.

Read on to discover the unique breadth of services you can access through HCA UK.

Scan the QR code to save the medical concierge contact card directly to your phone



Urgent admissions

We offer a 24-hour direct admissions service to support the referral of unplanned, urgent cases into HCA UK's private network. With a high capacity across five hospitals in London and Birmingham, and specialist acute medicine consultants and clinical nurse specialists always on-call, patients will receive the expert medical intervention they need in a timely manner.

All five of our acute admissions facilities are equipped with the most advanced emergency diagnostic and imaging facilities, ensuring they're ready to facilitate and care for even the most complex clinical cases.

All urgent cases are overseen by a clinical member of the team, and we can provide seamless access into HCA UK's private ICU network – the largest in London.

We offer:

Access to inpatient facilities for patients requiring acute medical or surgical care, including ICU facilities

One concierge team managing the entire admissions process

Private ambulance service from a patient's home, embassy, GP surgery or hospital

On-site support

On-site, consultant-led assessment supported by:

- Resident doctors
- Consultant on-call rota
- Specialist nursing teams
- Direct access to imaging services, pathology, intensivists and anaesthetists

E: medical.concierge@hcahealthcare.co.uk
T: +44 (0)20 7616 4999

Patient transfer service



If you have a patient admitted to hospital as an inpatient who would like to be transferred to an HCA UK hospital, the HCA UK Medical Concierge Centre can arrange this for you, whether you need a transfer to us from within the UK or abroad.

Our team have facilitated thousands of patient transfers from NHS hospitals into HCA UK facilities, so they'll ensure the handover and admissions process goes smoothly for you. And if an ambulance transfer is required for transport to an HCA UK facility, we'll organise that too.

In the case of major accidents or life-threatening conditions, we'd always recommend calling 999 for an ambulance and immediate admission into an NHS A&E. When the relevant hospital states that the patient is medically stable, we're happy to help co-ordinate a transfer into an HCA UK facility, should the patient wish.

From the moment you call, our medical team will personally manage the entire referral, ensuring your patient is quickly and seamlessly transferred to the most appropriate HCA UK hospital to receive consultant-led care without delay



International patients

Our dedicated, clinically-led international team has helped patients from over 90 countries seamlessly transfer into the care of our leading hospital network and get the expert diagnosis and treatment they needed.

ll repatriations are overseen by a clinical member of the Medical Concierge Centre team. We'll manage the admissions process, obtaining the most up-to-date medical information from the medical specialist who is currently treating the patient and coordinating a thorough clinical handover.

The HCA UK Medical Concierge Centre is staffed by a diverse group of senior nurse specialists with expert training in medical and surgical care, perioperative services and nursing. The combined experience of our team covers intensive care, acute medicine, accident and emergency, paediatrics, gynaecology, urology, cardiology and cancer care.

With a passion for healthcare and years of experience navigating healthcare needs, our team ensures every patient experience is seamless. We create personalised relationships with patients, linking them to the most suitable consultant at one of HCA UK's leading private hospitals.

Offering one-to-one patient care, our multidisciplinary team includes:

- Clinical nurse specialists (CNS)
- Dieticians
- Intensivists
- Microbiologists
- Pathologists
- Physiotherapists
- Pharmacists
- Radiologists
- Specialty consultants
- Specialist critical care registrars
- Specialist nursing teams

Clinical team members can guide patients to the most suitable specialist at the right hospital, while supporting the patient's family during what can be a stressful time.



Going the extra mile:

In January 2021, following a major earthquake in Croatia, we collaborated with a UK-based embassy to airlift and medevac a critically ill, pregnant patient to London to receive specialist care and, ultimately, give birth safely.



Our facilities

The UK's premier collection of private hospitals

Our Central London facilities

All facilities are less than 60 minutes of a London airport



1 The Harley Street Clinic
London W1G 8BJ



2 London Bridge Hospital
London SE1 2PR



3 The Portland Hospital
London W1W 5AH



4 The Princess Grace Hospital
London W1U 5NY



5 The Wellington Hospital
London NW8 9LE



6 HCA Healthcare UK at
University College Hospital
London NW1 2BU



7 The Lister Hospital
London SW1W 8RH



8 Leaders in Oncology Care
London W1G 6AF



Our nationwide facilities

All facilities are less than 60 minutes of an airport



9 The Christie Private Care
Manchester M20 4BX



10 The Wilmslow Hospital
Wilmslow SK9 1NY



11 The Harborne Hospital
Birmingham B15 2FQ



London Bridge Hospital



London Bridge Hospital is renowned for treating patients from around the world and for delivering complex and acute medicine, with particular focus on cardiac care, oncology, orthopaedics, gynaecology and urology, as well as stem cell, liver and renal transplants.

Spread over three main buildings and five outpatients centres are contemporary inpatient rooms, chemotherapy suites, physiotherapy gyms and remarkable theatres, all designed so patients feel as comfortable and safe as possible. The hospital invests in the latest technologies to enhance the team's ability to offer treatment built on extraordinary insight and utmost accuracy.

London Bridge Hospital is rated 'Outstanding' by the Care Quality Commission.

Our specialties

- Cardiology and cardiac surgery
- Cancer services, including haematology
- Trauma and orthopaedics
- Gastrointestinal medicine
- Liver and HPB, including transplant
- Renal services, including transplant
- Head, Neck and Thyroid Centre
- Acute Admissions Service
- Respiratory medicine and thoracic surgery
- Neurosciences, including stem cell therapy for MS
- Spinal and cranial surgery

Facilities

- 188 beds
- 33 intensive care beds
- 10 operating theatres
- 25 day-case beds
- 3 cardiac catheter labs
- JAG accredited endoscopy unit
- JACIE accredited stem cell unit
- GP services
- Pharmacy
- Outpatient treatment rooms
- Specialist cancer unit





Ion™ Endoluminal System

London Bridge Hospital was the first private healthcare hospital in the UK to offer the Ion™ Endoluminal System for robotic navigational bronchoscopy.

This state-of-the-art robotic-assisted technology enables accurate and prompt diagnoses of abnormalities in the lungs and can help transform the early diagnosis of suspected lung cancer. It provides a streamlined patient pathway that enables multiple biopsies to be taken in a single procedure.

The Ion's ultra-thin robotic catheter and advanced manoeuvrability allow navigation far into the peripheral lung, giving greater access to lung nodules that were previously difficult to reach. It also improves lung nodule biopsy success rates and reduces the need for 'watch and wait' CT scans.



Living Donor Liver Transplant

London Bridge Hospital's transplant team performs living donor liver transplants to help restore normal function in a diseased liver. The organ's ability to regenerate makes this possible. A section of the diseased liver is removed and replaced with a graft of the donor's liver.

Transplantation of a liver increases the recipient's quality of life and life expectancy. Once transplanted the donor's remaining liver returns to its normal volume and function, usually within a couple of months of surgery.



Stem Cell Treatment for MS

For those with Multiple Sclerosis in whom first line therapies have not worked, autologous haematopoietic stem cell transplant (AHSCT) offers a breakthrough in treating this debilitating condition.

The treatment aims to reboot the immune system, to stop it from attacking itself and repair any existing damage. London Bridge Hospital is ideally placed to offer this state-of-the-art therapy, and it is led by one of the pioneers in HSCT for autoimmune diseases in the UK.



Personalised external aortic root support (PEARS)

PEARS is a surgical procedure to repair an aorta root affected by Marfan Syndrome. The first stage of the procedure is a CT scan to create a 3D model of the aortic root. This can then be used to make a bespoke mesh sleeve that fits around the aorta and root to prevent further dilation.

It is an open surgery carried out under general anaesthetic and is typically a shorter operation than an aortic root replacement. The procedure normally lasts no more than two hours and requires a short six or seven days stay at the hospital.

The Portland Hospital



Internationally renowned for clinical excellence, The Portland Hospital is the only independent hospital in the UK entirely dedicated to women and children. The hospital's inpatient and outpatient specialties reflect this, providing clinical expertise in paediatrics, obstetrics and women's health.

The paediatric unit offers expert, highly advanced medical care for children, from treatment for orthopaedic problems to complex emergency care in the paediatric and neonatal intensive care units.

The Portland Hospital is constantly investing in bringing the best care possible to children and their families. In 2023 we were proud to open a brand new paediatric cath lab and a new theatre, expanding cardiac and surgical capabilities.

The women's health unit at The Portland Hospital is at the forefront of delivering medical excellence across the whole spectrum of gynaecological services, with a team of leading specialists able to support patients in a discrete environment.



Our specialties

- Complex medical care and paediatric rehabilitation
- Congenital and paediatric cardiac care
- Paediatric neurosurgery
- Neonatal medicine
- Paediatric orthopaedics & spinal surgery
- Women's health
- Maternity care
- Paediatric GI medicine and surgery
- Paediatric craniofacial surgery

Facilities

- 38 paediatric ward beds
- 15 PICU/HDU beds
- 3 SCBU beds
- 3 level II NICU beds
- 8 day-care unit beds
- 4 theatres including one hybrid theatre/cath lab; emergency obstetric theatre on labour ward
- 5 labour ward rooms
- 16 post-natal beds
- 3 neonatal level 3 ICU cots
- 50 consulting rooms
- Pharmacy
- Outpatient treatment rooms
- Urgent Care Centre



The Wellington Hospital



With over four decades of expertise in treating patients from around the world, The Wellington Hospital has gained a reputation for excellence for the unrivalled care we provide across all medical specialties.

Across the main hospital sites and outpatient centres, patients benefit from a network of clinicians focused on achieving the best possible outcomes, and from the leadership team's focus on investing in the best technology. The hospital has a Mako robot and a JAG-accredited endoscopy suite, as well as fully equipped theatres and highly specialised units.

As a leader in the field of adult neurological rehabilitation, we have a dedicated unit specifically designed to support patients with acquired injuries to the brain, spinal cord and other complex neurological conditions.

Our specialties

- Cardiology and cardiac surgery
- Cancer care
- Neurology and neurosurgery
- Trauma and orthopaedics
- Women's health
- Spinal unit
- Acute Admissions Service
- Neurological rehabilitation
- Complex colorectal including robotics
- Liver and HPB
- Renal services

Facilities

- 224 private rooms
- 26 level III ITU beds
- 12 operating theatres
- 2 cardiac catheter labs
- 2 surgical robots
- Acute admissions unit
- Urgent Care Centre
- Nuclear medicine centre
- Acute rehabilitation unit
- Gamma knife
- JAG-accredited endoscopy centre
- Renal centre (including dialysis)
- GP services
- Pharmacy
- Outpatient treatment rooms



Acute Neurological Rehabilitation

at The Wellington Hospital

The Wellington Hospital is home to the UK's largest private neurological rehabilitation facility, complete with a state of the art gym, hydrotherapy pool and occupational health infrastructure.

This acute hospital setting ensures we have the capacity to handle complex medical needs and care for patients who are too ill to be admitted into other rehabilitation units, including those with disordered consciousness or significant injuries. We can also manage the transition from ITU onto a ward environment in a safe and seamless way.

Our extensive risk management and case reviews ensure the highest possible safety standards. A highly flexible, comprehensive approach means we holistically manage the patient's care needs – with everything from nutritional guidance and neurological physiotherapy to the integration of psychiatric support where needed.

RAINDROP trial

The Wellington Hospital's acute neurological rehabilitation unit, in collaboration with the University of Birmingham, was privileged to participate in the clinical research trial, **RAINDROP**.

The trial investigated rehabilitating patients in vegetative and minimally conscious states by using advanced brain imaging technologies to track the effects of non-invasive brain stimulation in a small group of patients.

Improvements in trauma care have increased the chances of surviving the most severe brain injuries and The Wellington Hospital is leading the future of rehabilitative neuroscience.



Bespoke programmes of care:

- Complex Neurological Rehabilitation
- Specialist Spinal Cord Injury (SCI)
- Functional Restoration Programme (FRP)
- Functional Neurological Disorder Programme
- Post COVID-19 Medical Rehabilitation Programme



The Harley Street Clinic



The Harley Street Clinic is comprised of several facilities in the centre of London's renowned medical district that offer a wide range of cutting-edge treatments and services in buildings steeped in history.

At The Harley Street Clinic, patients benefit from advanced facilities for complex neurosurgery and cardiac care. The hospital pioneers techniques for treating cancer, combining state-of-the-art equipment with a dedicated team of oncologists and clinicians whose research is focused on improving outcomes for patients.

The Harley Street Clinic has one of the UK's most advanced molecular imaging centres and is equipped with SPECT CT and PET CT scanners so patients benefit from quick, detailed diagnosis of even the most complex conditions.

Our specialties

- Cardiology and cardiac surgery
- Cancer care
- Neurology and neurosurgery
- Trauma and orthopaedics
- Women's health
- Spinal unit
- Acute Admissions Service
- Neurological rehabilitation
- Complex colorectal including robotics
- Liver and HPB
- Renal services

Facilities

- 224 private rooms
- 26 level III ITU beds
- 12 operating theatres
- 2 cardiac catheter labs
- 2 surgical robots
- Acute admissions unit
- Urgent Care Centre
- Nuclear medicine centre
- Acute rehabilitation unit
- Gamma knife
- JAG-accredited endoscopy centre
- Renal centre (including dialysis)
- GP services
- Pharmacy
- Outpatient treatment rooms



Leaders in Oncology Care (LOC)

at The Harley Street Clinic

At 95-97 Harley Street patients can find the flagship outpatients centre for Leaders in Oncology Care.

Our multidisciplinary team offers a wide range of services including chemotherapy, radiotherapy and hormonal therapy. The building houses dedicated consultation and counselling suites, calm and comfortable treatment rooms, an on-site laboratory and a pharmacy.

Genetic testing for cancer

Cancer is a common condition that will likely affect one in three people in their lifetime. While it's not usually inherited, it can be influenced by genes and run in families.

Genetic testing for cancer is a type of DNA test to help identify if you are carrying a genetic mutation that could cause cancer and potentially be passed on to your children.

The Harley Street Clinic offers the latest, validated hereditary cancer gene panel tests, which simultaneously examine dozens of genes instead of examining the inheritance of one potentially cancer-causing mutation at a time.

TrueBeam™ linear accelerator

The TrueBeam™ linear accelerator provides a new level of capability for tailoring treatments to a patient's individual case and the type of cancer they have. The innovative technology delivers radiotherapy up to eight times faster than traditional linear accelerators.

It has the ability to target tumours with high dose beams in just minutes and with pinpoint accuracy to help protect healthy tissue and speed up recovery.

CaRi-Heart® Technology

CaRi-Heart® Technology is available across many HCA Healthcare UK hospitals. It is a revolutionary new technology that can assess the risk of a serious heart condition or heart attack; years before anything happens.

It is ideal for those with pre-existing heart conditions or those who are concerned about a family history of heart disease. It is a non-invasive procedure that is carried out alongside a regular CT coronary angiogram. Results that could prevent a future heart attack are typically available in as little as three days.

Treatment for tumours

The Harley Street Clinic provides a variety of expert treatments for tumours, including:

Gamma Knife®
The Gamma Knife® is a ground-breaking piece of equipment used to treat brain tumours and certain brain conditions with incredible precision.

Visualase™ Neurosurgical Laser Ablation
Visualase™ is a pioneering brain tumour and epilepsy treatment that uses MRI-guided laser ablation.

CyberKnife®
CyberKnife® is a non-invasive laser treatment alternative to surgery, offering new hope to patients with inoperable or complex tumours.

The Princess Grace Hospital

The Princess Grace Hospital is one of the UK's best-equipped, multidisciplinary, acute private hospitals, with over 700 highly experienced consultants, clinicians and specialist teams across all major medical disciplines.

Founded in 1983, The Princess Grace Hospital specialises in providing high-quality care across a variety of specialties, including orthopaedics, digestive health, urology and women's health.

The hospital has dedicated clinics for patients, including a leading intestinal failure unit. The only private intestinal failure services in the UK, it is equipped to deal with these complex conditions .

The Princess Grace Hospital invests in evidence-based technology for the improvement of patient outcomes including the da Vinci robot. With two da Vinci surgical systems in the hospital, patients benefit from reduced waiting times for minimally invasive procedures.





Our specialties

- Trauma and orthopaedics
- Digestive health
- Urology
- Gynaecology
- Breast surgery
- Acute Admissions Service
- Colorectal surgery
- Endocrinology

Facilities

- 127 patient beds
- 9 level III ICU beds
- 9 operating theatres
- 2 endoscopy theatres
- 14 consulting rooms
- GP services
- Pharmacy
- Outpatient treatment rooms
- Urgent Care Centre



HCA UK at **University College Hospital**



HCA UK at University College Hospital (UCH) is a joint partnership between HCA Healthcare UK and University College London Hospital which focuses on improving the care offered to people with cancer. With a multidisciplinary team of leading consultants, clinical nurse specialists and other advanced healthcare practitioners, people with cancer are supported from their first contact or diagnostic test through to their treatment and follow-up care. At HCA UK at UCH, patients have access to the latest treatments available, including advanced radiotherapy and immunotherapy.

Working with expert consultant haematologists and oncologists, HCA UK at UCH treats blood cancers, solid cancer tumours and blood disorders. HCA UK at UCH provides access to bispecific therapy for key blood cancers such as myeloma, diffuse large B-cell lymphoma and follicular lymphoma.

The centre provides an outstanding level of personalised medicine. As part of our efforts to offer patients the most personalised treatment, from mid-2024 we will be the only global independent healthcare provider to offer access to gene-editing therapy for patients aged 18-35 with sickle cell disease and transfusion-dependent thalassaemia.

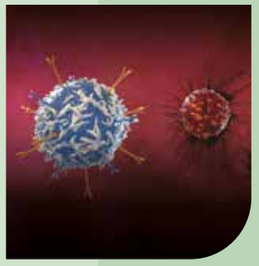


Our specialties

- Blood cancers
- Haemoglobinopathies (Sickle Cell Disease and Thalassaemia)
- Sarcoma
- Brain cancer
- Head and neck cancer
- Lung cancer
- Gastrointestinal cancer

Facilities

- 43 inpatient beds
- 8 bed advanced cellular therapy unit
- 5 bed isolation unit
- Access to onsite 10 bedded blood cancer / oncology ITU
- 11 day-case chemotherapy chairs
- 3 day-case chemotherapy beds
- Pharmacy
- Outpatient treatment rooms
- JACIE & IECT accredited HSCT & Advanced Cellular Therapy Unit
- Access to clinical trials via Sarah Cannon Research Institute UK (SCRI)
- Radiotherapy with access to Proton Beam Therapy via Proton International at UCLH
- Tumour Infiltrating Lymphocyte therapy for approved oncology conditions



CAR T-cell

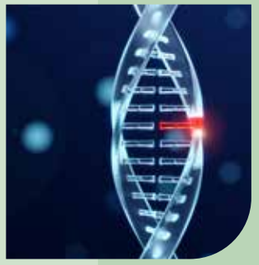
CAR T-cell therapy is a novel type of immunotherapy in which a patient's T-cells (a type of white blood cell that normally fights infection in the body) are genetically modified to boost their ability to find and eliminate cancer.

This complex therapy uses a technique called adoptive cell transfer. The patient's T-cells are first harvested, then modified to boost their ability to identify and destroy cancer.

It's the latest breakthrough in immunotherapy treatment and offers patients another treatment route where others have failed.

CAR T-cell therapy is available as per license at HCA UK at UCH for relapsed / refractory:

- DLBCL
- Primary mediastinal B-cell lymphoma
- Follicular lymphoma
- Mantle cell lymphoma
- Acute lymphoblastic leukaemia



Breakthrough gene-edited therapy

HCA UK at University College Hospital will be one of the first hospitals in the world to offer a revolutionary new treatment for thalassemia and sickle cell disease. These red cell disorders are life-long, life-limiting and often painful conditions, which carry a heavy treatment burden. Until now, there has been little hope of curing these diseases, but gene-edited therapy offers new hope for patients.

It works by targeting and editing the abnormal gene that causes these conditions. First, the specialist team will mobilise the patients stem cells. These are sent to a laboratory, where CRISPR gene-editing technology is used to cut and edit the faulty gene, using molecular scissors. These edited cells are then re-infused back into the patient following conditioning chemotherapy. The new edited stem cells will populate the bone marrow and produce healthy blood cells.

The experience and expertise of the clinicians we work with, along with our state-of-the-art facilities, means our unit is a highly specialised environment dedicated to the delivery of this breakthrough treatment, and our joint JACIE-ISCT programme consistently achieves outstanding patient outcomes.

The Lister Hospital



The Lister Hospital, offers world-class healthcare in the heart of Chelsea in London. Offering a wide range of services and treatments, from diagnostic tests to surgical procedures, their ongoing investment in state-of-the-art technology ensures patients receive care of the highest quality.

The Lister Hospital is home to a number of specialist units and teams. In order to consistently deliver excellent standards of care to patients, the team works closely with leading consultants across a range of medical disciplines.

With facilities in Chelsea, Chiswick and Battersea and Nine Elms, The Lister Hospital offers specialist services including our one-stop breast clinic, women's health and wellbeing care, physiotherapy, cancer care, fertility care and orthopaedics.

Our specialties

- Complex gynaecology
- Specialist endometriosis unit
- Cancer services
- Orthopaedics
- Fertility
- Acute Admissions Service

Facilities

- 60 inpatient beds
- 4 level III ICU beds
- 4 operating theatres
- Endoscopy theatre
- GP services
- Pharmacy
- Outpatient treatment rooms
- Urgent Care Centre



Lister Fertility Clinic

at The Lister Hospital

Lister Fertility Clinic is widely recognised as one of the leading private fertility treatment centres in the UK. Since its establishment in 1988, it has maintained its reputation as being one of the most successful IVF treatment clinics in the UK with over 20,000 "Lister" babies born.



Although you will have your own consultant at Lister Fertility Clinic, who personally plans and leads your care, we very much work as a team at all levels (doctors, nurses and embryologists). Each doctor is a highly qualified gynaecologist with specialist fertility training who can manage all aspects of sub-fertility.

Lister Fertility Clinic are specialists in treating low ovarian reserve, offering a comprehensive range of fertility treatments, including IVF, egg freezing, egg sharing, blastocyst transfer and more.



In vitro fertilisation (IVF)
IVF is used to treat a wide range of fertility problems. It may be the first line of treatment for tubal or age-related infertility, but it can also be recommended if simpler treatments have been unsuccessful for patients.

Egg freezing
Women who wish to defer childbearing until later in their life or who are facing medical treatment which could lead to a decline or loss of fertility, may decide to freeze their eggs.

Egg sharing
Our egg sharing programme offers IVF at a significantly reduced cost to suitable women who wish to share their eggs. The sharer will have extensive counselling on the legal and ethical implications of egg donation.

Blastocyst transfer
Research has shown that pregnancy rates are improved in some women when embryos are transferred at the blastocyst stage, which occurs five or six days after egg collection.

HCA UK in Manchester and Birmingham

All facilities are less than 60 minutes of an airport



1 The Harborne Hospital
Birmingham B15 2FQ



2 The Wilmslow Hospital
Wilmslow SK9 1NY



3 The Christie Private Care
Manchester M20 4BX

The Harborne Hospital

Welcome to The Harborne Hospital, part of HCA Healthcare UK. The Harborne Hospital is a brand new £100 million, 50-bed, multi-specialty private hospital in Birmingham.

Located on the Queen Elizabeth Hospital Birmingham campus, the hospital has the deep clinical infrastructure, equipment and facilities, and expert teams to deliver full clinical pathways across a mix of specialties and sub-specialties at all levels of complexity. Our consultants, specialist nurses and diagnostic specialists work closely as a multidisciplinary team to provide the very latest techniques to diagnose and treat a wide range of health conditions.

The Wilmslow Hospital

The Wilmslow Hospital hosts a dedicated team of the region's top healthcare professionals, always on hand to offer the very best care. Rated 'Outstanding' by CQC, the ultra-modern health facilities are conveniently located in the heart of Cheshire.

Open seven days a week, we can offer same-day appointments and fast access to specialist diagnostics and treatment for a range of conditions. Our dedicated services include men's and women's 'one-stop' health clinics, private GP, specialist day surgery and an onsite pharmacy.

The Christie Private Care

World-class cancer care in Manchester. At The Christie Private Care patients come first, with the best expertise and care available. The facility is home to a specialist team of consultants, clinical nurses and healthcare professionals, who adopt a multidisciplinary approach to provide individually tailored care.

The unit's comprehensive cancer pathways are all-encompassing, from diagnostic assessments to surgery, chemotherapy, anti-cancer drug therapies, radiotherapy and supportive care.

As a dedicated cancer centre, there is plenty of specific expertise in treating and supporting patients through a cancer diagnosis, treatment and beyond. We offer patients the latest treatment options and their leading oncology consultants and cancer sub-specialists are often personally involved in important medical advances.

Continuous investment in our complex capability

Our commitment

To be the UK's leading provider of private complex healthcare, known for quality, medical innovation, greater choice and fast access to leading specialists.

Leading the way in private complex care

We have a rich heritage of providing patients with high-quality complex care at our hospitals, including cardiac care, cancer care and complex surgery, using innovative techniques.

Our hospitals are well-known for their exceptional cardiovascular and thoracic capability. Our renowned neurologists and neurosurgeons push medical boundaries every day, from stem cell treatment for multiple sclerosis to treating brain tumours with immunology.

We are the UK's most comprehensive private cancer care provider, connecting **over 300 expert cancer consultants at our hospitals**, cancer treatment centres and outpatient clinics. We have a relentless focus on providing the very best person-centred cancer care and the latest and most innovative treatments.

Our multidisciplinary oncology teams have the ability to draw on the expertise of consultants in supporting areas of medicine, such as cardiac, renal, neurology and other specialist areas. So not only can we treat cancer, but we can provide continuity of care for patients with other comorbidities or for those who experience subsequent effects of their cancer treatment.

Our recent investments

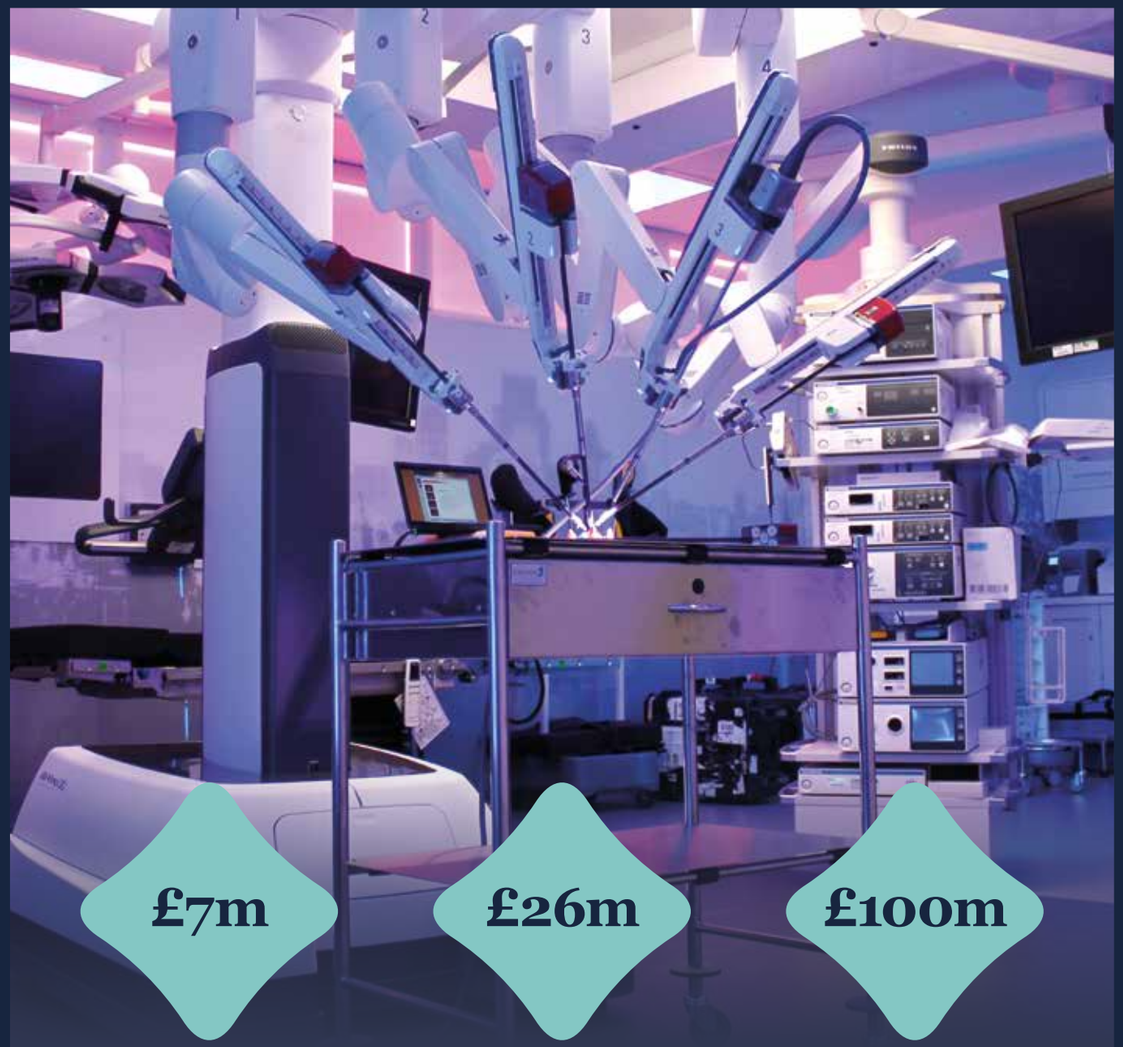
Over the last five years, we have invested £225 million in our network of care.

Exciting areas of investment have included the relocation of our complex haemato-oncology inpatient services to a brand-new, state-of-the-art hospital in partnership with UCH, with the infrastructure to provide innovative CAR-T Cell Therapy, and the extension of our robotic surgery capability across five of our hospitals.

Over the last five years we have invested

£225 million

in our network



£7m

investment in our fleet of da Vinci Xi robots

£26m

investment in the oncology unit at HCA UK at UCH

£100m

investment to build The Harborne Hospital

In 2023, we:

Launched the Ion robotic navigational bronchoscopy platform, which offers same-day diagnosis of lung cancer.

Opened the UK's first private intestinal failure unit at The Princess Grace Hospital

Built a cath lab at The Portland Hospital to ensure children can access cardiac care quickly.

Treated our 100th MS patient with AHSCT at London Bridge Hospital.

Robotic excellence at HCA UK

At HCA UK we believe our patients should have access to the latest proven treatment technology. Which is why we continually invest in state-of-the-art technology to ensure our hospitals and specialist centres are among the best-equipped in the world.

Our facilities are home to some of the leading robotic technology in healthcare, including:

The da Vinci® Surgical System
Minimally invasive surgery assisted by the da Vinci robot. Return home faster, experience less pain, less trauma and more mobility.

Mako® robot
This game-changing navigation technology provides patients with more accurate implant placement during hip and knee replacement surgery.

ExcelsiusGPS®
Giving patients living with chronic back pain and other spinal conditions access to the latest and most effective minimally invasive technology.

Versius Surgical System
The Versius Surgical System is an innovative hybrid between robotic and laparoscopic surgery, providing surgeons with the latest technology for the best possible patient outcomes.

9
da Vinci robots

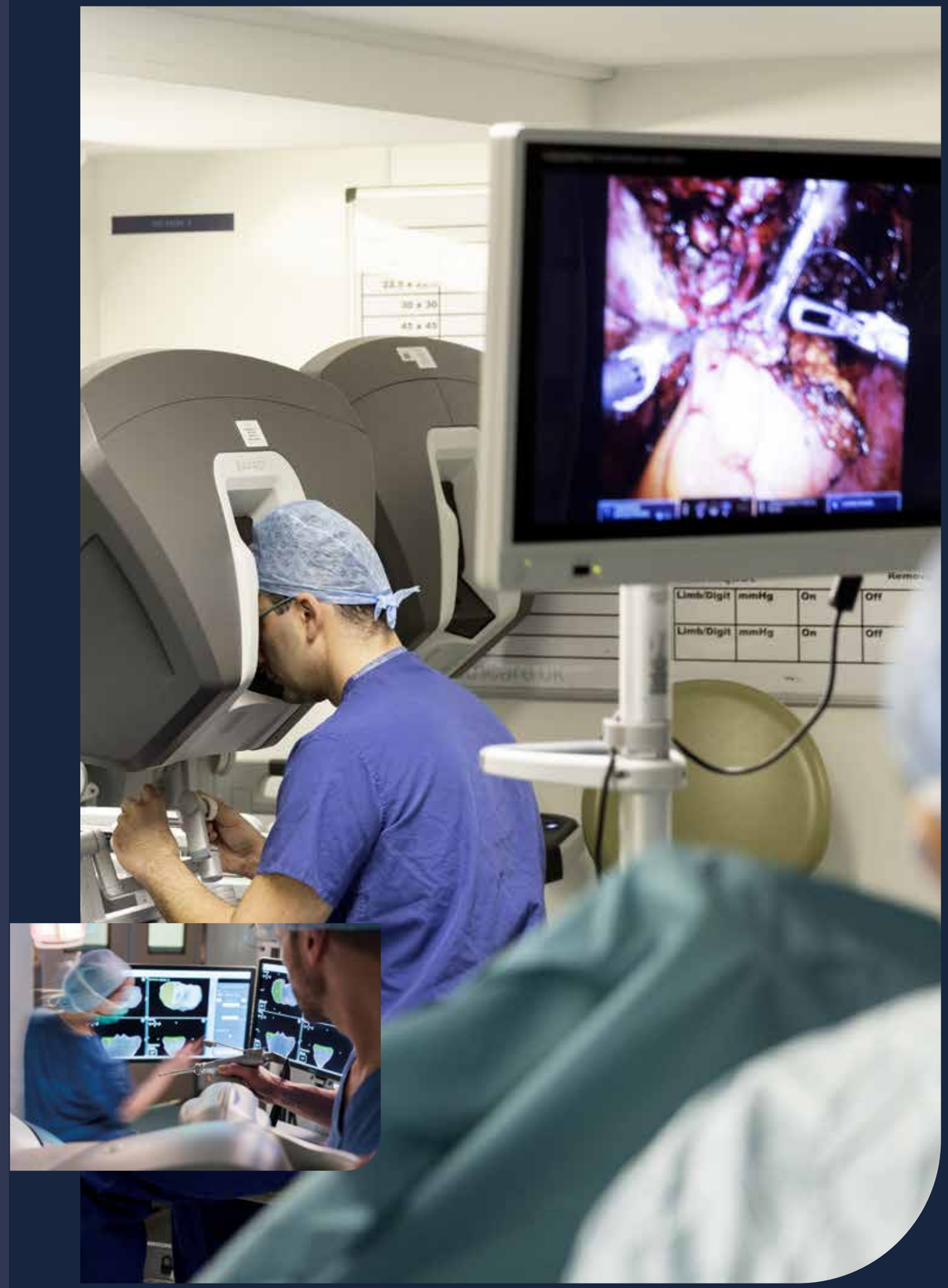
4
Mako robots

1
Versius robots

5k
cases

1st
single port robot in the UK

1st
Ion robot in Europe in the private sector



A series of firsts

Breaking new ground in medicine

We are revolutionising the treatment of complex, serious and life-threatening conditions. Over the last five years we have invested £225 million in our network of care, enabling us to introduce ground-breaking technology and pioneering techniques that have made the previously untreatable, treatable.

1st private hospital in the UK to offer CAR T-cell immunotherapy for treatment-resistant blood cancers

1st in the world to offer revolutionary new Revita procedure for type 2 diabetes

1st for TAVIs in the private sector – we have performed the most private trans-catheter aortic valve implantation (TAVI) procedures in the UK

1st private hospital group in Europe with a fully integrated da Vinci robotic theatre

1st to treat previously inoperable brain tumours with the UK's only Visualase system

1st to perform non-invasive treatment using the NanoKnife® and first in the UK private sector to offer Icon Gamma Knife®

1st in the UK to perform auxiliary partial orthotopic liver transplant (APOLT) using a partial liver graft from a living donor

1st private hospital to perform personalised external aortic root support (PEARS) to treat a faulty aortic root in the heart

1st hospital in the UK to offer the revolutionary ExcelsiusGPS® Robotic Navigation System to patients who need spinal surgery

1st and only private acute neurological rehabilitation centre in the UK – celebrating 20 years at the forefront of acute rehabilitation



We are proud to be:

No. 1 in the UK for private cardiac care*

*Based on national private cardiac volumes.

The UK's most comprehensive provider of private cancer care

The largest provider of robotic surgery in the UK's private sector

HCA UK is the first and only private provider in Europe to offer Ion technology to patients in a clinical setting

Providing clinical excellence, enabling exceptional care



Our commitment

To provide patients with exceptional care and uphold our strong track record of maintaining the highest quality and safety standards across our facilities and services.

One HCA UK – one healthcare system for patients

As one of the leading private healthcare providers in the UK, we provide seamless expert medical and nursing care across a system of hospitals, outpatient clinics, GP practices and NHS partnerships.

With over 3,000 consultant partners and more than 2,000 nurses and allied health professionals, we provide a depth and breadth of care across our hospitals and clinics that is unmatched in the private sector.

Our founding philosophy of putting patients first guides us every step of the way, ensuring we deliver end-to-end care across our whole network, no matter what our patients' needs are.



What sets us apart

Our people – We are united by a passion to exceed expectations and to treat everyone with dignity, respect and fairness.

A Department Board approach – This helps us to deliver clinical care across multiple facilities, driving excellence through the specialist knowledge of our doctors and nurses.

Expert collaboration – All complex patient decisions are discussed in depth by multidisciplinary teams of doctors, nurses and other allied health professionals.

Intensive care provision – We are unique in the independent sector for providing intensive care facilities in all of our main hospitals.

Dedicated clinical nurse specialists – Our Clinical Nurse Specialists regularly go above and beyond for our patients to provide tailored, holistic care for their needs.

Our clinical governance

Exceptional clinical governance underpins everything we do. Our patients get the highest possible standards of care.

Our Care Quality Commission (CQC) results speak for themselves, with 16 of our locations rated 'Outstanding' and 18 locations rated 'Good'.

How do we achieve this?

Teamwork – Clinical staff work as a team to provide exceptional personalised care according to the latest clinical evidence and within our robust standards.

Continued improvement – We monitor our patients' experiences and outcomes to ensure we continuously adapt in order to deliver the very best in patient care.

Clinical leadership – Our clinical governance is shaped by some of the UK's leading doctors, many of whom hold senior positions in leading NHS teaching hospitals. Their depth of knowledge is shared across our healthcare system.

96%

of patients rated our nursing care as Excellent or Very Good*

96%

of patients would be Extremely Likely or Likely to recommend us to family and friends for similar care*

*Patient responses from January – July 2022

Our services network at a glance

	Allergy	Bariatric surgery	Breast care	Cardiology and Cardiac surgery	Genetics	Chemotherapy	Colorectal surgery	Craniofacial	Dermatology	Endocrinology and Diabetes	ENT	Fertility & Reproductive Medicine	Gastroenterology	General Surgery (inc complex)	Gynaecology	Haematology	Head, Neck and Thyroid medicine/surgery	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	Thoracic 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 (cancer services)			✓		✓	✓	✓		✓				✓	✓	✓	✓	✓								✓			✓	✓		✓				✓	
HCA UK at University College Hospital						✓										✓									✓			✓								
Leaders in Oncology Care						✓																			✓				✓							
The Wilmslow Hospital			✓	✓			✓		✓	✓	✓		✓	✓	✓								✓			✓		✓							✓	
The Harborne Hospital			✓	✓	✓	✓	✓	✓	✓	✓	✓		✓	✓	✓	✓	✓	✓	✓	✓			✓		✓	✓		✓	✓	✓	✓	✓			✓	✓

We have a higher proportion of **Outstanding CQC* ratings** than any other private hospital group in the UK

* The Care Quality Commission is the UK's independent regulator for health and social care services.

hcahealthcare.co.uk

Connect with us

Our Group

The Harley Street Clinic
The Lister Hospital
London Bridge Hospital
The Portland Hospital
The Princess Grace Hospital
The Wellington Hospital
The Wilmslow Hospital
HCA UK at University College Hospital
The Christie Private Care
The Harborne Hospital
HCA UK Laboratories
HCA UK Primary Care
Sarah Cannon Research Institute

HCA Healthcare UK

v02 10/25