Our story so far



The start of a special and unique service

HCA Healthcare UK's Medical Concierge Centre was founded in late 2020 by Annabelle Neame, Vice President New Markets & Innovation at HCA Healthcare UK. Annabelle had realised that many patients find navigating the private healthcare system challenging, so her team set up London's first CQC-registered medical concierge service as a result. Our dedicated, patient-centred service provides a single point of contact to patients, and we operate 24/7, 365 days a year to offer complete peace of mind.

Who we are

Our team comprises senior specialist nurses with specialised training in medical and surgical care, and experienced patient liaison officers. Our backgrounds cover areas such as intensive care, coronary care, paediatrics, A&E, perioperative and emergency assessment, gynaecology, urology, cardiology, cancer, aged care and acute medicine.

Our ethos

Each member of the UK's Medical Concierge Centre team is committed to ensuring that patients receive exemplary care. Our passion for nursing and healthcare, in conjunction with years of practical experience, allows us to offer patients a truly personalised, bespoke service. We strive to make every patient journey seamless by finding the correct pathway for each individual and ensuring patients are admitted to the most appropriate HCA UK hospital for their needs.

How we work

Receiving the initial enquiry in the form of a phone call or email acts as a catalyst, setting off a chain of events, with a race against time to liaise with the patient, next of kin, consultants, hospital teams, site managers and third-party assistance companies, such as aviation or ambulance companies. In order to provide the best service, it is vital that up-to-date patient medical information is obtained before organising transfers and admissions. We can then move patients to an HCA UK hospital from either a private or NHS hospital, coordinating the handover and admissions process to make it as easy as possible for the patient and their family. If a patient needs to be repatriated for urgent treatment following trauma or illness, then this process is overseen by a clinical member of the team.

Our achievements to date

In 2021, we launched the Rapid Response Referral Service, providing a 24-hour, seven days a week service. Ensuring patients benefit from a rapid response referral for urgent, time-critical and complex care scenarios is by no means an easy task. The team's responsiveness means they can guarantee that the referring clinical team will have received confirmation their patient can be admitted to an HCA UK hospital within two hours of the team being contacted. This responsiveness and service are key reasons our team were selected as winners of the 'Best Healthcare Concierge Service in Greater London' by Private Healthcare Awards 2022 and 2023, and us being awarded the 'Enterprise runner up' award for innovation in July 2023.

A tried and trusted service

We're delighted to report that our team is growing in numbers to support the demands of the service, which continues to go from strength to strength. Patient feedback speaks volumes, and we have received a plethora of positive testimonials from referrers and patients and their families.

CQC-governed and protected

We apply strict governance when it comes to handling patient medical information. It forms part of our guiding principle of ensuring safe and ethical practice.

CareQuality Commission

The HCA UK Medical concierge centre team has:

- **Supported patients from over 60 countries, including navigating complex government regulations**
- **Coordinated over 500 NHS patient transfers to HCA UK facilities**
- **Facilitated over 2000 inpatient admissions and over 1500 day cases, including over 20 ICU-to-ICU transfers**



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.

"I suffered multiple fractures and other injuries whilst skiing in Switzerland and was airlifted to an intensive care unit in a Swiss hospital. I was having to try and co-ordinate two insurance companies to get myself transferred back to the UK under medical supervision. This was a daunting experience and I desperately needed someone experienced to help co-ordinate the myriad of officialdom.

I was recommended the HCA UK Medical Concierge Service and they were invaluable in taking the stress out of a very difficult situation. They liaised between hospitals in the UK and Switzerland, doctors in both countries and the insurance companies. They also arranged my admission to a London hospital when I landed. I cannot thank them enough for the services and care they provided when I most needed it."

"I believe that with enough passion, vision and teamwork, anything is possible. I'm proud to have overseen some truly amazing outcomes for our patients and their loved ones."

Annabelle Neame,
Vice President New Markets & Innovation,
HCA Healthcare UK

Our international patients

London is a city that attracts millions of international visitors every year. Many of those people travelling come for a very specific reason: the healthcare. London is a hub of medical excellence, enjoying a reputation across the world as a place for the best research, innovation and practice, which is why we've helped patients from over 60 countries access care in London.

Part of the reason for the widespread appeal of London as a centre of healthcare tourism is the excellence in delivery, guaranteed by a robust regulatory body and frequent audits. HCA UK's best practice governance framework reflects those uncompromising patient safety standards London is famous for. Those using our medical concierge services often have complex care needs and we see a large proportion of our patients requiring oncological care, neurorehabilitation services and polytrauma treatment.

Our medical concierge service handles international transfers, translations services and can offer you a team that trained to know and adhere to cultural differences in medical care delivery.

Complexity of care

Transferring patients requires specialist medical and bureaucratic knowledge to ensure the complexities on both sides are considered. Offering dedicated, personal support throughout the process, our clinical nurse advisors are highly experienced in navigating the most complex treatment pathways.

With backgrounds across emergency and complex medicine, our team can support with referrals for the most complex trauma medical cases, where patients may have multiple comorbidities or additional emotional or medical needs. We support across all specialties, including cancer, orthopaedics, cardiac and maternity medicine.



How we work with embassies

> "Never in my entire career working with the foreign service and working with many institutions worldwide have I ever encountered such an exceptional team! The level of support, day and night, is well beyond anything I have experienced! Professionalism and caring beyond reproach! Precious resources in my opinion."

Chief Medical Officer, London-based embassy

Accessing services is harder in a foreign country – which is why we work so closely with the diplomatic community to ensure they, and their guests and visitors, have simplified, speedy access to medical services whilst they work in, or visit, the UK. We share best practice with each other, exchanging medical and bureaucratic knowledge to make sure our mission of working for patients is always delivered safely, discreetly and sensitively.

Click here for a video about the HCA UK Medical Concierge Centre

enquiries.concierge@hcahealthcare.co.uk

020 7616 4999