

Cromwell Hospital

Cromwell
Hospital

We wanted to provide you some key information about Cromwell Hospital and why we believe it is a place where you can really make a difference. In this pack you'll discover a little more about the environment, benefits we offer and our purpose, our ambition and our strategy.

Cromwell Hospital is an internationally renowned private hospital located in the South Kensington area of London. We offer treatment for both adults and children, and are dedicated to providing world-class care to our patients.

The hospital was purpose built and opened in 1981 as a state-of-the-art private facility for complex procedures and excellence in patient care – a tradition which continues to this day.



Our patients choose to come to us from our local area, throughout the UK, and from more than 100 other countries. Our International Patient Centre is a dedicated service to assist patients and their families travelling from abroad for treatment.

The hospital was bought by Bupa, the leading global healthcare company, in March 2008.

Our patient survey is one of many important indicators we use to measure how we are performing as a hospital and we take these results very seriously in order to achieve our aim of living healthier, happier lives and making a better world.

89.9%

Patients said they would be 'Likely' or 'Extremely likely' to recommend

89.9%

Our patients told us the overall satisfaction with their experience at the hospital was 'Good' or 'Very Good'

88.0%

Patients answered '**Yes definitely**' when asked if they felt they were treated with respect and dignity

83.1%

Overall impression of discharge, '**Good**', '**Very Good**' or '**Excellent**'.

93.0%

Overall impression of your consultant '**Good**', '**Very Good**' or '**Excellent**'

88.8%

Overall impression of nursing care '**Good**', '**Very Good**' or '**Excellent**'

This is more than a salary.
This is belief in you.

Here's a quick snapshot of the benefits and rewards we offer here at Cromwell Hospital for the role you've applied for. These benefits have been carefully crafted to really make a difference to our people's lives, supporting a work-life balance whilst keeping focus on mental and physical well-being, here they are:

Healthy bodies



Discounted access to
online gym sessions



Dental insurance



Babylon – GP
on your mobile



Bupa health insurance
as a benefit in kind

Healthy minds



Emotional Well-being
Online (WBO) support



Access to Family
Mental HealthLine



Financial Wellbeing
channels



Support for Carers

Healthy culture



Annual performance-
based bonus



An enhanced pension
plan and life insurance



25 days holiday
annually, buy/sell option



Support with travel costs
via season ticket loan

Our Purpose, Our Ambition and Our Strategy

Cromwell Hospital

3x6
Strategy

Our Purpose

Helping people live **longer, healthier, happier lives and making a better world**

Our Ambition

To be the world's most customer-centric healthcare company

3x

Ambition KPIs

40%

of our customer care touchpoints will be owned by Bupa

60%

of customers will actively interact with Bupa on our digital platforms

80_{NPS}

80 will be our Net Promoter Score, measuring our global customer loyalty

6x

Strategic and Enabling Pillars

Strategic Pillars

Customers

Obsession with our customers' experience

Growth

Strong performance and governance

Transformation

Continuous innovation and preparation for tomorrow

Sustainability

Making a positive impact on the world

Enabling Pillars

Data

Enhanced data driven decision making

Agile Culture

The best, most diverse people and a great place to work

Bringing Our Strategy to Life

For a deeper insight into our strategy, here's a few words from our CEO, Carlos Jaureguizar

