

# Healthcare



 NatWest

Supporting the healthcare sector



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Today's healthcare sector faces many challenges - shifting demographics, changing lifestyles, new regulations, labour costs and property management to name but a few. With these challenges come many exciting opportunities but also financial headaches. We can help you overcome these and other obstacles to success.

- In the provision of care homes and primary healthcare services in the community, it's impossible to ignore the financial implications of external market forces.
- Facilities need constant upgrading to comply with new regulations and to meet the increasing demands of consumers.
- Investment in staff training is vital to meet the high standards of today's care.
- In every area - from care homes and assisted living to general practice and pharmacies - capital costs are rising. Businesses that have traditionally needed only current accounts and transmission services, now require large loan transactions, re-mortgaging and the ability to raise capital.

"At NatWest we focus on long term customer relationships. The closer we are to you and your business, the better equipped we are to provide you with tailored and flexible solutions, designed to help you."

Richard Hall, National Head of Healthcare, Commercial Banking, England & Wales



# An exceptional service

We know that our customers want a close, personal relationship with a local contact, that's what makes banking work.

At NatWest, we can offer you an exceptional banking service for three key reasons:

- We have first-hand knowledge of your industry.
- We are focused on your specific business needs.
- We can make rapid financial decisions where you most need them – locally.

## Local healthcare expertise

In our healthcare team, we have experts in specialist areas such as general practice, care homes (residential and nursing), assisted living, pharmacies, children's day care nurseries, among others.

Strategically matching this expertise with customer locations, we have established a team of experienced relationship managers around the UK who can build strong personal relationships with a small portfolio of local customers.

On your doorstep, you'll benefit from sector specialists, speaking your language, who live and work in your area and who have the ability and desire to get to know your business properly.

## Sector experts

Because our relationship managers work so closely with your industry, they can bring a depth of understanding to your business. They have the creativity and appetite to think 'beyond the frame', proposing tailored packages that work for you.

NatWest healthcare specialists are continually developing their specialised sector knowledge. Focused training sessions, such as two and three day seminars on the care home sector for example, bring together the Bank's knowledge of healthcare, as well as that of care home owners, business valuers and finance brokers.

Our experienced managers regularly deal with a wide range of healthcare professionals including regulators, accountants, valuers, lawyers, health & safety experts, property developers and planners. This gives them the ability to approach deals 'from both sides of the desk' and understand the different viewpoints of everyone involved.



# Care homes

We know that the thousands of residential and nursing care businesses around the UK are experiencing a period of unprecedented change. Over recent years, many smaller homes have closed and the supply of beds has fallen, while at the same time, the amount of regulation has significantly increased.

Healthcare businesses today can't avoid all regulation – it controls every aspect of care provision from the physical specifications of homes, to employment and training of staff. In a business where often more than half of the fee income goes on staff costs, the impact of a national minimum wage increase can make the difference between profit and loss.

We understand these pressures. We're here to help you find the right financial solutions so that your business can thrive in the face of change.

We've identified many new opportunities in your sector too: for example, the increased demand for assisted living developments and more facilities for groups including the elderly, mentally ill and those with learning difficulties. At NatWest, we're working with our healthcare customers to capitalise on these new and exciting ventures, to ensure that their businesses continue to evolve.

“Our relationship managers realise that running a successful care home can be a demanding task. This is why we are dedicated to making your banking as efficient and as straight-forward as possible, allowing you to concentrate and focus on your business strategy.”

Richard Hall, National Head of Healthcare,  
Commercial Banking, England & Wales



# Primary healthcare

There are fundamental shifts taking place in healthcare too. A high percentage of GPs' premises are either too small or too old to cope with newer styles of care provision such as physiotherapy, district nursing, midwifery, minor surgery and dialysis. Increasingly, GPs are finding that in order to grow their business and comply with new regulations, they need to move or extend or refurbish their building. And this means big budgets.

Instead of funding these changes themselves, many GPs are choosing to rent premises on long leases from developers and investors, supported by rental re-imbursement monies.

Even with the new premises flexibilities introduced as part of the General Medical Services contract, this trend looks set to continue. That's why NatWest is committed to working directly with GP practices, Primary Care Organisations, property developers and specialist accountants and lawyers to make it possible for GPs to meet growing patient demands, in a way that their practices can afford.

We are already responsible for a significant proportion of general practice financing in the UK, which is why we can truly claim to speak the language, ask the right questions, understand the risks and find the best funding mechanisms for your situation.

"Our experience within the sector allows us to identify changes and opportunities quickly. This means we are constantly developing new and flexible solutions to improve the way we support your business."

Richard Hall, National Head of Healthcare,  
Commercial Banking, England & Wales





## Next steps

In both community care and primary healthcare, we have the appetite and the capability to help - whatever the scale and complexity.

Our wide range of services include:

- current account banking and money transmission
- finance for development
- acquisition opportunities
- re-mortgage opportunities
- interest rate risk management
- mentoring on healthcare issues: e.g. Health & Safety, staffing
- introductions to external expertise: e.g. capital allowances, insurance cover.
- asset finance.

If you are new to NatWest and would like to find out more about working with us, contact your nearest Commercial Banking office or visit [www.natwest.com/commercial](http://www.natwest.com/commercial)

