

Outsourced Dermatology Services

Support with reducing backlogs and patient wait times



Case Study

University College London Hospitals
NHS Foundation Trust
Dermatology and minor surgery service



Results at a glance

100% waiting list validation

- 98% of patients would recommend our service to their family and friends

| The Challenge

The Dermatology Department at University College London Hospitals NHS Foundation Trust (UCLH) had a backlog of 1000 unvalidated dermatology patients waiting either to be assessed in their first outpatient appointment or awaiting a minor or intermediate skin procedure.

Additionally, the Trust had run out of space to accommodate a potential insourcing solution.

| The Approach

The ID Medical team took a proactive approach to produce a bespoke solution that would help alleviate the Dermatology department's backlog and limitations.

This included:

- Creating and implementing a dermatology waiting list validation team
- Shortlisting and jointly visiting the local premises that had been identified as suitable for an outsourced solution
- Recommending technological solutions to ensure safe and smooth patients flows
- Assembling an experienced dermatology team to deliver the service
- Providing software and tools to measure patient satisfaction and outcomes

100%
clinical workforce compliance

0%
complaints, concerns or negative comments

Clinical governance:

- 100% risks mitigated
- No incidents recorded
- No complaints recorded
- 100% quality audits completed

Proven solutions for improved outcomes

| The Results

In three months of service, the ID Medical team:

- Validated the waiting list – 100%
- Patients seen and treated – 80%
- Remaining 20% either did not require an appointment as their condition resolved, DNAs or cancelled

Key Service Highlights

- Smooth mobilisation and integration with the Trust (4 weeks)
- Quick turnaround of list validation
- Patient Satisfaction NHS Friends and Family Test (NHS FFT) 97%
- Patient compliments which expressed that patients felt comfortable during their visits
- Doctors and staff were described as kind, empathetic, and clear in their communication
- Clear advice, helpful and friendly staff
- Professionalism, cleanliness, and reassurance noted
- Quick, informative service with insights into new remedies
- Expressions of gratitude for polite and understanding service
- Cohesive and experienced Dermatology team
- Premises located in central London – good access for NHS patients
- Strong collaborative partnership between ID Medical and UCLH teams
- Excellent communication between operational teams and clinicians, and across both organisations

Streamlined, bespoke dermatology services

Why us:

20+

Years of experience

8m+

Hours delivered

600

Healthcare Specialists

95%

Trusts regularly working with us

100k

Pool of Healthcare Professionals

98%

Average NHS Audit score Platinum status

Care Quality Commission

Registered provider

Our services:



Staffing Solutions

Full-time, part-time, temporary or permanent, we fill over 8 million plus hours a year.



Clinical Services

Insourced, outsourced, virtual consultations and triaging – we help reduce patient wait times.



Workforce Technology

A fully interoperable, modular platform powered by Clarity to manage all staffing needs.



Managed Services

Master, Neutral & Hybrid Vendor Services, plus Recruitment Process Outsourcing.

Contact us:

 clinicalservices@id-medical.com

 +44 (0) 1908 525 756

 id-medical.com

ID Medical