



iD Medical

Patient Case Study

| Our Service

Our Community Minor Operation Service commissioned by NHS Suffolk and North East Essex Integrated Care Board was set up to address the growing need for a community service for local patients – one that delivered a caring service and met their needs in the best possible way.

| Our Patient

One of our patients was a 79 year old male, referred by a local GP practice in November 2023 after a referral was received via eRS.

The gentleman in question was suffering with a cyst above his eyebrow. It was previously infected and treated with antibiotics, but they had no effect.

The cyst had been causing increasing problems at night whilst he was wearing his CPAP mask.

Our system enables patients to book appointments that are clinically appropriate and accepted by the clinical lead. The easy to use, directly bookable service ensured the gentleman was able to be seen within four weeks.

| At a glance

Service:

ID Medical Group - Community Minor Operations Service (NHS Suffolk and North East Essex Integrated Care Board).

Referral journey:

Male, 79 years referred by local GP practice (November 2023).

Referral received by eRS and directly bookable service used to book appointment; clinically appropriate and accepted by clinical lead.

Patient waiting time:

Four weeks.

Reason for referral:

A cyst above his eyebrow which was previously infected and treated with antibiotics which had no effect. The cyst had been causing increasing problems at night whilst he was wearing his CPAP mask.

Seen by skin surgeon in clinic:

The cyst was excised completely under local anaesthetic in clinic.

Patient Feedback

How did you find the referring process to ID Medical community minor operations service?

"Very easy and with no problems."

How did you find the premises and location of service?

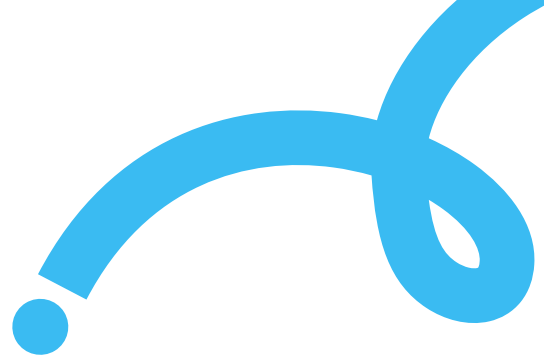
"Superb."

How did you find the clinical team on the day of appointment?

"Amazing – on another level. I was called in earlier on the day of the appointment which was excellent. There was no waiting around and my appointment, was finished within half an hour. I was told exactly and precisely what to do regarding wound care after my appointment. Both the surgeon and the healthcare assistant were outstanding."

Would you recommend ID Medical Minor Operations Service to your friends and family?

"Absolutely, the whole process was excellent and exactly what the health services need more of."



Improving patient outcomes for all

We were privileged to be able to ask this patient to share his experience.

Our patient feedback helps us ensure we understand how to further build and operate our services around their needs.

Providing valuable community skin services


Sixty percent of people in the UK currently have a skin condition. Demand for treatment is at an all-time high and many NHS Dermatology departments are struggling to meet targets.

ID Medical Clinical Services is a CQC-regulated provider already helping NHS trusts and local communities to manage their patients' healthcare pathways and improve patient outcomes.

We can do the same for you.



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