

# Clinical Services Patient Case Study BANES

## Community Skin Surgery Service, commissioned by NHS Bath and North East Somerset, Swindon and Wiltshire, ICB



### | Our Service

Our community minor surgery service was established to meet the need for a convenient and accessible local service, reducing the demand of patients being sent directly to secondary care.

### | Our Patient

One of our patients was a 65 year old male, referred by a local Hospital in March 2023.

This patient was referred to the service for the removal of a BCC (basal cell carcinoma) on the back. The patient was originally referred to secondary care, however, they referred the patient back into our service for the procedure to be done in the community.

The patient was seen within 2 weeks of the referral being sent.

### | Summary

#### **Service:**

ID Medical Group - Community Minor Operations Service (NHS Bath and North East Somerset, Swindon and Wiltshire Integrated Care Board).

#### **Referral journey:**

Male, 65 years referred by local Hospital (March 2023). We are working closely with the local hospital to ensure they send any appropriate referrals back into our service.

This process is preventing longer waiting times in secondary care and a better experience for patients.

#### **Patient waiting time:**

Two weeks.

#### **Reason for referral:**

Basal cell carcinoma (BCC) on the back.

#### **Seen by skin surgeon in clinic:**

The BCC was excised completely under local anaesthetic in clinic.

# Journey through patient's eyes

## How did you find the referring process to ID Medical Community Minor Operations Service?

*"Excellent, very quick."*

## How did you find the premises and location of service?

*"Absolutely fine – everything was perfect."*

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

*"Marvellous, I could not fault them in anyway; very efficient – in and out."*

*I filled out a form at the end and could not recommend enough."*

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

*"Yes, 100% - I could not recommend it enough."*



## 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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