

Clinical Services Patient Case Study SNEE

Minor Surgery Service, commissioned by NHS Suffolk and North East Essex, 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 79 year old male, referred via eRS (NHS e-referrals service) by a local GP practice in November 2023.

The gentleman in question was suffering with a cyst above his eyebrow which was previously infected and treated with antibiotics which had no effect. The cyst had been increasingly causing problems at night whilst he was wearing his CPAP mask.

The easy to use, directly bookable service we set up (to book appointments that were clinically appropriate and accepted by the clinical lead) was used and the gentleman was seen within four weeks.

| Summary

Service:

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

Referral journey:

Male, 79 years, referred via e-RS by local GP practice (November 2023).

The patient was directly booked into an appointment of their choice. Once received, the referral was reviewed and triaged by our clinical team.

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 increasingly causing 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.

Journey through patient's eyes

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.

Regulated by



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