

ENT & Audiology Services

Flexible service models designed to reduce wait times and improve patient outcomes

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

We deliver millions of pounds worth of savings against NHS Tariffs and can help your organisation do the same.

Is your ENT department experiencing unsustainable pressure?

With an ever ageing and growing population, the demand for ENT treatment continues to put extreme pressure on ENT departments across the UK.

As of September 2023, the total number of patients hit an all-time high, with over 600,000 patients waiting for ENT treatment.

Our tailor-made insourcing and outsourcing solutions significantly reduce RTT waiting times without compromising on quality and safety. Dependent on your specific service challenges, we can build a bespoke solution and provide a full IDMCS team to manage the entire patient pathway or create a hybrid model of IDMCS and Trust staff.

Tailored to you, organised by us

Our highly skilled ENT teams can confidently treat a huge variety of conditions, which include but are not limited to the following:

- Tonsillitis
- Otitis media and externa
- Rhinosinusitis
- Hearing loss
- Neck lumps
- Balance problems
- Septal deviation
- General ENT issues

Working in partnership to offer a collaborative and harmonious extension to your existing team

We can deliver a range of diagnostic treatments and a variety of services. These can be completely bespoke to your specific challenges and flexible to meet ongoing and fluctuating demand.

Our ENT Consultants and Specialist Nurses are able to support with all aspects of the patient pathway which can include the following:

- Triage Clinics
- General ENT
- Day Case ENT Surgery
- Audiology Clinics

At a glance

98%

Average patient satisfaction score



Robust Clinical Governance processes to continuously improve our services



Rapid mobilisation in as little as 2 weeks



Delivering exemplary patient care without compromising on quality & safety



Highly skilled Healthcare Professionals from substantive NHS backgrounds



Overcoming the pressures of increased referrals and NHS Guideline expectations

Audiology Clinics

With approximately 16% of the population experiencing significant hearing loss, the demand for Audiological services is growing rapidly. Our team of experts can also run Audiology Clinics supporting you with:

- Hearing & Balance Assessments
- Hearing Aid Clinics
- New-born Hearing Screening
- Paediatric and Adult Rehabilitation

At ID Medical Clinical Services, we fully appreciate the importance of building a team that is committed to working together to deliver exemplary patient care, which is why we have unrivalled capacity to supply regular, regional teams.

Our services are delivered by experienced NHS Consultants and Nursing Healthcare Professionals who work alongside our Senior Operations team to improve patient access and reduce backlogs quickly and efficiently.

With a dedicated Service Delivery Manager, we can ensure you are kept up to date via weekly service calls and Governance & Quality meetings, where the overall service performance and patient outcomes can be discussed.

Key benefits of using IDM Clinical Services:

- Robust Clinical Governance processes
- CQC-regulated
- National coverage
- NHS Consultant-led
- Insourcing/outsourcing options: fixed premises or mobile units to suit your requirements
- We take care of the full patient pathway – from first patient referral, through consultations and diagnostics, to follow ups and discharge
- Average patient satisfaction scores of 98%
- Capacity to flex up or down based on demand
- All major Frameworks approved, providing simple contractual engagement

Seamless integration with your existing service

We appreciate how important it is to comply with your local service protocols, policies and processes. Whether you choose an insourced or outsourced service, we are able to seamlessly integrate with your existing service, working in synergy with you.

“

All staff involved in my treatment today were extremely professional and courteous. I was extremely impressed, thank you very much.

”

Patient

Why us:

55+

NHS Hospitals throughout England, Wales & Scotland working with us

20+

years of supporting the NHS with staffing, management and workforce solutions

7 day

services on site & remote operating Mon – Sun including evenings

30%

average savings against NHS tariffs

98%

patient satisfaction scores



Unrivalled capacity to supply regular & regional teams of Consultants & Nursing Healthcare Professionals from NHS Substantive backgrounds

Take 6 steps with us



Initiation Phase

Meet our Clinical Lead and Operational team to evaluate your challenges and consider recovery plan options.



Definition Phase

Together we will clearly outline the service objective, with particular consideration given to risk, budget, timescale and approach.



Design Phase

A bespoke delivery model is created in order to achieve your specific targets and operational needs.



Development Phase

The Clinical Team is sourced and we ensure everything needed to run the service is arranged.



Implementation Phase

Service Go Live!



Follow-Up Phase

Weekly service delivery calls and onsite visits to discuss overall performance and patient outcomes.

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