

Reducing patient wait times with ID Medical's Insourcing Services

Royal United Hospitals Bath NHS Foundation Trust

Case Study



| The Challenge

Royal United Hospitals Bath was facing the challenge of significant patient backlogs for colonoscopy procedures, resulting in increased patient wait times in clinic. Recognising the need for support, the Trust initiated a tender process to identify a suitable partner. They needed a team that would be capable of readily integrating with existing practices, whilst offering innovative solutions to improve operational efficiency.

ID Medical's was the successful bid, with the flexibility of support and the commitment and reputation for delivering exceptional insourcing services matching all of the Trust's criteria. ID Medical's proven approach of providing regional consistent teams was also a key factor.

| The Approach

To ensure the backlog could begin to be addressed immediately, the ID Medical team and RUH's Operational and Clinical Teams collaborated closely from the start. Ways of working were quickly understood and existing processes and procedures were mapped out in detail so that they could be integrated swiftly.

Once up and running, a smooth and flexible working model would be implemented – a necessity for seamlessly integrating with the Trust's existing practices.

Beyond fulfilling the immediate need for insourcing services, ID Medical would provide best practice recommendations within the operational delivery of the service. This would help to enhance the overall quality of patient care whilst optimising the Trust's processes.

| Our Solution

Understanding RUH's unique challenges and needs was paramount. ID Medical's solution wasn't simply throwing more staff at the problem; it was about collaborating and integrating seamlessly into existing practices. This helped to establish several key benefits:

- **A Flexible and Collaborative Approach:** We prioritised understanding RUH's workflow and preferences, offering a dynamic working model that adapted to their specific needs. Open communication and ongoing support fostered a transparent and collaborative partnership.
- **Swift Mobilisation and Efficient Operations:** Recognising the urgency, we mobilised our services within five weeks, minimising disruption and quickly addressing the backlog. Streamlined administrative processes and dedicated regional teams ensured consistent, reliable support every weekend.

Key stats and next steps

2338

patients seen to date

(1st July 2023 – 29th January 2024)



Additional patient bookers



Additional evening lists

Key Service Highlights

- Additional lists on the weekend, with a focus on rapid diagnosis and treatment
- Sustained waiting list levels
- Enhanced patient-centered care
- Operational excellence
- Collaborative partnership
- 98% average patient satisfaction scores

98%

of patients would recommend our services to friends and family



Dedicated teams of highly skilled professionals seamlessly integrate with your existing service structure.

- **Focus on Diagnostic Endoscopy:** Tailored services focused on colonoscopy procedures, directly addressing the backlog. Three specialist Endoscopy teams delivered up to 140 JAG points per weekend, significantly reducing wait times. A pre-assessment service further streamlined the process and optimised patient care.
- **Operational Excellence and Best Practices:** Beyond service delivery, we provided valuable recommendations on best practices within operational processes. This enhanced the overall quality of patient care and also optimises RUH's efficiency for long-term sustainability.

| The Results

The impact of ID Medical's solution was demonstrably positive:

- **Backlog Reduction and Improved Wait Times:**
We effectively tackled the colonoscopy backlog, significantly reducing wait times for patients. Additional weekend lists and increased JAG points capacity facilitated faster diagnosis and treatment, preventing further backlog growth and allowing for efficient booking of complex cases.
- **Operational Efficiency and Patient Satisfaction:**
Our collaborative approach and swift mobilisation helped RUH alleviate staffing and resource constraints. Reliable and consistent teams every week eliminated reliance on unpredictable staff availability, contributing to enhanced operational efficiency. This, in turn, translated to exceptional patient satisfaction, with 98% average scores.
- **Overall Value and Partnership:** Our flexible and tailored solution aligned perfectly with RUH's specific needs and budget. We delivered measurable results on key metrics, demonstrating the value of our partnership. Positive patient feedback and testimonials further validate the success of this collaborative approach.

| Testimonials

“ Without ID Medical we would have seen large increases to our backlogs, they provided a reliable ring-fenced resource and I knew I could count on their additional lists each week. The most helpful aspects for me was how quickly they were able to mobilise and adapt to our needs. Since starting we have had numerous patient compliments each week too. ”

Rebecca Weston
Specialty Manager, Medicine,
Gastroenterology and Rheumatology
Royal United Hospitals Bath NHS Foundation Trust

“ I had a colonoscopy and was dreading it, but the team of Nurses was lovely and the three in the treatment room especially. They were kind and explained all that I would experience. They were fantastic – perfect! ”

Colonoscopy patient

Clinical Services Insourcing – a seamless extension to your trust's existing services

Why us:

55+ NHS Hospitals throughout England, Wales & Scotland working with us

6+ years of experience supporting with Insourced & Outsourced Services

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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ID Medical