

ED Primary Care Streaming Services

Clinical Services

Case Study


Liverpool University Hospitals
NHS Foundation Trust

| The Challenge

Combination of extreme high demand, winter pressures and backlogs post Covid-19 outbreak are resulting in severe delays for patients for emergency care.

ID Medical (IDM) is an experienced provider in delivery of Primary Care Streaming Services for NHS Trusts. We offer a tailored service which is modelled for each individual hospital, as although they often share the same NHS Foundation Trust they can differ significantly. This includes diversity of population in acuity of presentations, premises and set ups.

This has been the case at Royal Liverpool University Hospitals at Aintree University Hospital and the Royal Liverpool University Hospitals NHS Foundation Trust.

| The Approach

To agree the best model of care for local patients by working jointly with secondary care colleagues and adjusting our model to achieve the most suitable, effective service locally.

At Aintree ED, in consultation with ED Leads, we developed a model of care suitable for their patients, GPs and hospital teams. We implemented and refined a variety of service inclusions and exclusions, along with triage approaches before finalising the guidance for both the ED and Primary Care Streaming Service Team. During the last 11 months we have seen and treated over 7,000 patients and have worked jointly with the ED teams to utilise our Primary Care Streaming Service to its full potential. The contracted service hours have been changed to accommodate peaks and troughs of patient traffic during the different weekdays, and also the annual seasons and different service hours have been trialed including night shifts, to reach 70-90% clinic utilisation rates.

Results at a glance

- Over 7000 patients were treated and seen
- Patients are seen quicker and by the right clinician according to their need first time
- Increased service capacity for patients 365 days service

Patient Comments

“Exceptional staff”

“Everyone of the staff were lovely to me, felt well looked after”

“I am happy with the treatment and care given”

“ID Medical are engaging, adaptable and flexible company who are willing to work with you in partnership to make the best of the service. Any changes suggested they welcome and will work with you to make the best out of it”

Lynn Leonard
ED Director of Nursing
Liverpool Hospital



7000+
Patients treated
and seen

| The Solution

To integrate ID Medical Primary Care team with emergency care department to reduce waiting times and increase patient access and healthier outcomes for patients, this model has been set up at Aintree Hospital and at New Liverpool Hospital for Liverpool University Hospitals NHS Foundation Trust. We regularly measure patient satisfaction utilising the Friends and Family Test and have improved services based on feedback.

| Mobilisation

Efficient mobilisation, in 24 hours for critical areas of the service achieved at Royal Liverpool Hospital.

| Results

Patients are seen quicker and by the right clinician first time, increased service capacity for patients 365 days service. Over 7000 patients were treated and seen.

| What our client says

"ID Medical are engaging, adaptable and flexible company who are willing to work with you in partnership to make the best of the service. Any changes suggested they welcome and will work with you to make the best out of it."

Nikita Pickard

Head of operations for Acute & Emergency Medicine
Aintree University Hospital

Patients are seen quicker and by the right clinician

| What GP's say

" We are integral to the whole ED team and make a difference to their heavy workloads, by doing our part and seeing patients suitable for primary care who turned up at ED department. Being a part of the ED clinical team is satisfying and meaningful. "

| The Royal Liverpool Hospital

ID Medical Clinical Services (IDMCS) co-ordinated provision of primary care clinicians for the Emergency Department (ED) at The Royal Liverpool Hospital (RLH) to support patient flows. GPs provide a **'see and treat'** service for primary care suitable patients triaged by RLH nurses. The service aims to improve the ED patient journey, overall pathways efficiencies and quicker discharge back to the community, where it is clinically appropriate.

As part of our ongoing improvement efforts and to understand our client needs and satisfaction levels, we utilise feedback forms to gain insight into our performance levels.

The service was mobilised effectively and quickly with direct feedback from the client stating the mobilisation occurred, **'With ease and lightning provision,'** and that we went **'Above and beyond and continues to excel.'**

As a result of our service offering the client stated,

" Having worked with previous providers of a similar service I cannot compliment the whole team enough. Patient satisfaction is fantastic. Both the Nursing and Medical Team are so pleased with the service the team have provided that we are looking to recruit further nursing services also to compliment when we need in ED. "

| Next Steps

ED Primary Care Streaming is a tested (in last 12 months) and working well solution for busy ED departments which experience demand on primary care services. Enter a conversation with our experts Sabina and Anima who can assess and discuss further Primary care Streaming 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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