

AT A GLANCE

1 Clinical supported Bedfordshire Hospitals NHS Foundation Trust with an endoscopy service across its two hospitals in Bedford and Luton.

KEY METRICS OVER A THREE MONTH PERIOD:



1396 JAG Points completed



1049 patients seen



142 endoscopy sessions

CHALLENGES

The partnership between 1 Clinical and the Trust was designed to increase clinical capacity and address the growing backlog of patients waiting for an endoscopy procedure.

SOLUTIONS

1 Clinical provided an insourced endoscopy service, made up of Consultants and nurses to support the Trust to run its busy endoscopy clinics.



Mobilised in under two weeks



Reduced backlog across both hospital sites



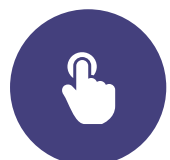
Delivered below tariff so Trust retain income



Weekly reviews to ensure quality



Dedicated quality and service manager



Flexible booking and responsive service

FEEDBACK FROM THE TRUST

1

Helen Power, Endoscopy Clinical Operations Manager

"Our partnership with 1 Clinical is fantastic. The Team is efficient, flexible and happy to support us whenever they can. Feedback from staff and patients across the Trust has been excellent. The personal service they deliver has helped us to reduce endoscopy waiting lists in Bedford and Luton."

2

Stuart Smith, Lead Nurse for Endoscopy

"The team have been a joy to work with today and I would welcome them back in a shot."

3

Patient

"Rachel Ozigbo admitted me, Rachel was professional and polite at all times and she helped to relax me before the procedure by explaining what would happen."