

# Let's talk: insourcing



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# What is insourcing?



Many hospitals have premises, endoscopy suites for example, that are unused at certain times, such as at the weekend.



Insourcing companies provide teams of clinical and support staff to run services in these premises, when the Trust isn't using them.



These teams use the Trust's own facilities and equipment.



It means that premises aren't sitting empty and more patients can be treated in their local hospital.

Essentially, it's an extension of the Trust's own service.



# What are the benefits?

Insourcing creates benefits for both patients and Trusts:

- 1.** Insourcing increases clinical capacity which means more patients can be diagnosed and treated.
- 2.** This reduces waiting lists and the time patients have to wait for an appointment.
- 3.** Insourcing helps alleviate pressure on busy NHS teams.
- 4.** Insourcing teams take care of the clinical governance arrangements, policies and procedures, making sure patients are treated safely.

# Why is it different to outsourcing?

## Outsourcing

Outsourcing takes patients out of their local hospital, into an external facility (such as a private hospital) which is owned and managed by an independent provider.

Outsourcing providers usually charge the full tariff for each clinical activity due to their overheads.



## Insourcing

Insourcing is usually charged below tariff, meaning it's a less expensive option and the Trust can retain some income.

Insourcing keeps patients in their local environment, without the need to travel off site.

# When can insourcing be used?

Insourcing can play a crucial part in a Trust's wider strategy to manage outpatients, diagnostics and surgery. If Trusts are facing any of the challenges below, insourcing can form part of the solution:

Unable to staff their own lists

A mounting backlog of patients for certain specialities

A system capacity shortfall

Under utilised Trusts premises

A way to demonstrate what can be achieved with new ways of working and different staffing models

# What does high quality insourcing look like?

Everyone's talking about high quality services, but what does that mean in practice:



Robust clinical governance and patient safety structure, led and monitored by an experienced team



Case mixes that feature wide ranging patient criteria to ensure services are as inclusive as possible



Transparent incident reporting and continuous learning



Open and honest lines of communication, with a dedicated point of contact



Service specifications co-designed with the Trust, to meet their needs



Regular service reviews such as weekly progress calls



NHS friendly commercial terms with pre-agreed financial arrangements



Training and development opportunities for Trust staff



Agreed KPIs with intelligent data reporting to monitor progress

# Find out more:

Whatever the challenge,  
we are here to find a solution.

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