

A framework-approved provider of specialist insourcing services **to help the NHS reduce waiting times for diagnostic, outpatient and elective procedures.**



Overview of Services

**NHS Workforce
Alliance**

Bringing together
people who care

Insourced Services
to support the
Provision of
Healthcare Services
**Approved
Supplier**

Introduction

The demand on the NHS is at the highest it's ever been. More patients are being treated but the level of activity is not sufficient to meet national standards. This demand has been further impacted by the COVID-19 pandemic, with many outpatient appointments and elective procedures put on hold during the peak of the pandemic, creating a bottleneck for many services.

With longer waiting lists comes longer waiting times, which have potentially life-threatening implications for the patient if a condition is left untreated or undiagnosed. Many Trusts just don't have the capacity to keep on top of these lists, predominantly due to staffing shortages, but a lack of beds and clinic space is also a nationwide problem.



How Can Intersource Medical Help?

Many Trusts are considering using insourcing providers to help reduce their waiting lists for diagnostic, outpatient, and elective procedures. The benefit of using Intersource Medical for these types of services are significant:

- Utilising Trust premises out of hours (weekends/evenings), or during working hours if capacity allows, making use of spare beds/clinic space to increase throughput of patients within the service
- External workforce recruited from our extensive network of UK-based substantive consultants, nurses, and health care professionals
- Back-up staff always on standby in the event of any last-minute cancellations
- Opportunity for existing Trust staff to work extra hours within the service, where appropriate, which allows us to utilise their local knowledge and expertise
- Integration with Trust's existing pathways and compliance with local policies and procedures, ensuring continuity of care in a safe and manageable way
- We employ Specialist Clinical Advisors that are experts in their respective field and equipped with the skills, knowledge, and experience to deliver a safe, effective, and productive service
- All activity charged at an agreed percentage share of tariff, depending on the type of activity, allowing margin for the Trust to offset costs for consumables, admin staff etc.
- All staff within the insourced service will be paid weekly, by Intersource Medical Services, reducing the payroll burden that the Trust would have if utilising bank or direct engagement agency staff
- Approved NHS framework provider under "Workforce Alliance Insourced Services to Support the Provision of Healthcare" (RM6276)
- Business Continuity Management System ISO 22301 Accreditation



What Services Do Intersource Medical Provide?

Our areas of expertise span the entire spectrum of diagnostics and elective care, including but not limited to the following specialties:

- Anaesthetics
- Audiovestibular Medicine
- Breast Surgery
- Cardiology
- Colorectal Surgery
- Dermatology
- Endoscopy
- ENT
- Gastroenterology
- Diagnostic Imaging & Sub-Specialised Areas
- General & Community Paediatrics
- General Surgery
- Gynaecology
- Haematology
- Neurology
- Occupational Health
- Oncology
- Ophthalmology
- Oral & Maxillofacial Surgery
- Orthopaedic Surgery
- Plastic & Reconstructive Surgery
- Respiratory Medicine
- Rheumatology
- UGI & LGI Surgery
- Urology
- Vascular Surgery



I'm Interested, What Happens Next?

1. Scoping of Service

We will initially have an in-depth discussion with key stakeholders within your service for us to understand the demands and associated bottlenecks you are facing. Understanding the hurdles that are causing these backlogs, such as staffing shortages, lack of clinic/theatre space, or just the sheer number of referrals that are coming through, will allow us to develop and deliver a safe and practical solution to reduce your waiting lists. Our relevant clinical lead specialists will be also be involved in this assessment process, to ensure that any potential clinical risks are flagged at the earliest opportunity and measures proposed to reduce these risks.

2. Service Proposal

Once we fully understand the demands of your service and what is expected to be delivered, our specialist team will tailor a detailed mobilisation plan, showing how we intend to utilise our resources, in tandem with your own, to meet the expectations laid out in the initial scoping session.

3. Feedback/Site Visit

Secondary discussions will take place once our initial proposal has been considered, allowing feedback, adjustments, and final agreement. Where appropriate,

this will include a site visit so that we can fully understand the logistics of delivering said service based on the on-site facilities and resources available. It's also a great opportunity for us to meet the team face to face and ensure that our partnership is built on a foundation of trust, as well as quality of service.

4. Commencement of Work

Once terms have been agreed and everything is in place, our team will commence delivery of the service, ensuring compliance with local protocols and integration with the main service.

5. Review

We will provide regular reviews of the service, gathering feedback from patients, our staff and any of the Trust's staff that are involved in the service. This is paramount to not only identify and correct any inefficiencies within the service as quickly as possible, but to also ensure that the service being delivered is of the highest quality and surpassing the expectations laid out in our agreement. Our robust Clinical Governance model is of the highest standard and is built on a culture of transparency, team working, learning and improvement.

If you would like to discuss how Intersource Medical can assist your service, please contact Paul Starkey on paul.starkey@intersourcemedical.co.uk or call 01908 304750.



**NHS Workforce
Alliance**
Bringing together
people who care

Insourced Services
to support the
Provision of
Healthcare Services
**Approved
Supplier**

Intersource Medical Services Ltd.

1a Garforth Place | Knowlhill | Milton Keynes | MK5 8PG | T. 01908 304750

www.intersourcemedical.co.uk