

# TELENEUROLOGY SOLUTIONS

A Case Study



**TXM**Healthcare   
Going The Xtra Mile



# BACKGROUND

Southern Health & Social Care Trust found themselves in a position with a backlog dating back to 2015. As a result of the COVID-19 pandemic, the Trust have struggled to arrange face-to-face appointments for these potentially vulnerable patients.

Following the exploration of various solutions such as Direct Recruitment and Insourcing Companies, they chose to work with TXM Healthcare who provided a compliant Telemedicine solution encompassing booking of appointments, high quality patient outcomes, and generation of the subsequent letters.



**Southern Health  
and Social Care Trust**

# CHALLENGE

In order to continue to meet mutual goals of high quality patient outcomes and ensure continuity of care providers are under increasing pressure to develop existing workforce models to meet record levels of demand.

TXM Healthcare were approached by the Client who were in need of support in seeing approximately 2887 patients, some dating back to 2015. It was proposed that these patients could be seen remotely in order to ensure they are quickly seen by an appropriate Sub Specialty Consultant Neurologist with a view to bringing them on site for F2F appointments where necessary. TXM have arranged for members of the Consultant team to then go on site and see these follow ups.

# SOLUTION

Working in partnership with our Clients and Healthcare Professionals we have been able to conduct extensive market research into evolutions and innovations in the Telemedicine space. As a result of this we have developed a number of solutions centred around scalable Clinical Delivery Teams offering additional Administrative support if desired. For an experienced provider of Telemedicine solutions ensuring high quality continuity of care is paramount to ensuring compliance with their own governance procedures and ability to run services.

TXM Healthcare are currently offering a number of bespoke services to Clients focusing on overcoming workforce challenges. These included but are not limited to Telemedicine Clinics, Full Rota Management & Waiting List Solutions. After a brief period of Consultation it was agreed that the best route forward was Telemedicine (Telephone) appointments, which encapsulated the full recruitment process as well as subsequent responsibility for administrative outputs throughout the duration of the project.

**Within 2 Weeks of discovery we were able to recruit 15 Sub Specialty Consultants who following a week trial began the project resulting in 321 Clinical Sessions delivered over a 9 week period. During the project the Client lost some support so we were able to offer a full Medical Secretary Service including all Clinical Output Letters, ongoing referrals and discharges. We then scaled to offer 2-way call handling so patients with queries could contact our team directly as it was causing additional strain on the Client's administrative staff. Some of the team are now going on site to see Follow Ups F2F.**

# KEY OUTCOMES

Overview of Project Performance



2 Weeks to Onboard

321

Clinical Sessions Delivered



15 Consultants Recruited

100%

Compliant Workforce



Medical Secretaries & Booking Team

0%

Gaps in Rota



Rota Management & Maintenance

20%

Budget Saved



9 Week Duration

50%

Discharge Rate

## FEEDBACK

"The most proactive I have ever seen. They help with absolutely everything from timesheets, contacts, payments and are always available. There are no more things they can do to adapt a job for you. Also they have an excellent sense of humour"

**BEATRICE - CLINICIAN**

"Very trustworthy, reliable and fast processing medical recruitment agency. I am very pleased working with TXM Healthcare team, they are very helpful, professional and always available. Would highly recommend to any colleagues."

**PETROS - HOSPITAL MANAGER**

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## FIND OUT MORE INFORMATION