

TELERESPIRATORY MEDICINE

A Case Study

TXM Healthcare

Going The Xtra Mile



BACKGROUND

Salisbury NHS Foundation Trust found themselves in a position with a backlog dating back to 2019. 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 Framework compliant Telemedicine solution in partnership with the Trust's existing supply chain and IT Infrastructure.



Salisbury
NHS Foundation 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 2000 patients, some dating back to 2019. It was proposed that these patients could be seen remotely in order to ensure they are quickly seen by a Consultant in Respiratory Medicine 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 appointments, which encapsulated the full recruitment process as well as subsequent arrangement of on-site Clinics in order to facilitate any follow ups generated, this further alleviated stress on the Substantive team.

Rather than the traditional locum solutions we worked with the existing team to add **3 Telemedicine Consultants** offering additional capacity in evenings and weekends. They became part of the team and were held accountable by the **Lead Consultant** in **Salisbury** and **Medical Workforce** team leader. The lists were cleared within **6 weeks**, **2 weeks** ahead of agreed schedule, at a cost of **£18,993.54** below budget - with the **Direct Engagement** model these savings increased to **£27,079.61**. One of the team then moved on-site running **Follow Up Clinics** for patients who had been spoken too previously on the phone.

KEY OUTCOMES

Overview of Project Performance



2 Weeks to Onboard

124

Clinical Sessions Delivered



3 Consultants Recruited

100%

Compliant Workforce



Direct Engagement Model

0%

Gaps in Rota



Rota Management & Maintenance

45%

Budget Saved



6 Week Duration

44%

Time Saved

FEEDBACK

I am a senior consultant anaesthetist. I worked through most of the UK and many of the French locum and medical recruitment agencies. TXM is simply distinguished. They personalise their services and deliver it to a very high standard. I always appreciated their patience and calm attitude particularly when I am not in my best mood!

YOUSSEF - CONSULTANT ANAESTHET

"Having worked with TXM over the years we have developed a trusting relationship. The service was second to none working with efficient staff who follow up with ones welfare in the placement provided. They are a business you can rely on"

LOUISE - NHS TEAM LEADER

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