



## Case Study | Redditch, Bromsgrove and Wyre Forest & South Worcestershire

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| <b>Contact</b>             | Simon Gartland |
| <b>Contract start date</b> | 01/02/2016     |
| <b>Completion date</b>     | 31/01/2021     |



### How we delivered

We provide Level 3 Community Dermatology Services in Redditch, Bromsgrove and Wyre Forest. Since we took over the service in February 2016 we have reduced:

- New to follow-up ratio from 1:1.5 to 1:0.2 (KPI=1:1.5) equating to savings of £139,000 for commissioners
- Inappropriate referrals from 10% to 0.01% (KPI=10%) equating to commissioner savings of £18,000
- Onward referrals from 25% to 17%
- DNAs from 10% to 6%

We have established good relationships with the GP practices and commissioners in this area. In addition to this contract, we have supported the local hospital Trust to reduce their backlog of dermatology referrals. We have also developed clinical relationships with Specialist Skin Cancer MDTs and their Consultant Dermatologists who are in communication with our Clinical Lead for Dermatology to ensure we are delivering a high quality, safe and effective service.

Our Community Services Manager is responsible for the Referral Management Team which plays a key role in ensuring that patients are managed across the tiered system and that movement between these and to and from the referring GP is experienced as being seamless by the patient. All patients are seen by a Consultant Dermatologist in the first instance. This Consultant Dermatologist remains involved for that patient's care across the pathway.

We have replicated this service in South Worcestershire following a successful tender process.

If you have any queries relating to dermatology services, please call **0207 635 1013**, or visit [www.dmchealthcare.co.uk](http://www.dmchealthcare.co.uk)