

Our insourcing team is ready to support you



DMC
Gastro & Endoscopy

As a trusted NHS partner delivering top-notch Gastroenterology and Endoscopy services since 2015, our highly responsive, consultant-led team is ready to assist you at every step of the process. Our commitment is to maintain the highest quality and offer a frictionless patient journey through our bespoke, fully managed service, to ensure the best clinical outcomes and patient satisfaction for Trusts.

Why Choose Us?

Clinical Leadership

Led by **Dr. John Devlin**, our Clinical Lead and distinguished Senior Consultant Gastroenterologist at King's College Hospital London for over 30 years and in close collaboration with commissioners, we ensure robust, effective partnerships at both unit and Trust level.

Clinical Expertise

Our regional Consultant teams are handpicked for their specialised skills and seniority, leveraging our 55 years of experience working within the NHS. These include Clinical Leads in Gastroenterology, Colonoscopy, OGDs, Bowel Cancer Screening, and complex procedures.

Quality Ethos

Our quality-based approach delivers highly experienced endoscopists, nurses and decontamination staff adhering to rigorous governance processes whilst integrating seamlessly with the local team to manage and deliver an outstanding service.

MDT Representation

Our teams are accustomed to working in a multidisciplinary team setting and will help everyone gain insight and make choices as a group to guarantee patients receive the best possible treatment. The significant exposure to cancer patients each week presents a valuable learning opportunity. This integrated and cooperative approach is a key feature of our insourced service that locum and agency staffing cannot match.



Dr John Devlin
Clinical Lead, DMC Endoscopy
Senior Consultant Gastroenterologist

“With a passion for innovation and research, my mission is to provide safe, high-quality care to every person every day”



- Market leading patient satisfaction score
- Highly competitive, below tariff lists
- JAG accreditation advice and support
- Fast mobilisation when needed
- Frictionless Collaboration with Substantial Teams
- Treat partner unit and equipment with utmost respect
- Strong governance and regulation
- CQC Registered company

Our Added Value

We consistently share productivity and quality metrics with our NHS partners, highlighting our impact on reducing patient waiting lists and offering comprehensive administrative and clinical solutions.

Weekly 'Full-Service' Report

- Next-day in-house report delivery
- Summary of procedures, DNA's, staffing, equipment & consumable issues
- Identification of List lead and Management responsibilities
- Detailed notes on patient care continuation and MDT referrals

Gathering Patient Experience

- Overview of patient demographics
- Summary of patient experiences and staff engagement
- Patient satisfaction ratings

Staff Competency Checks

- Annual competency checks ensure we uphold top standards of endoscopy care through our staffing
- Commitment to transparency allows clients to verify and review our staff credentials

Case Study

Whipps Cross University Hospitals

Partnering with Whipps Cross University Hospital every weekend since 2016, we've been on a mission:

- Streamlining waiting lists
- Elevating patient safety
- Guaranteeing timely procedures
- Dynamically reducing patients on cancer pathways

Outcome Summary

- + We supported Whipps Cross University Hospital in gaining their JAG accreditation and re-certification in 2022
- + 99% of patients reported prompt and efficient service
- + 98% rated their endoscopy experience as excellent or very good
- + 984 patients seen (1660 points) from January to May 2023
- + 22 new cancer diagnoses detected from January to May 2023
- + 97.5% caecal intubation rate (above the national average of 90%)

The report and quality of the audits are excellent. I can immediately see what has happened in my unit during the weekend. I'm assured that when an additional report is required, DMC will be highly responsive. DMC is a trusted partner.

Dr Sami Hoque, clinical lead for endoscopy
Whipps Cross University Hospital

99%

of our patients would recommend our service

96%

of our patients were highly satisfied with our overall service

*Latest Patient Satisfaction Survey (Full reports available upon request)

Excellent staff who were exceptional in putting patients at ease. Really good atmosphere with good balance of professionalism and reassurance.

I was seen quickly and efficiently. The nurses and doctor were very pleasant and I felt very relaxed by the whole appointment.

Very polite consultant and explained everything to me about treatment and care. I felt very comfortable with him.



About DMC Healthcare

DMC Healthcare is a leading independent community-based provider of consultant-led, healthcare services, both insourced & outsourced. Firmly rooted in the NHS for nearly 55 years, currently collaborating with 30+ NHS organisations and other customers, caring for 100,000+ patients each year, spanning multiple ICBs and NHS Trusts across the UK.

Our specialties

Endoscopy | Dermatology | Radiology Reporting | Ear, Nose & Throat | Gynecology | Urology

Contact DMC today to find out how our bespoke service can help reduce your waiting list pressures

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