



Case Study

North Bristol
NHS Trust

Project start date: October 2022

Project duration: 7 weeks

SPECIALITIES

- *One Stop Breast*



100%

of breast patients rated the quality of **'Good' or 'Very Good'** (November 2022)

100%

of breast patients say they would be **'Likely' or 'Extremely Likely'** to recommend our service (November 2022)

97.5%

Clinic Utilisation
(November 2022)

THE CHALLENGE

In September, we were contacted to work with a large NHS Trust in the South West; they'd seen an increase in demand from referrals for suspected Breast Cancer and a lack of internal capacity to deal with the growing patient numbers. Between August and September, the number of patients seen by the Trust had grown 43% to over 700 patients, and Breast Cancer Awareness Month was just around the corner which was expected to bring even more demand.

But even though the number of patients seen had grown, 90% of their 2 Week Wait cancer patients were waiting over 28 days and only 5% were being seen within 2 Weeks; a major issue but an issue that 18 Week Support exists to help solve.

WHAT WE DID

From the first contact, we knew we could help. Over 5 weeks, 18 Week Support operational teams, teams from the NHS Trust and our Clinical Lead Jo Franks worked collaboratively on the solution; a Breast One Stop clinic that would run at weekends staffed by 18 Week Support's clinicians.

After weeks of fast but careful planning, we launched the service in October. We ran 3 weekends in October, where we saw 114 patients and 191 patients in November; patients who otherwise might not have been seen.

18 Week Support exists to bring as much value as possible to NHS Trusts and to patients, so critical success factors for us are patient safety and experience alongside productivity.

For our NHS Trust partner, patients waiting over 28 days reduced from 90% to 2.7%. The percentage of patients seen within 2 weeks increased from 5% to 61% of all waiters

And in December, the Trust is able to provide the service itself without the support of the 18 Week Support team – a win for the Trust, for patients and for the 18 Week Support.

THE RESULT

As we write in December, we're pleased to share the Trust in question no longer needs our service; we've treated far more patients than the Trust was expecting, seeing 305 patients in total.

The clinics ran at 97.5% utilisation all while delivering exceptional patient care.

100% of our Breast One Stop patients say that they would be 'Likely' or 'Extremely Likely' to recommend our service, and 100% of patients rate our overall service 'Good' or 'Very Good', far exceeding NHS benchmarks.



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For more information about 18 Week Support, visit www.18weeksupport.com

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