

# INHEALTH

## AN OVERVIEW OF SERVICES

### Find out more

Contact InHealth today to find out more about our range of market-leading clinical services.

For further information about fixed site or mobile partnerships with InHealth or to find out more about any of our services, please email us on [info@inhealthgroup.com](mailto:info@inhealthgroup.com) or call us on **0845 045 3737**. Alternatively go to [www.inhealthgroup.com](http://www.inhealthgroup.com)



## INTRODUCTION

### Committed to healthcare excellence

As one of the UK's leading healthcare providers, InHealth is committed to providing accessible, modern and efficient healthcare services when and where they are needed.

Waits for diagnostic tests are one of the key bottlenecks in the patient pathway. InHealth specialises in providing modern and efficient diagnostic and imaging services across the country, improving patient access and helping Trusts, SHAs, PCTs, GPs and other healthcare organisations to meet their target of 18 weeks between initial referral and treatment.

InHealth works predominantly within the NHS, but also meets the needs of independent healthcare providers. We currently have over 700 contracts with NHS partners including strategic health authorities, acute trusts and mental health trusts, primary care trusts, general practitioners and independent providers.

We have extensive experience of designing, building, equipping and staffing high quality facilities that feature the latest technology and are operated by highly trained professionals. InHealth offers a choice of flexible delivery options that can be tailored to the specific needs of our customers. Our service is underpinned by robust clinical processes and a rigorous commitment to quality.

We have tried and tested solutions for GP direct access diagnostics and are proud to be delivering both the London NHS Diagnostic Service and the NHS PET-CT South Diagnostic Service.

Clinical excellence is the bedrock of our service provision. Clinical governance is a board level responsibility, supported by an extensive network of independent clinical advisors who provide strategic advice, operational guidance and quality assurance.

All these elements combine to help us achieve our vision of delivering market-leading clinical services that represent value for money and quality to both our partners and the patients they treat.

## PATIENT FOCUS

### Focused on patient care

Patient care is at the heart of InHealth's service delivery, and patient feedback is used to constantly improve the quality of our services, staff and facilities.

Patients shape what we do and how we do it. Giving patients more choice about how, when and where they receive treatment is a cornerstone of the Government's health strategy, and we are committed to helping our partners improve the patient experience through greater efficiency, accessibility and choice.

Our clinical staff are encouraged to seek feedback from patients, and we continuously monitor patient feedback through a quarterly satisfaction survey undertaken by an independent research specialist.

Based on these findings, we strive for continual improvement in our services, staff, facilities and processes to deliver an even more effective and efficient service to our partners and their patients.

## STAFF

### Achieving the highest professional standards

The quality of InHealth's service delivery depends on the quality of our people, and we strive to help them achieve the highest possible standards of professional skills and knowledge.

Our workforce comprises hundreds of dedicated people with very significant experience in many successful healthcare projects. Teamwork is the key to our success, and InHealth provides an intellectually challenging, friendly and stimulating environment that promotes effective collaboration.

We place a high priority on continuing professional development. InHealth has a strong commitment to clinical training and education, and nurtures a highly supportive learning culture to encourage mobility and progression within the organisation.

As a consequence, we have a highly trained, experienced, enthusiastic and motivated workforce drawn from the UK and overseas, that is dedicated to delivering outstanding patient care.

## FACILITIES & EQUIPMENT

### Employing the most advanced technology

InHealth is committed to employing the latest and most advanced technologies to deliver the most effective and efficient service to our partners and their patients.

By continually investing in the most advanced technology, we ensure that InHealth partners and their patients always have access to state-of-the-art diagnostic equipment. InHealth's 25 diagnostic and imaging centres across the UK are equipped by the world's leading manufacturers, including GE, Philips, Siemens, and Toshiba.

Our facilities range from static, relocatable and semi-permanent modular constructions to a fleet of mobile units, all fully equipped to the highest standards of quality, cleanliness and comfort.

## MANAGED CLINICAL SERVICES

### A wide range of high quality services

InHealth delivers an unparalleled range of diagnostic and imaging services to NHS and Independent sector partners across the UK.

InHealth has been delivering market-leading clinical solutions to the NHS and Independent sector for over 25 years. We provide an unparalleled range of clinical managed services and solutions encompassing invasive cardiac procedures, diagnostic imaging and nuclear imaging.

#### Our current services include:

- MRI
- CT
- Plain X-Ray
- DEXA Scanning
- Mammography
- Interventional Cardiology
- Myocardial Perfusion Scintigraphy
- Angiography
- Echocardiography
- Cardiac MRI
- Cardiac CT
- Percutaneous Coronary Intervention
- Pacemaker Insertions
- Phlebotomy
- 24 hr ECG monitoring
- Blood pressure monitoring
- Ultrasound
- Vascular Doppler
- PET-CT
- Audiology

Our service range is extremely flexible; most of the above can be delivered by semi-permanent, relocatable, static or fully mobile units.

## SERVICE DELIVERY OPTIONS

### A choice of delivery options

InHealth's managed clinical services are available in a choice of delivery options to deliver the greatest flexibility, highest quality and best value for money.

We deliver high quality clinical services when and where they are needed. Partners have a choice of flexible delivery options, depending on their requirements and practical limitations and can choose between mobile units, relocatable or semi-permanent modular constructions, and permanent structures.

The options are almost limitless and can include the choice of equipment supplier and flexible staffing options. However the solution is configured, InHealth will provide full end-to-end project management at every stage of the process:

- Project management
- Plan and design
- Construction (if appropriate)
- IT networking, enabling you to archive and view images where and when you need them
- Qualified and experienced staff including nurses, radiographers, and technicians
- Administration support staff
- Procurement of consumables
- Full stock inventory management service
- Maintenance, servicing and cleaning of equipment
- Wide range of procedures
- Affordable predictable charges
- Flexibility of service
- 12 months to five-year contract and beyond

### Fixed site partnerships

Becoming a partner with InHealth allows a hospital, trust or other clinical provider to benefit from the most advanced imaging facilities including MRI, CT and PET-CT, but without the worry or risk of a substantial financial investment. We will design, construct and manage the entire facility, leaving the partner to focus solely on its patients.

### Mobile partnerships

Fixed site solutions are not suitable for all healthcare providers. InHealth can offer a mobile site alternative, where one of our fleet of mobile scanners – including CT, MRI, PET-CT, ultrasound, digital mammography, X-ray, audiology and DEXA scanning – can be on site as and when required. We also have the largest cardiac fleet of its kind in Europe.

## BOOKING AND ACCOUNTABLE SERVICES

### Measurable and accountable services

All InHealth processes are proven and accountable, supporting high quality service delivery and extensive performance reporting.

InHealth manages all referrals centrally on the partner's behalf. The system is straightforward and efficient for both healthcare professionals and patients, and based on proven and robust processes that are effective, reliable and accountable. Referrals are accepted via fax or email and booked on to a central system to ensure optimum use of the facilities and resources.

Regular performance reviews are undertaken against key indicators in the specific partner Service Level Agreement. A range of reports can be derived from all booking information, for example, patient numbers and the time between booking and appointment.

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