

## CASE STUDY



**InHealth and Milton Keynes General Hospital**  
widen community access to diagnostic services at  
the InHealth Independent Diagnostic Centre

**INHEALTH** | MRI

TOGETHER DELIVERING EXCELLENCE IN HEALTHCARE

**Milton Keynes General Hospital** is a medium sized district general hospital, serving Milton Keynes and surrounding areas providing a broad range of general medical services. The hospital has approximately 400 inpatient beds and a busy A&E Department that treats over 70,000 patients each year and manages all medical, surgical and child health emergency admissions.

In addition to providing general acute services, the hospital increasingly provides more specialist services, including cancer care, cardiology and oral surgery.

The hospital was the first major acute health care development in Milton Keynes and was officially opened in September 1984 by HRH the Duchess of Kent. The acute services provision included:

- **Four operating theatres**
- **Accident & Emergency Department**
- **Maternity services**
- **General and speciality wards**
- **Full diagnostic X-ray facilities**

The hospital became an NHS Foundation Trust in October 2007 which meant that patients and staff gained a greater say in the future of the hospital and in planning and developing future services. This led to a significant change in the range of services offered. The Trust now employs over 3000 staff treating over 220,000 patients annually from the local and wider community.

To make healthcare better for patients, at InHealth we deliver excellence in everything we do. By fostering and developing relationships with the NHS we have an ever growing presence in community hospitals with state-of-the-art facilities which allow the NHS to provide direct service access to patients in their own localities.

# THE FOUR CORE VALUES

Built on the foundation of four core values:



Trust



Passion



Fresh Thinking



Care

InHealth provides an unparalleled level of care and service to patients, and constantly strives to innovate and improve.



# THE CHALLENGE

## INCREASED SERVICE OFFERING

Since the introduction of the Trust there have been significant changes to the range of services offered at the hospital including the addition of a Renal Unit, the expansion of Postgraduate Education facilities, the expansion and relocation of the Cardiology Unit and Coronary Care Ward and a new MRI scanning unit. This, together with rapid population growth had led the Trust to investigate the most efficient ways of delivering services to patients and improve hospital waiting times.

The new MRI service for both private and NHS patients referred by local GPs, was particularly coming under strain with increased demand on existing resources, and patients were having to wait longer for their scans.

## INCREASED DEMAND ON MRI SERVICES

An ideal model of service delivery would be an Independent Diagnostic Centre that would deliver MRI services to the local community of Milton Keynes and Bedford. This would extend the provision of the diagnostic and imaging services provided by the hospital, increase patient choice and assist in managing and reducing both private and NHS patient waiting list times.

With over 10 years' experience of scanning patients at the General Hospital, it was this established, strong relationship with local Radiologists that led the Trust to work together with InHealth and establish an Independent Diagnostic Centre located in The Hub - the vibrant business and retail quarter of Milton Keynes. This centralised location would mean ease of access and parking for patients.

ESTABLISHED, STRONG  
RELATIONSHIP WITH  
**LOCAL  
RADIOLOGISTS**

“

*Staff courteous, competent and caring.  
Location good. Facilities excellent.*

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A LONG-STANDING PROVIDER OF EXPERT DIAGNOSTIC SOLUTIONS AND HEALTHCARE SERVICES FOR PATIENTS THROUGHOUT THE UK, INHEALTH:

01

RESPONDS QUICKLY TO THE CHANGING HEALTHCARE ENVIRONMENT TO DELIVER VALUED SUPPORT TO OUR CUSTOMERS AND PATIENTS

03

IS DEDICATED TO WIDENING PATIENT ACCESS TO CLINICAL SERVICES

02

WORKS IN COLLABORATION WITH THE NHS, PATIENTS AND PROVIDERS, TO DELIVER CLINICAL AND OPERATIONAL EXCELLENCE IN DIAGNOSTIC TESTS AND WIDER HEALTHCARE SOLUTIONS

04

DELIVERS COMMUNITY HEALTHCARE SERVICES TO GPs AND CCGS FROM OVER 80 COMMUNITY BASED SITES – PATIENTS ARE REFERRED DIRECTLY TO ONE OF OUR INDEPENDENT DIAGNOSTIC CENTRES FOR A SCAN OR OTHER TEST



“  
Welcoming, efficient  
and friendly.”

## THE SOLUTION

### DIAGNOSTIC SERVICE DELIVERY

#### A COLLABORATIVE APPROACH

**Working in partnership with a consortium of Consultant Radiologists the new InHealth Diagnostic & Imaging Centre was opened in February 2010.**

Linked to the MRI service at the Milton Keynes General Hospital it is jointly managed and staffed making it unique in its field. Staff work between both sites to maintain best practice and service quality.

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*I am always so impressed by professionalism & caring attitude. With cancer - these things make it much easier to deal with.*

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## A MANAGED APPROACH

**The Centre has a full range of state-of-the-art musculoskeletal, neurological, pelvic, abdominal, Base Mineral Densitometry and cardiac imaging equipment. It has a highly varied throughput which also deals with breast screening and sports injuries.**

Initially the Centre dealt only with private patients and the hospital dealt with GP and NHS referrals. However due to the success of the service Milton Keynes General Hospital began to transfer GP referrals for over 18's to the Centre. Paediatric private patients however continue to be referred to the General Hospital where an additional scanner was installed in May of 2015 to aid increasing service development.

The local consortium of Radiologists continues to work in close partnership with InHealth to ensure the success of the service. In addition to the provision of consulting rooms and other diagnostic equipment, the MRI suite has capacity

to perform over 10,000 diagnostic scans per year on the state-of-the-art Siemens Avanto MRI scanner. Supplemented by a full range of specialist enhancements the Centre continues to deliver the high level of care patients have enjoyed at the General Hospital over the last 10 years. Local patients can avail of state-of-the-art community based facilities that offer convenience and choice. 2015 saw the instalment of a 1.5T cardiac capable MRI scanner, a Toshiba 128 cardiac configured CT Scanner, a Toshiba Xaria Ultrasound and a GE Lunar Prodigy DXA scanner.



THE MRI SUITE HAS CAPACITY TO PERFORM OVER 10,000 DIAGNOSTIC SCANS



*Lovely, warm reception - helpful & fast process. Informed at every step of the appointment. Thank you.*





## A SUCCESSFUL APPROACH

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**Following the setup of the Independent Diagnostic Centre, referrals for self-pay patients have gone from 550/600 per month to nearly 900 per month which has assisted the General Hospital in maintaining optimal waiting times for patients. The unit is now open 7 days per week between 8am and 8pm.**

The Centre has 10 administration and 14 clinical staff including Radiographers and Radiographer Assistants. It is the only site in the UK which is partly owned (20%) by its Radiographers.

Appointments are received within 10 days of GP referral for NHS patients and within 48 hours for private referrals depending on the availability of on-site radiologists. Diagnostic Reports are performed by local Consultant Radiologists and returned to the referring clinician within 48 hours of the patient's scan.



*The staff and environment were very helpful. I was afraid at first, but they supported me. Excellent service.*



## A FORWARD THINKING APPROACH

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**The Diagnostic Centre is continuously looking at new ways to enhance the patient pathway and to maximise capacity.**

17 hours per week are allocated to MRI, CT and Ultrasound and the Centre currently rents out rooms to specialists for acupuncture, physiotherapy, chiropody and hypnotherapy to maximise capacity and offer additional services and choice to patients. A mindfulness team was set up in January 2015 to focus on stress testing with a view that InHealth can in the future carry out its own stress scans. With a vision to provide imaging for better health there are plans for brain scanning, MSK and Headache Clinics as part of a future service provision. A Cardiac Trial is planned at the request of the British Heart Foundation and the Oxford Teaching Hospital.



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For more information on MRI scans at the InHealth Diagnostic Centre at Milton Keynes and to view our MRI Scan video please visit our website at:

[www.inhealthgroup.com/services/mri-scan](http://www.inhealthgroup.com/services/mri-scan)

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*The Consultant Radiologists who have been working with InHealth and Milton Keynes Hospital are delighted to be able to extend the relationship in an exciting new venture. We believe that the Centre at The Hub will represent a very high quality facility and offer an enhanced patient experience.*

**Dr Jeyakumar Singanayagam** on behalf of the Radiology Consortium

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**INHEALTH**

TOGETHER DELIVERING EXCELLENCE IN HEALTHCARE

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