



IMC HEALTHCARE
SERVICES

CASE STUDY

BOLTON NHS TRUST

Provision of Echocardiogram services



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Started: Feb '22 / Extended Indefinitely



Annual Contract Value: £450,000





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Earlier this year we were awarded a contract to reduce patient waiting lists for the above Trust. This involved a swift mobilisation and implementation which lasted a month, with the service going live on the 14th February.

Operating seven days a week, and well under tariff, the objective was to make a significant dent in the waiting list of patients, which we have done by clearing 3,684 scans to date.

We were in regular contact with the Trust, updating the implementation plan, utilising Microsoft Teams which cut down on travelling, thereby providing a rapid deployment – a key consideration.

Our diverse mix of fifteen staff associated with this contract live locally to Bolton, contribute to the local economy and have a small carbon footprint. They are better paid than their substantive counterparts, and therefore have a lower sickness rate in comparison as well, making for a more sustainable operation.

This meets our objective of tackling inequality and poverty and providing a high-class service to the client. As per ongoing management we have reduced the number of management meetings due to service excellence, and for ones required we conduct online, further reducing environmental impact.

The client has been delighted with the service as demonstrated by Paula Lewin who said

"We contracted IMC for a specific number of echocardiograms for our cardiology department to be completed in a specific term to tackle backlogs which were a resulting from the Pandemic. When scoping this service there was a degree of uncertainty as our trust had never contracted this kind of service before and as the framework was new, this just added to the uncertainty of how this was going to work. Let's say everyone was nervous!"

Liaising with IMC and having strong engagement from the cardiology department really helped. Everyone worked together to understand our requirements and they were very knowledgeable, and we supported each other through the process. There were some issues to begin with but we all worked together to ensure the backlogs were completed and this can be attributed to IMC's "can-do" response.

I was thrilled with the service and the accomplishment for our cardiology department and IMC in their understanding of our requirements and how quickly to get to the desired result, so much so that we extended the contract. The contract runs like clockwork and I feel secure in the knowledge we are in capable hands."

Paula Lewin
Divisional Procurement Partner
Bolton NHS Foundation Trust