



# Optimising patient flow at the Brighton Diagnostic and Treatment Centre

How Medical Imaging Partnership and Siemens Healthineers Consulting increased community access to MRI scans

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# Increasing available scanning appointments and improving patient experience

Driving operational efficiency and productivity at the Brighton Diagnostic and Treatment Centre through a risk-share partnership.

## The context

Medical Imaging Partnership (MIP) is a UK-based diagnostic imaging provider that has delivered radiology services to the NHS and private providers for over a decade. Primarily through its mobile fleet, MIP delivers a full range of diagnostic imaging services to patients across the south coast of the UK, London and Manchester, including MRI, CT, ultrasound and X-ray.

With rising demand from both NHS contracts and private patients, the executive team set a goal to improve productivity and patient experience. As MIP's busiest site, and source of its biggest NHS contracts, the Brighton Diagnostic and Treatment Centre was selected as the ideal test case to see how efficiency could be improved to deliver greater community access to care.

## What we did

MIP is an established partner of Siemens Healthineers, utilising its scanners across multiple locations. MIP commissioned Siemens Healthineers Consulting to help it to improve operational efficiency and optimise the use of its scanning technology.

The consulting team conducted a complimentary two-week discovery analysis to identify and quantify productivity opportunities. Based on the findings, a commercial partnership was agreed on a risk-share basis, with the fee tied to the project's success in increasing the number of patients scanned per day over a four-week measurement period.

## How we did it

To support the sustainable optimisation of MRI patient throughput, Siemens Healthineers Consulting worked closely with MIP's clinical, operational and booking teams, to identify, co-develop and implement several targeted interventions.

These included a redesign of appointment communication so that patients arrived prepared; the

introduction of a dedicated cannulation space for more efficient workflow; a redesign of staffing to provide greater patient support, including access assistance for those with mobility issues; the introduction of lean stock control to ensure consumables were easy to find and use; and a review of scanner protocols to improve image quality and reduce scan times.

Siemens Healthineers Consulting also worked with MIP's data team and its Referral Centre to automate processes. This included implementing online cancellations, automated reminders and flagging of empty slots to the referral centre team.

## Results

The interventions delivered:

- An additional four patients scanned per day on average over the testing period
- A significant reduction in lost appointment slots from Did Not Attends (DNAs) and cancellations
- An increase in available examination slots through optimised examination times
- Improved patient communication and support prior to and during their visit

An in-depth handover was also provided to support the sustainability of these improvements, including next steps to further increase the number of patients scanned per day via use of Deep Resolve AI acceleration technology from Siemens Healthineers.

As a result of the greater patient throughput achieved at its Brighton Diagnostic and Treatment Centre, MIP is now exploring plans to replicate this success at other sites.

## Testimonial

*"The partnership with Siemens Healthineers has brought tangible and pragmatic benefits to the fast-paced diagnostics space that requires volume and quality to be absolutely joined."*

Steve Bird, CEO, Medical Imaging Partnership

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