

# Patient Case Study

## Our Service

Our Community Minor Operation Service at Ipswich & East Suffolk CCG was set up to address the growing need of having a community service available locally to patients that delivered a caring service and met their needs in the best possible way.

## Our Patient

One of our patients was a 55 year old male, referred by a local GP practice in February 2022 after a referral was received via eRS.

The gentleman in question was suffering from multiple pedunculated skin tags over his neck and back that were catching on clothing and bleeding.

Three had been removed by cryotherapy but many more needed doing, which was not feasible to do within a GP setting.

The easy to use, directly bookable service we set up (to book appointments that were clinically appropriate and accepted by clinical lead) was used and the gentleman was seen within one week.

Twenty two lesions were removed from either side of neck using diathermy (hyfrecator).

## Summary at a glance

### Service:

ID Medical Group - Community Minor Operations Service (Ipswich & East Suffolk CCG).

### Referral journey:

Male, 55 years referred by local GP practice (February 2022).

Referral received by eRS and directly bookable service used to book appointment; clinically appropriate and accepted by clinical lead.

### Patient waiting time:

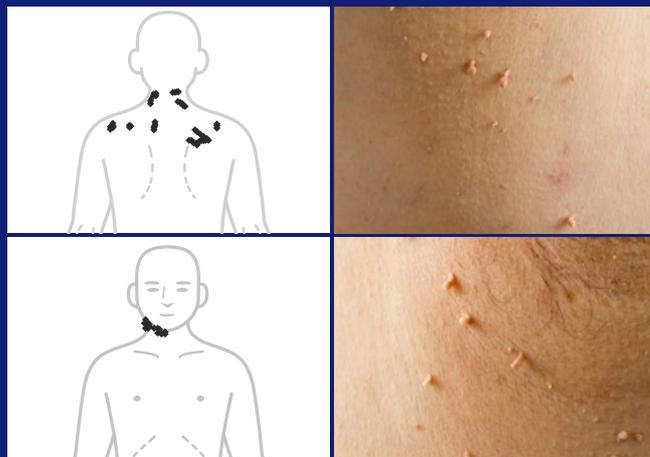
One week.

### Reason for referral:

Multiple pedunculated skin tags over neck and back that were catching on clothing and bleeding. Three had recently cryotherapy treatment, but many more need doing and it was not feasible to do this many within a GP setting.

### Seen by skin surgeon in clinic:

Twenty two lesions were removed from either side of neck using diathermy (hyfrecator).



Images used are for illustrative purposes only and are not of the patient.

# Journey through patient's eyes

## How did you find the referring process to ID Medical Community Minor Operations Service?

*"It was easy, I had asked my GP to remove my skin tags but it was not possible to do all of them; the Doctor only just removed two by freezing. For the rest, my GP booked me in at Grove Medical Centre with ID Medical Community Minor Operations Service. The appointment was set up within one week and I left my GP surgery with appointment details."*

## How did you find the premises and location of the service?

*"It is local to me, and my GP practice is there, so I knew exactly where I was going."*

## How did you find the clinical team on a day of appointment?

*"I felt welcomed, I did not feel like a piece of meat and quite frankly the surgeon went over and beyond to remove as many skin tags as possible. I think he removed over twenty, which has made a huge difference to me. Skin tags were affecting my life, making me feel insecure and they kept catching on things. They then bleed, which ruins the clothes."*

## Would you recommend ID Medical Community Minor Operations Service to your friends and family?

*"Yes I would - and I will return to have the rest of the skin tags removed. Thank you for the excellent service."*

# Improving patient outcomes for all

We were privileged to be able to ask this patient to share his experience.

His, and our patients' feedback, helps us ensure we understand how to further build and operate our services around their needs.



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