

What we do at 18 Week Support

Established in 2014, we are the UK's leading provider of Insourced Clinical Services. We help NHS Trusts improve access for patients and reduce waiting times safely and cost-effectively while helping them meet agreed national and local performance targets for waiting times.

With a collaborative approach, we provide expert-led clinical teams to work alongside in-house departments in NHS facilities that would otherwise lie idle to support elective surgery, diagnostics and outpatient consultations.



82 (36%)

NHS Trust clients (% of UK Trusts) June 2021

~80-100k

Procedures performed Financial Year 2021

2,000+

Contracted clinicians June 2021

13

Specialties offered to clients throughout the financial year of 2021

98.7%

Patients answered 'Yes, always' when asked if they had confidence and trust in the doctor treating them

Case study: post-pandemic support

In 2021, 18 Week Support partnered with Mid and South Essex NHS Foundation Trust, who we had supported previously with targeted capacity challenges. This time the Trust needed help tackling the backlogs created through the pandemic, with a waiting list that had grown by over 14,000 patients. The Trust needed a partner who could provide capacity across multiple specialties and work with local teams flexibly to deliver for the local population.

While the Trust had the physical resources it needed, this wasn't being optimised, and they struggled with the staffing needed to run elective sessions, with clinical teams being redeployed to manage the Covid surge. The Trust partnered with us to optimise its local estate capacity, rather than outsourcing to a local private provider. This meant patients could be treated in their local hospital and reduced the admin pressure of duplicating patient records in other systems.

18 Week Support developed a hybrid staffing model with the Trust, which meant that surgeons who wanted to treat their own patients could work alongside 18 Week Support staff, ensuring that more patients were treated by their original consultant. The partnership worked across 9 specialties and 4 hospital sites, delivering endoscopy, outpatient and day case activity, as well as triaging, pre-operative assessment and supporting harm reviews in selected specialties. The programme aimed to treat 6,819 patients during the three month period February to April and successfully treated 7,788 - 969 more patients than planned.