

Collaborative Working Project executive summary

Project title	Mapping of front-end skin pathway across Lancashire & South Cumbria ICB
Partner organisation/s	Lancashire & South Cumbria ICB/Cancer Alliance Sanofi
Project rationale	<p><i>Patients are often referred to the skin Faster Diagnosis (previously two-week wait) pathway 'just in case'; particularly if the referral route for their symptoms is unclear. This leads to a high number of unnecessary referrals into the skin pathway and causes significant delays. Therefore, in the first instance, it is important that we fully understand how patients move through the pathway from their initial engagement with their GP through to referral and intervention by either an intermediate dermatology service or specialist secondary care service. Through an extensive process mapping exercise, we expect that we will be able to gain a clear understanding of the pressures at the front end of the pathway. In addition, this activity will give useful insights around the provision of 3rd party commissioned providers and how we can utilise Community Diagnostic Hubs.</i></p> <p><i>In addition, this process mapping exercise will give clear visibility around the variation in services across the region which should allow us to recommend a "best service model" for the whole Lancashire & South Cumbria Cancer Alliance region.</i></p> <p><i>The process mapping exercise, which will be a significant proportion of this project, will aim to deliver a clear, comprehensive and effective review of the current service provision from presentation at GP, to referral, to the first appointment/triage to understand the challenges and 'pinch points' within the front end of the skin pathway and inappropriateness of those referrals. Through engagement with our regional partners, we will develop an options appraisal which, will allow LSCCA to establish and implement an enhanced front end service provision and pathway which meets the needs of all stakeholders with patients at the heart. To do this, we require dedicated project</i></p>

	<p><i>management support, to work alongside NHS personnel who will be assigned to this project, to help us co-ordinate and deliver on this service and pathway evaluation. Lancashire and South Cumbria ICB will assign a Senior Project Manager, supported by a Senior Programme Manager to give dedicated support.</i></p> <p><i>It is expected that the Sanofi project manager will support the front-end process mapping exercise as well as the development of an options appraisal so the established LSCCA team can roll out the recommended changes across the Lancashire & South Cumbria Cancer Alliance region.</i></p> <p><i>Our plan is to carry out a clear and effective review of the current service provision and referral pathway to understand the current challenges and 'bottle necks' within this service. This will help us to develop an options appraisal which, through engagement with our regional trust partners, will allow us to establish and implement a service provision and pathway that will be fit for now and the future. To carry out this piece of work, we require dedicated project management support to help us deliver this as well as the roll out of the new service and pathway provision</i></p>
<p>Project period</p>	<p>Q4 2022 (Nov)</p> <p>Q2 2023</p>
<p>Project objectives</p>	<p><i>There are several key benefits that we believe that this piece of work will deliver</i></p> <p>Patients:</p> <ul style="list-style-type: none"> • <i>Quicker and more consistent access to care,</i> • <i>Improved patient satisfaction</i> • <i>Better access to treatment options as well as a clearer pathway of care with a better experience of the system.</i> • <i>We would expect patients to be treated at the most appropriate centre that is closest to their place of residence including increased virtual engagements</i> • <i>We would expect a faster diagnosis for urgent referrals into the skin pathway</i> • <i>We would expect that fewer inappropriate patients would be referred to service unnecessarily</i>

	<p>Lancashire & South Cumbria ICB & Partners:</p> <ul style="list-style-type: none"> • <i>Clear understanding of current & proposed service provision across the front-end skin pathway in Lancs & South Cumbria region</i> • <i>Reduction in waiting times and waiting lists due to net reduction in inappropriate referrals</i> • <i>A clearer understanding of the whole system digital needs for the successful implementation of Teledermoscopy</i> • <i>Understanding referral routes across the region to reduce unwanted variations of care</i> • <i>Better GP understanding of appropriate dermatological pathways available to them</i> • <i>Better utilisation of community services resulting in lower wait times and better patient care closer to home</i> • <i>Faster diagnosis for patients supporting delivery of Best Practice Timed Pathway and FDS standard</i> <p>Sanofi:</p> <ul style="list-style-type: none"> • <i>A better understanding of the skin service and pathway across the Lancashire & South Cumbria region.</i> • <i>Greater understanding of the needs of the customer in dermatology & skin cancer</i> • <i>Better understanding around the provision of community based dermatology services</i> • <i>Improved reputation with relevant NHS organisations across the Lancashire & South Cumbria area</i> • <i>As Sanofi produce medicines within this disease area if overall patient care is optimised there may be an increase in the usage of these products in line with National and local guidelines.</i> <p><i>This project was delivered by pooling resources of approximately £8000 (Sanofi 51%, NHS 49%)</i></p>
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