

Collaborative Working Project executive summary

Project title	A Collaborative working agreement between Sanofi and the Newcastle upon Tyne Hospitals NHS Foundation Trust to review and improve the homecare prescription pathway within the Hospital Trust.
Partner organisation/s	The Newcastle upon Tyne Hospitals NHS Foundation Trust (NUTH) Freeman Rd, High Heaton, Newcastle upon Tyne NE7 7DN Sanofi 410 Thames Valley Park Drive, Reading, Berkshire, RG6 1PT
Project rationale	Newcastle Hospital Pharmacy department work across 6 Homecare companies and their individual prescription management systems. This proves challenging with the internal control of prescriptions. One of the main problems that exists is between the directorate clinic, the pharmacy homecare department and the homecare providers and the ability to have effective communication between these parts of the service. This includes the status of prescriptions, when they are required to be written and where they are in the system. This places a huge administration burden on clinical and non-clinical staff in having to deal with issues with the current processes for prescription issuing and tracking which impacts on staff resources. Additionally, the impact of this can result in inefficient, inaccurate data and challenges in relation to the safe prescribing of medications provided through homecare which ultimately results in delays to patient's treatment. Newcastle Hospitals Pharmacy department contract pricing from a 3rd party Outpatient Pharmacy Department (OPD) ran by Lloyd's OPD. Ordering to some extent has been controlled via the invoice from Lloyds but this is an extensive report which makes it difficult to ensure that mistakes are captured within ordering. This also proves difficult regarding the identification of drug pricing errors which enables the Trust to recover cost for drugs from commissioners. The rationale for this project has been driven by ensuring we understand at what stage homecare prescriptions are in the process. This is due to issues around delays in homecare companies receiving prescriptions which have been reported as a datix. Newcastle Hospitals have a Trust policy which

	describes who takes responsibility for aspects of the homecare process. The Lloyd's pricing aspect has been driven by the Central Medicines Unit reporting on contract variance ensuring appropriate pricing in Lloyd's medicines procurement which in turn is driven by NHSE.
Project period	Q4 2023 - Q1 2025
Project objectives	The aim of the project is to improve the homecare prescription pathway within the Hospital Trust. The objectives of the project are to: 1 - Map and review homecare prescription pathway and make recommendations for pathway improvements to the Steering Group. Develop and implement an Action Plan of the agreed pathway changes. 2 - Develop a database to provide a central communication mechanism for prescription maintenance of homecare patients for all directorates across the Hospital Trust. 3 - To develop a methodology to monitor the appropriateness of medicines pricing structure within the 3rd party Outpatients Pharmacy Department (OPD) on the shared CMM contracting system. Benefits to Patients, NHS, and Sanofi: Patients: • Improve patient experience of the service by reducing patient wait times for prescription issues and avoiding stops and holds in their medication treatment • Reduction in delay for patients for follow-up and review of their treatment thereby having a potential to reduce complications for patients associated with their treatment. NHS: • The set up and management of a prescription database to ensure delivery and governance of a high quality and accurate database for efficient, accurate and safe prescribing of medications provided through homecare. • Identification of the gaps and issues within homecare services and production of an options appraisal to improve the service. • Supporting the optimum management of patients on homecare and co-ordinating processes to commence and continue patients on medications in a timely manner.

	• To improve the identification of drug pricing errors enabling the Trust to recover cost for drugs from commissioners • To reduce the administration burden on clinical and non-clinical staff in having to deal with issues with the current processes for prescription issuing and tracking which impacts on staff resource. Sanofi: • Greater clarity of the issues relating to homecare provision and prescription issuing, tracking, and monitoring • Improved corporate reputation within Newcastle Hospitals NHS Foundation Trust by supporting them to improve the quality of care for patients • By reducing delay in prescription issuing for patients on homecare this has the potential to reduce stops and holds on treatments. • Opportunity to share best practice and learning from this project with other hospitals who have identified issues with homecare prescription processes. • As Sanofi produce medicines if overall patient care is optimised for patients on homecare there may be an increase in the usage of these products in line with national and local guidelines. This project combined resources to an approximate total of £67,000 (NHS 50%: Sanofi 50%)
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