

Collaborative Working Project Executive Summary

Project title	Collaborative Working Project between Sanofi and the Dermatology Department within Great Ormond Street Hospital for Children NHS Foundation Trust to review and improve the patient journey and experience for patients receiving biologic treatment.
Partner organisation/s	Great Ormond Street Hospital for Children NHS Foundation Trust
Project rationale	Great Ormond Street Hospital for Children NHS Foundation Trust delivers dermatology services to patients across North London and is also a major regional and national tertiary specialist centre for Dermatology for children across London and Southern area of England and nationally for children under 2. As a specialist centre for children and young people, GOSH is struggling with increased demand from referrals of children requiring specialist dermatological review and treatment including patients requiring assessment and treatment with biologics. This increase in demand is putting increased pressure on outpatient clinic capacity and waiting times which is impacting on delays for new patients in being considered for biologic treatment. The Biologics service at GOSH, provides specialist care for children and adolescents with a wide variety of dermatology conditions such as Atopic Dermatitis, Psoriasis, Hidradenitis Suppurativa and Chronic Spontaneous Urticaria. There is a need for the service to undertake a review of current service delivery and to explore what changes could be made to address gaps and issues and improve efficiency. The project identifies a number of areas where the current biologics pathway and processes will be reviewed to identify the current challenges, gaps and issues and identify changes that could be made to improve the efficiency of the pathway and patient experience. GOSH has identified that the co-ordination of home care and provision of repeat prescriptions is unpredictable and not well co-ordinated. Patients are often left without a prescription leading to a break in treatment and the Trust having to arrange for a separate delivery of the drug to the patient and to pick up the cost of delivery. Liaison with homecare is currently undertaken by General Dermatology Nurses but this causes problems as the Nurses do not know the individual patients and it therefore takes longer to sort out the queries. There is no central point for receiving and dealing with prescription requests and there is a need to improve communication with homecare and prescription scheduling. There is a high administrative burden with many databases that staff need to log into to view patient records. The service want to develop a shared common database across Dermatology and Pharmacy which has reminders to identify when repeat prescriptions are due for issue. The project will map and review homecare set up and delivery including process for prescription requests and develop a prescription database to improve the tracking and monitoring of patients on biologics. The Project will implement a biologics administrator role to improve the co-ordination of the Biologics MDT and co-ordinate the management of patients on biologics. This will reduce the current significant administrative burden on clinical staff and free up their time for clinical care.

	The project will undertake a review of capacity and demand on the biologics service in order to help future proof themselves in managing the demand on the service as a regional and national specialist centre. The project will help GOSH to develop an options appraisal and Action Plan to enable them to identify and implement changes to service provision and pathway that will be fit for purpose both now and in the future. GOSH also wish to explore through the project: 1) How they could repatriate children back to referring hospitals for follow-up by them; 2) Review arrangements for transition of patients from GOSH to adult services. Currently this does not happen until they turn 18 with the referral made at 17) but feel this could be commenced earlier; 3) Review information provided to patients on biologic treatment and how this could be improved. To deliver this, GOSH require dedicated project management support from Sanofi, to work alongside resource clinical and operational staff in dermatology to co-ordinate and deliver on this service and pathway review as well as project manage and support the implementation of the Action Plan of agreed service and pathway.
Project period	Quarter 3 2023 to Quarter 4 2024
Project objectives	The collaborative working project will deliver the following benefits for Patients, the NHS and Sanofi: <u>Patients:</u> • Improve patient experience of the biologics service through improved service co-ordination. • Reduction in time for patients to receive their biologic prescription and commence on treatment. • Streamlined and improved processes to enable patients to receive repeat prescriptions in a timely manner and avoiding breaks in treatment. • Improved process for patients to raise patient queries around biologics through having a central patient helpline. <u>NHS:</u> • Identification of the gaps and issues within the biologics service and identification of proposed changes to improve the service. • Review of capacity and demand for the biologics service to inform the development of an internal business case within GOSH for a Specialist Nurse Clinic for patients on biologics to support the follow-up and on-going management of patients. • Establishment and management of a biologics and immunosuppressant prescription database to ensure a high quality and accurate database in dermatology to support the optimum management of patients. • Review and improvement of processes for management of homecare for patients on biologics and the issue of repeat prescriptions.

	• Identification of variation in the prescribing of biologics for children and young people by undertaking a population health analysis of Hospital Trusts who refer into GOSH. <u>Sanofi:</u> • Greater clarity of the pressure points and priorities for a national specialist dermatology centre for children and young people enabling us to tailor our offerings in the future. • Greater clarity of the gaps and problems around homecare organisation and co-ordination affecting the issue of repeat prescriptions for patients on biologics which is a common problem across Hospital Trusts thereby enabling us to explore how best to support other Hospital Trusts to address these issues. • Improved corporate reputation within GOSH by supporting them to improve the quality of care for patients. • As Sanofi produce medicines within the Atopic Dermatitis 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 and age limits within the licences. As a result of the project and streamlining of the service there could also be an increase in other biologic medications made by other pharmaceutical companies in line with national and local guidelines and age limits within the licences. This project was completed by pooling resources of approximately £44,000 (NHS 45%:Sanofi 55%)
Contact details	<u>Great Ormond Street Hospital for Children NHS Foundation Trust</u> Esther Dontoh General Manager – Blood, Cells and Cancer Directorate Great Ormond Street Hospital for Children NHS Foundation Trust Great Ormond Street, London, WC1N 3JH Esther.Dontoh@gosh.nhs.uk <u>Sanofi</u> Head of Market Access UK&IE Sanofi 410 Thames Valley Park Drive, Reading, Berkshire, RG6 1PT GB-marketaccess@sanofi.com