

Collaborative Working Project Executive Summary

Project title	Collaborative Working Project between Sanofi and the Dermatology Department within NHS North West Anglia NHS Foundation Trust to review and improve the patient journey and experience for patients receiving biologic treatment.
Partner organisation/s	North West Anglia NHS Foundation Trust and Sanofi.
Project rationale	<p>North West Anglia NHS Foundation Trust delivers dermatology services to patients across North Cambridgeshire, Lincolnshire and beyond. The Dermatology Department at Peterborough City Hospital provides a full range of District General Hospital (DGH) services and some regional specialties for a catchment area of just under 750,000 people living in Peterborough, North and East Cambridgeshire, Huntingdonshire, South Lincolnshire, East Leicestershire, Rutland, Bedfordshire, and East Northamptonshire. The Trust's main ICB's are Cambridge and Peterborough ICB, parts of Lincolnshire ICB (South & South West) & parts of Leicester, Leicestershire & Rutland ICB (East Leicestershire & Rutland) & parts of Bedford, Luton & MK ICB (Bedfordshire). Dermatology waiting list consists of around 9,000 patients waiting for follow-up appointments and 3,000 new patients waiting. The department is performing poorly on the Referral to Treatment Waiting Times with only 45.4% seen within 18 weeks of referral compared to NHS Operational Standard of 92%. The wait to be seen for biologic treatment is up to one year which is therefore significantly impacting on new patients starting biologic treatment. The Hospital has identified waiting times within dermatology as a priority for improvement and specifically for patients with inflammatory disease.</p> <p>In common with other Dermatology services an 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. 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 several 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.</p> <p>The project will deliver the following objectives:</p> <ul style="list-style-type: none"> • Map and review the biologics pathway and identify gaps and issues to be addressed to improve the pathway. • Review administrative processes within the pathway and identify and implement improvements to improve the management of patients on biologic treatment. • Map and review internal homecare set up and processes and timeframe for initiation of prescribing and process for prescription requests and follow-up with homecare for prescription delivery and identify changes to deliver improvements. • Undertake a population health analysis of adults treated with biologics for atopic dermatitis to identify areas of variation and health inequality in access to biologic treatment. • Undertake a review of capacity and demand within the biologics service and review how workforce is utilised to support delivery of the biologics service. • Evaluate the implementation of a Biologics Administrator post and support the production of a business case for Peterborough City Hospital to continue funding of the post.

Project period	Q3 2024 – Q4 2025
Project objectives	<p>The collaborative working project will deliver the following benefits for Patients, the NHS and Sanofi:</p> <p><u>Patients:</u></p> <ul style="list-style-type: none"> • Improve patient experience of the 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 service through improved service biologics through having a central patient helpline. <p><u>NHS:</u></p> <ul style="list-style-type: none"> • 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 the biologics service to support the follow-up and on-going management of patients. • Supporting the optimum management of patients on immunosuppressants and biologics by organising and co-ordinating the Systemics and Biologics Service. • Review and improvement of processes for management of homecare for patients on biologics and the issue of repeat prescriptions. • Establishment and management of a biologics and immunosuppressant prescription database to ensure a high quality and accurate database in dermatology. • Identification of variation in the prescribing of biologics for adults by undertaking a population health analysis of Hospital Trusts who refer into Peterborough City Hospital. <p><u>Sanofi:</u></p> <ul style="list-style-type: none"> • Greater clarity of the pressure points and priorities for the dermatology service 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 Peterborough City Hospital 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 prescribing of these products in line with national and local guidelines.

	<p>The project will be delivered by the pooling resources of approximately £55,000. (Sanofi £32,000, NHS £23,000)</p>
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