

Collaborative Working Project executive summary template

Project title	A Collaborative Working Agreement between Sanofi and the Dermatology Department within The Royal London site at Barts Health NHS Trust to review and improve the patient journey and experience for patients receiving biologic treatment.
Partner organisation/s	Barts Health NHS Trust, The Royal London Hospital, 80 Newark Street, London, E1 2ES Sanofi, 410 Thames Valley Drive, Reading, Berks, RG6 1PT
Project rationale	Barts Health NHS Trust operates from four major hospital sites (The Royal London, St Bartholomew's, Whipps Cross and Newham) The Dermatology Department at Royal London Hospital provides a full range of District General Hospital (DGH) services for a catchment area of around 2.5 million people living in the London Boroughs of Tower Hamlets, Waltham Forest and Newham. The Trust's main ICB is Northeast London ICB. The trust also offers some tertiary specialist services to all of Northeast London and nationally. The department is performing poorly on the Referral to Treatment Waiting Times with only 49% seen within 18 weeks of referral compared to NHS Operational Standard of 92%. Barts are interested in carrying out a review of the current biologics service to understand the current challenges and gaps within the service, to undertake an evaluation of the outcomes of the service and to consider how the service could be improved. This collaborative working project will support Barts to develop an options appraisal with proposals and recommendations to implement improvements to the biologics service that will be fit for purpose both now and in the future.
Project period	Q3 2025 – Q1 2026
Project objectives	The collaborative working project will deliver the following benefits for Patients, the NHS and Sanofi: Patients: • 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. NHS:

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