

Impact of the Biologics Administrator on clinical workload and service capacity in a tertiary dermatology centre at Sheffield Teaching Hospitals NHS Foundation Trust

Case Study

1.0 Project Aim

The overall aim of Sheffield Teaching Hospitals working in partnership with Sanofi was to improve patient experience and service capacity within the dermatology biologics service by employing a Biologics Administrator.

2.0 Project Objectives

The objectives of the Joint Working Project were to:

- Improve patient experience of the service by reducing patient wait times and providing a central point of contact for patient queries.
- Reduce the administrative burden on clinical staff thereby freeing up clinical capacity to see additional patients.
- Establish and maintain biologics database to improve service co-ordination and support improvements in the functioning of the multidisciplinary team (MDT) by co-ordinating the MDT.
- Improve the completion of Blueteq forms and the recording of expenditure on high cost drugs to enable the Hospital Trust to improve the recovery of these costs from Clinical Commissioning Groups and NHS England.

3.0 Key Achievements and Highlights of the Project

The Joint Working Project started in January 2021 and the Biologics Administrator commenced into post in Mid-June 2021. The key achievements and highlights of the project were:

	<ul style="list-style-type: none"> • 15 day reduction in average waiting time from MDT decision to prescribe a biologic to issue of the prescription to pharmacy.
	<ul style="list-style-type: none"> • Set up a Patient Helpline providing a central helpline for patients which has improved response times, faster resolution of any issues and patient experience.
	<ul style="list-style-type: none"> • Biologics Administrator has freed up time for clinicians by reducing administrative burden around biologics providing capacity to see additional patients.
	<ul style="list-style-type: none"> • Worked with Sheffield Children’s Hospital to improve the process for transition of adolescents to the adult service at Sheffield Teaching Hospitals. Prior to this, 4 patients had experienced a break in their biologic treatment in 2021 as the previous transition arrangements did not facilitate the continuation of prescribing.
	<ul style="list-style-type: none"> • On-going funding of Biologics Administrator post secured within Sheffield Teaching Hospitals.
	<ul style="list-style-type: none"> • Improvements in the completion of BlueTeq forms is supporting the service in securing additional funding for high cost drugs from the CCG and NHS England.