



Project title	Improving the pathway and experience for patients accessing the specialist Hidradenitis Suppurativa service at Salford Royal NHS Foundation trust.
Partner organisation/s	Sanofi, 410 Thames Valley Park Drive, Reading, Berkshire, RG6 1PT Salford Royal NHS Foundation Trust, Northern Care Alliance, Stott Lane, Salford M6 8HD
Project rationale	<p>Hidradenitis Suppurativa (HS), is a chronic, non-contagious skin disease. This recurrent inflammatory, and often painful disease is often overlooked, but has a profound impact on quality of life.</p> <p>The Salford Royal NHS Foundation Trust provides a specialist HS service which covers the Greater Manchester, Merseyside, Lancashire and Cumbria areas. This equates to total population of around 4.5 million. According to NICE, around 45% of people need their condition to be treated by a dermatologist and around 5.2% of treated patients need to go onto a biologic. The specialist HS clinic at Salford has been commissioned to prescribe and treat patients with biologic treatments in line with NICE guidance.</p> <p>Pressures from an increasing incidence of moderate to severe HS, case complexity and referral numbers combined with a vast geographical area are impacting greatly on the management of these patients across the area due to limited clinical resource and only one specialist clinic. In addition, an increasing number of inappropriate referrals, limited use of an agreed shared care protocol and the lack of a Patient initiated follow up system (PIFU) are stretching the service beyond capacity which is causing additional waiting times for patients to be seen and treated</p> <p>The project aims to:</p> <ol style="list-style-type: none">1. Define the Optimum Pathway for HS reflecting end to end improvements (as required) and with a focus on addressing areas of unwarranted variation.

	<ol style="list-style-type: none"> 2. Review and enhance the referral criteria for patients coming into the service to ensure that more suitable patients are seen by the clinical team 3. In identified patients, ensure that biologic treatment is started in a more-timely manner through a system wide, standardised operating model. <p>The project objectives are:</p> <ol style="list-style-type: none"> 1. To ensure equity of pathway access, provision, and experience for patients with suspected severe HS through reductions in unwarranted variations in care 2. To enable clinically safe and effective risk stratified using better referral criteria and processes which allows for more suitable patients to be seen in the specialist HS clinic 3. To better understand options related to the onward delivery model of care related to the shared care pathway which optimise clinical outcomes, regional resource utilisation and contracting opportunities 4. Develop and roll out an effective PIFU model of care within the HS service
<p>Project period</p>	<p>Q2 2022 – Q4 2022</p>
<p>Project objectives</p>	<p>The collaborative working project will deliver the following predicted benefits for Patients, the NHS and Sanofi:</p> <p>Patients:</p> <ul style="list-style-type: none"> • Quicker and more consistent access to care, • Improved patient satisfaction and reduction in anxiety • Better access to treatment options as well as a clearer pathway of care with a better experience of the system. • We would expect patients to be treated at the most appropriate centre that is closest to their place of residence including increased virtual engagements • Empowers patients by allowing them to book appointments when they most need them



Northern Care Alliance

NHS Foundation Trust



	<ul style="list-style-type: none"> We would expect that fewer inappropriate patients would be referred to service unnecessarily <p>NHS:</p> <ul style="list-style-type: none"> Better and more efficient patient pathway for HS across the Greater Manchester, Merseyside, Lancashire and Cumbria area Reduction in waiting times and waiting lists due to net reduction in follow-up appointments Reduction in unmet need and clinical risk from patients being on waiting lists for follow-up appointments Reductions in unwanted variations of care across the region in terms of HS specialist care received Better identification and more appropriate referrals of suitable patients for biologic treatment, more timely assessments by the specialist team, better utilisation of the shared care protocol Development and rollout of a regional PIFU leading to increased engagements with appropriate patients to provide additional support, education and clinical intervention <p>Sanofi:</p> <ul style="list-style-type: none"> A better understanding of the HS service and pathway across the Greater Manchester, Merseyside, Lancashire and Cumbria area Greater understanding of the needs of the customer in HS Increased skills in the development of a PIFU pathway and service Improved reputation with relevant NHS organisations across the Manchester and Lancashire area Enable similar future projects in other disease areas of dermatology
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