

Collaborative Working Project Executive Summary

Project title	A collaborative working agreement between Sanofi and Liverpool University Hospitals NHS Foundation Trust (LUHFT) to review and improve the patient journey, patient experience and service capacity specifically around the High-Cost Drugs service and Homecare provision within the dermatology service.
Partner organisation/s	Liverpool University Hospitals NHS Foundation Trust, Mount Vernon Street, Liverpool, L7 8YE Sanofi, 410 Thames Valley Park Drive, Reading, Berkshire, RG6 1PT
Project rationale	Liverpool University Hospitals NHS Foundation Trust (LUHFT) is a major regional tertiary centre for Dermatology services for patients across the large geographic area of Merseyside and wider North-West. The service's high-cost drugs service has expanded significantly since 2018 with the number of patients on high-cost drugs increasing from 500 to 1200. An internal review has identified key areas that need to be addressed. These include a lack of administrative support which has led to an increasing amount of time spent by clinical specialists on administrative tasks. The hope is to increase access into the service which will release clinical time and enhance clinical productivity; in turn this will positively impact the current wait times particularly for first appointments. The service also identified internal co-ordination of Homecare pathways and processes as an issue. There is no central point of contact to actively deal with prescription requests, in addition internal communication needs to improve around the scheduling of prescriptions. At times, patients can experience delays in receiving their prescription which could lead to a break in treatment. The project will address key areas within the current internal systems and identify changes that will improve the efficiency of the patient pathway and patient experience.

	<p>The trust has recognised the need to re-evaluate the efficiency of how the service runs and this project proposes the implementation of a High-Cost Drugs Coordinator (funded by Sanofi). The postholder would oversee and coordinate the high-cost drugs service supported by a 0.6WTE Band 2 administrator (funded by trust and currently in post).</p> <p>These two roles will expand the level of administrative tasks that can be undertaken by the dedicated team and provide a central patient helpline for any queries, thereby freeing up clinical hours, improving capacity and the efficiency of the service, along with patient and staff experience.</p> <p>The project will undertake a review of capacity and demand on the high-cost drugs service with a view to future proofing themselves by managing the demand on the service as a regional specialist centre. The baseline measures will be shaped from the LUHFT business case template for an administrator role to enable the service leads, at 6 months, to start the application process to the trust to continue the role once our collaborative working project is complete.</p> <p>The project will help the service to develop an options appraisal and action plan to enable them to identify and implement changes to service provision and pathways that are fit for purpose both now and in the future.</p>
Project period	<p>Jan - Mar 2024</p> <p>July - Sept 2025</p> <p><i>18 month project</i></p>
Project objectives	<p>The proposed benefits for patients, NHS and Sanofi are as follows:</p> <p>Patients</p> <ul style="list-style-type: none"> • Faster resolution of any issues for dermatology patients on high-cost medicines due to having a clear point of contact/ direct route in. • Ensuring that initial and repeat prescriptions are available when required without delay. • Help address the backlog & aim to reduce patient wait times. <p>NHS</p>

	<ul style="list-style-type: none"> Improved working within the High-Cost Drugs service through the set up and management of a High-Cost drugs prescription database to ensure a high quality and accurate database in Dermatology. Supporting the optimum management of patients on High-Cost Drugs by organising and co-ordinating clinics and co-ordinating processes to commence patients on High-Cost Drugs in a timely manner and to support them to continue treatment. The coordinator and administrator roles will alleviate pressures in clinical team and free up clinical time ensuring queries are dealt with appropriately. There will be a single point of contact for all queries, directing where appropriate, thereby reducing the number of complaints from patients and relatives. <p>Sanofi</p> <ul style="list-style-type: none"> Increased capacity and higher throughput within the dermatology department may increase the number of qualifying patients who can access Sanofi medicines in line with the national and local guidance. Improved corporate reputation by supporting the NHS provider to improve the quality of care for patients. <p>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.</p> <p>This project was completed by pooling resources of approximately £69,000 (Sanofi 53%:NHS 47%).</p>
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