

Collaborative Working Project executive summary

Project title	A Collaborative Working Agreement between Sanofi and Guy's and St Thomas' NHS Foundation Trust to recruit a clinical Pharmacy Technician to improve patient outcomes and biologic therapy delivery within respiratory medicine and dermatology.
Partner organisation/s	Guy's and St Thomas' NHS Foundation Trust
Project rationale	<p>This project at Guy's and St. Thomas' NHS Foundation Trust is being implemented in response to the exponential growth in biologic therapy initiations over the past decade. This growth has created increased demand for home delivery of medicines for self-administration; while creating delivery challenges, this service better reflects patient choice, helps address hospital capacity issues and is more environmentally friendly. While home delivery also offers benefits such as reduced travel costs and NHS VAT savings, the administrative burden has outstripped staffing resources. The National Homecare Medicines Committee has provided guidance on staffing levels, but these recommendations focus primarily on procurement and invoicing rather than the complete service pathway, leaving "front end" patient and clinical staff needs under-resourced.</p> <p>This innovative project will recruit a clinical pharmacy technician to transform the home care service. They will explore, develop, and evaluate their contribution to the timely and cost-effective delivery of biologic therapy within respiratory medicine and dermatology and as integral members of the multi-disciplinary team, they will support the pre-biologic work-up of potentially eligible patients and coordinate prescription management after treatment decisions. This essential role will improve patient experience by avoiding treatment delays, release outpatient clinician time from administrative tasks, and provide a template for developing pharmacy technician roles in other clinical areas. With pharmacy technicians' scope evolving to encourage more direct clinical care this project supports workforce development for an under-utilised professional group, while identifying specific pathway roles they can safely manage, thus releasing pharmacist and clinical nurse specialist time for more appropriate tasks.</p>
Project period	Q3 2025 to Q1 2027

<p>Project objectives</p>	<p>The objectives of the project are to:</p> <ul style="list-style-type: none"> • Recruit the Pharmacy Technician role to standardise and improve the efficiency of the biologics pathway. • Implement a review of in-clinic administered biologics to assess the feasibility of having biologics as stock to reduce CNS prescription/drug item reconciliation and waste. • Develop evaluation framework for the project to ensure that baseline measures are captured, and systems are put in place to collect outcome measures throughout the project. • Review the current biologics pathway to identify gaps and issues to be addressed. • Develop new biologics database in collaboration with EPIC team. • Map and review the homecare process therein including the time between MDT decision to treat and initiation (eg direct to home care provision), identify issues in the delivery chain, and problems in communication amongst patients, the home care provider and Trust. • Undertake a review of information provided to patients on biologic treatment and how this could be developed/ improved. • Undertake an analysis of adults treated with biologics for atopic dermatitis and asthma to identify areas of variation and health inequality in access to biologic treatment. • Review capacity and demand for biologics service. • Develop a report with recommendations to amend and improve the biologics pathway and service for presentation to, and consideration by the Project Steering Group. • Develop Action Plan for the implementation of the pathway changes and work with lead clinicians and operational managers to implement changes within the timeframe of the project. Implement action plan as agreed (to include an evaluation of the impact on patients, staff roles and responsibilities and efficiencies realised by the PT post) • Development by the Hospital Trust of a business case for funding of the Biologics technician post on an on-going basis.
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	<p>The project has the potential to deliver the following benefits for Patients, the NHS and Sanofi:</p> <p>Patients</p> <ul style="list-style-type: none"> • Faster resolution of the problems raised by patients on biologic treatments in Dermatology and Airways medicines (e.g. by having a nominated person to contact). • Ensuring that initial and repeat prescriptions are available when appropriate without delay. • Help address any backlog & aim to reduce patient wait times. <p>NHS</p> <ul style="list-style-type: none"> • Support the optimum management of patients on High-Cost Drugs by co-ordinating processes to commence patients on High-Cost Drugs in a timely manner and to ensure follow up support them to continue treatment. • The pharmacy technician role will support reductions in waiting times by freeing up clinical nurse and pharmacist time. • We will attempt to scale this to be useful outside respiratory medicine and dermatology as well as outside GSTT. <p>Sanofi</p> <ul style="list-style-type: none"> • Increased capacity and higher throughput within the Biologics Service 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>The project will be delivered by combining resources of Approximately £103,000 (Sanofi 60%, NHS 40%)</p>
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