

Collaborative Working Project

Between University Hospitals Coventry and Warwickshire NHS Trust and AbbVie Ltd

Executive Summary

This is an executive summary outlining Collaborative Working between University Hospitals Coventry and Warwickshire NHS Trust and AbbVie Ltd, focused on improving patient outcomes and standards of care in the rheumatology service by improving the efficiency and effectiveness of healthcare services.

We are undertaking this Collaborative Working project work to improve patient outcomes and standards-of-care in rheumatology through optimising patient pathways, facilitating a safe reduction in routine outpatient appointments, supporting the post-COVID-19 recovery and facilitating sharing of results as best practice.

The purpose of this Collaborative Working project will be to deliver an outcome-focused approach to improve patient outcomes and experience through engagement with the rheumatology clinical team. The project will ensure healthcare professionals involved in patient care are given the opportunity to expand their skills and competencies into advanced practice.

In undertaking this work, the project team would aim to impact on the following specific outcomes:

- Optimisation of patient pathways, ensuring patients get seen by the right clinician at the right time in the right place.
- The development of specialist clinics for patients with spondyloarthritis.
- Ensuring all healthcare professionals involved in patient care are given the opportunity to expand their skills and competencies into advanced practice.

Within the project the key objectives are:

- Understand the patient journey from initial referral into specialist services.
- Identify medical education needs of the multidisciplinary team and offer comprehensive medical education.
- Facilitate development of specialist clinics.
- Identify actions that may overcome barriers and bottlenecks identified through understanding the patient journey within the service.
- Measure outcomes of agreed interventions to overcome identified barriers.
- If appropriate and agreed by both parties, support with the publication of resulting data collected during the project.

This project will be led by the project NHS Lead Dr Tim Blake and AbbVie Lead Liz Van Rossen.

The project effective date will be 28th February 2023 and will be completed in 18 months, August 2024.

The Intended Benefits of the Project:

The Patient:

- Improved patient access to specialist services, measured by reduced waiting times for new and routine appointments.
- Standardised pathways.
- Enhanced uptake of patient-initiated follow up (PIFU), aligned with NHS Long Term Plan.
- Enhanced patient satisfaction and empowering patients to access specialist services when needed.
- Medicine optimisation through improved adherence to treatment.

The NHS:

- Improved service capacity as indicated by reduced referral times for new and routine appointments.
- Implementation of agreed pathways allowing standardization of assessment and monitoring of rheumatological conditions.
- A safe reduction in routine outpatient appointments.
- Better co-ordination of patient care and multidisciplinary teamwork leading to cross functional working between specialties.
- Enhanced and streamlined specialist service provision.
- Opportunity for audit, research, quality improvement projects and publications.
- Educational needs of the multidisciplinary team identified and addressed, enhancing patient care.
- Initiation or optimisation of specialist care/clinics where necessary.
- Best practice sharing across the NHS through sharing outputs of the project with other services and trusts.

AbbVie:

- Demonstration of being a partner-of-choice for opportunities to improve patient standards-of-care.
- Support AbbVie's position as leaders within the immunology landscape.
- Gain valuable insights and develop further understanding of the NHS challenges to provide specialist patient care to inform further initiatives to improve standards-of-care.

Project Outcomes:

- Generation of a report detailing the interventions and the resulting impact on patient care.
- Sharing of best practice between involved parties and wider NHS services through meetings or publications.

Funding:

- Funding for meeting space and resulting meeting materials will be provided by AbbVie.

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