

Singleton Hospital Hepatitis C service mapping and re-design
Joint Working Project between Abertawe Bro Morgannwg
University Health Board and AbbVie Ltd

Executive Summary

This is an executive summary outlining Joint Working between Abertawe Bro Morgannwg University Health Board and AbbVie Ltd, focussed on delivering better healthcare outcomes for Hepatitis C patients in Swansea by improving the efficiency and effectiveness of healthcare services.

We are undertaking this joint working project work to identify areas of need and opportunity with the aim of designing and developing new ways of delivering healthcare services. Real world improvement impact will be measured, focused on outcomes and through the controlled implementation and evaluation of re-designed services.

The purpose of this joint working project will be to map out and optimise the existing secondary care interferon free Hepatitis C service at Singleton Hospital, Swansea in order to improve and develop Hepatitis C services for patients. In undertaking this work the project team would aim to impact on the following outcomes:

- Improvement in healthcare outcomes for patients and the public
- Improvement in patient experience of and engagement of healthcare services
- Improved resource efficiency of NHS Wales and other healthcare providers

Within the project the key objectives are:

- understand and map out the end to end patient journey of a person living with HCV, who has been selected for interferon free HCV treatment at Singleton Hospital Swansea.
- understand how this journey is experienced by the patients and Healthcare Professionals as they move along the different touch points of the treatment and care pathways.
- gather quantitative and qualitative information to be used to identify areas of opportunity and best practice which can be utilised to validate / improve the service for both patient & Healthcare Professional stakeholders
- produce a co-created patient centric solution which will be tested in the field with a view to any modifications / insights being replicated at other HCV treatment sites.
- use the project innovations to measure real world improvement impact focussed on outcomes, through the evaluation of re-designed services
- This project will be led by the project NHS Clinical Lead Dr Jagadish Nagaraj & Mathew Hawthorne Abbvie Lead. The project effective date will be 1st August 2017 approximate date for completion would be October 2018.

The Intended Benefits of the Project:

The Patient:

- More equitable & consistent care
- Improved access to care
- Reduced waiting times
- Clearer pathway to care
- Improved experience of the HCV service

The NHS:

- HCV patients receive care in a more timely fashion, delivering equity of care and minimising variability in access to services.
- Maximisation of current resources adopting a prudent approach to delivery of healthcare
- Working in partnership to develop a patient centric model of care which can be replicated and extended into the community and high risk populations in the prisons, thereby demonstrating optimised seamless care to patients.
- An in depth understanding of existing local hepatitis C care services and an opportunity to highlight good practices in order to address the challenges associated with this disease area and to improve the delivery of care

AbbVie:

- Improved experience working in partnership with the NHS and an opportunity to demonstrate the value of joint working initiatives.
- The mapping out of the patient journey will give a deeper insight in to the current service from both a healthcare professional and a patient perspective.
- Insights and experiences gained can inform projects in the future and support our ethos of continuous improvement and support of the NHS
- AbbVie & the NHS to use the outcomes of the project with other partners to share best practice and learning's from the experience

Project Outcomes

- Better use of NHS resources through improved service design and delivery
- Reduction in number of visits in the patient journey
- Improved patient experience
- Rapid and equitable patient access to appropriate treatment

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