

Collaborative Working Project Executive Summary

Project title	To improve the patient journey and experience within the Dermatology Biologics service at Salford Care Organisation within Northern Care Alliance NHS Foundation Trust (NCA NHS FT)
Partner organisation/s	Northern Care Alliance NHS Foundation Trust and Sanofi
Project rationale	<p>Salford Care Organisation is a large hospital within Northern Care Alliance NHS Foundation Trust (NCA NHS FT) that delivers Dermatology secondary care services to patients across Salford, Bury and Stockport and is also a major tertiary centre for Dermatology across Greater Manchester. Salford Dermatology Department deliver Specialised Dermatology services across the Northwest area. Because of the pressure to deliver specialised services and the COVID-19 pandemic there is now a substantial impact on some aspects of Dermatology provision being delivered at this hospital. In addition, the priority to deliver care to Cancer patients has meant that the non-cancer patient appointments were converted to 2 week wait (2WW) appointments and therefore non-cancer patients are now facing longer wait times to be seen and being able to access appropriate treatment and/or follow up. This increased 'time to be seen' is starting to impact on locally agreed and National KPI measures.</p> <p>The pressure on Dermatology Outpatient waiting times has impacted on delays in new patients being considered for biologic treatment as well as delays for patients currently on immunosuppression and biologic treatment receiving follow-up. The backlog has also been impacted due to patients not having had face to face hospital-based reviews during Covid-19 (high risk shielded cohort). Those on systemics risk worsening skin disease, infection, blood disorders, malignancy and vital organ dysfunction that may require hospital admission, In addition, those on biologics risk infection including TB, malignancy including lymphoma, demyelination (MS-like complications), other drug specific condition. The Biologics service at Salford Care Organisation is a busy, complex service providing specialist care for patients with a wide variety of dermatology conditions such as Psoriasis, Atopic Dermatitis, Urticaria, Hidradenitis Suppurativa and a Day case Biologics service with a growing range of treatments being available. The local Dermatology departments from hospitals around Greater Manchester have to refer patients into Salford Care Organisation requiring treatment and on-going monitoring with immunosuppressants or Biologics.</p> <p>The purpose of this project is to carry out a review of the current service provision and intra-trust referral pathway to understand the current challenges and 'pinch points' within the Biologic service with a particular focus on the clinical resource delivering the service to ensure the most appropriate role is being utilised at the most appropriate time. This will help us to develop an options appraisal which will allow us to establish and implement changes to service provision and pathway that will be fit for purpose both now and in the future. To do this, we require dedicated project management support from Sanofi, to work alongside resource from the Salford Care Organisation to co-ordinate and deliver on this service and pathway evaluation as well as project manage and support the roll out of any proposed changes to the service provision and</p>

	pathway both within the Salford Care Organisation and with regional partners who are routinely referring to this service.
Project period	Quarter 3 2023 to Quarter 3 2024
Project objectives	<p>Patients:</p> <ul style="list-style-type: none"> • Reduce the time for new patients to access face to face appointments • Reduction in time for patients to access biologics where this treatment is recommended • Reduction in delay for patients for follow-up and review of their treatment thereby having a potential to reduce complications for patients associated with their treatment • Improved equity of access to treatment options as well as a clearer pathway of care • Improvement in patient experience. <p>NHS:</p> <ul style="list-style-type: none"> • Better understanding of the gaps and issues within the Biologics Service and production of an options appraisal to improve the service • Completion of a workforce review to deliver improvements in service efficiency • 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 • Better identification and more appropriate referrals of suitable patients for biologic treatment including more timely assessments by the specialist team <p>Sanofi:</p> <ul style="list-style-type: none"> • Improved understanding of the pressure points and priorities associated with a complex specialised dermatology service • Improved corporate reputation within Salford Care Organisation • As Sanofi produce medicines within the Atopic Dermatitis disease area if overall patient care is optimised there may be an increase in the usage of these products in line with national and local guidelines. <p>As a result of the project and streamlining of the service there could be an increase in other Biologic medications made by other pharmaceutical companies in line with national and local guidelines.</p>
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