

The Blackpool Victoria Hospital NHS Foundation Trust

The Blackpool Victoria Hospital NHS Foundation Trust - Executive Summary

Project Name: Wet AMD Pathway transformation via the implementation of an electronic patient record (EPR) and audit system (MediSIGHT®) (the “**Project**”)

Joint Working Project Summary:

The medical retina service based at the Trust is currently a two-stop service. The patient journey through the site is currently delivered via two visits: (i) wet AMD review; and (ii) wet AMD injection. The medical retina service at the Trust is at full capacity, with 95% of new patients meeting the Royal College of Ophthalmology national guideline.

The service currently needs to initiate an EPR system to be able to effectively manage the current levels of patients, and the predicted continued growth rates over the next few years.

The Project entails pooling of resources to enable the Trust to optimise the management of stable and new wet age-related macular degeneration (AMD) patients by implementing an EPR system and audit system (MediSIGHT®). This will enable timely treatment and management of patients by notes being accessible immediately and remotely to the clinician enabling a new virtual clinic pathway.

The Project has 3 key aims:

- Audit to enable identification of patients who have not received appointments for review and treatment in accordance with their individualised treatment protocol and subsequent suboptimal treatment;
- Improve macular appointment scheduling; and
- Progression towards providing digital services via virtual clinics with a view to providing a more efficient patient journey.

The new pathway will enable the service to:

- Ensure new patients can receive timely appointments in their local region in line with the applicable national guidelines;
- Deliver timely appointments for patients in line with their treatment protocol;
- Identify patients that are overdue for appointments;
- Reduce and minimise risk of patient safety with all case notes in one place and easily accessible; and
- Allow identification of cohorts of patients to stratify into specific treatment interval groups to assess treatment pathway and plan the review and allow for continued growth.

Expected Patient Benefits

- Improvement in patient outcomes as the EPR and audit system will allow the identification of patients that may benefit from a review of care resulting in better disease management;
- Improved patient care by improving clinic scheduling and reducing follow up visit delays; and
- Patients will spend less time in clinics due to the virtual pathway.

Start Date & Duration: February 2021 – February 2022

UK | February 2021 | UK2102253299

The Blackpool Victoria Hospital NHS Foundation Trust - Outcomes Summary

Project Name: Wet AMD Pathway transformation via the implementation of an electronic patient record (EPR) and audit system (MediSIGHT®)

Partner Organisation(s): The Blackpool Victoria Hospital NHS Foundation Trust

Completion Date: 07.09.22

Outcome Summary:

- Improved appointment scheduling capability to achieve individualized Patient treatment protocols for Partner's Wet AMD service
- Improved Patient access to virtual clinics; increasing access to the Partner's Wet AMD service

Key Projects Outcomes Data:

- Our Collaboration achieved its aims to achieve a 95% improvement vs baseline of patients whose records are collated on an electronic audit system. (100% attainment vs Baseline)
- Our Project achieved its aims of a 95% improvement vs baseline in the number of existing patients that receive a treatment appointment within the timeframe indicated by their individual patient treatment protocol and are considered optimally treated (100% attainment vs Baseline)
- Our Project achieved its aims of a 90% improvement vs baseline in the % of patients very likely or likely to recommend the service to their friends and family through the Friends and Family test
- Our Project achieved its aims to increase the % of AMD patients seen in a virtual clinic vs baseline (50% improvement vs Baseline target)

Outcomes:

The project set out to implement Wet AMD Pathway transformation via the implementation of an electronic patient record (EPR) and audit system (MediSIGHT®). In delivering this the Project has been successful in its aims to support the Trust in improving the macular service in identifying patients who have not received appointments for review and treatment in accordance with their individual treatment protocols, providing a framework for improving appointment scheduling and facilitating the introduction of virtual clinics.

The project has been successful in its attainment of the 4 measures of success;

- % of patients whose records are collated on an electronic audit system,
- Number of existing patients that receive a treatment appointment within the timeframe indicated by their individual patient treatment protocol and are considered optimally treated
- % of patients very likely or likely to recommend the service to their friends and family through the Friends and Family test
- Increase in % of AMD patients seen in a virtual clinic

The implementation of the Project has facilitated improvements in the management of Wet AMD patient cohorts and the scheduling of patient activity; providing improved conditions for the achievement of patient outcomes associated with their treatments. In doing so the project has positively impacted patient's access to the Wet AMD service, aligned to their individual treatment requirements, as well as facilitating access to virtual clinics bringing care closer to home.

Conclusion:

The project has been deemed a success with the achievement of the Measures of Success as defined.

UK | May 2023 | UK2305180758

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