Collaborative Working

Providers, commissioners and industry achieving clinical effectiveness, a positive patient experience and patient safety

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Introduction:
Wound care is a high cost area for patients and the NHS. Following the launch of the NHS INNOVATION, HEALTH AND WEALTH: ACCELERATING ADOPTION AND DIFFUSION DOCUMENT in 2011, a partnership steering group was set up between commissioners, providers and industry to provide woundcare dressings to patients via the community nursing service. Working with ConvaTec provided an opportunity to transform the current system of woundcare product provision but maintain the integrity and transparency akin to NHS. A collaborative approach between Medicines Management Team (commissioners), Adult Community Services Nursing and Complex Wound Care teams (providers) and ConvaTec (industry) was set up with consensus key performance indicators to achieve the above challenge.

Methodology:
A collaborative pilot project was initiated with joint objectives agreed by all the stakeholders. A steering group determined terms of reference and held monthly meetings.

ConvaTec Complete was introduced as part of the project. This is a value added service, which allows the users to audit, manage the formulary, provide education and evaluate effectiveness. The ConvaTec Online Management System (CCOMS) is an internet-based ordering system which is integral to the success of this pilot. Monthly feedback meetings are held with the project board to evaluate progress.

A clinical audit was undertaken to establish a baseline against which quality, outcomes and identification of educational needs could be measured. The audit recommendations were implemented in the form of formulary amendments, training and education. Greenwich’s amended wound care formulary was subsequently uploaded onto CCOMS to facilitate adherence to formulary, improved clinical and cost effectiveness, enhanced patient experience and reduced wastage.

A Specialist Formulary continued to be supplied via the FP10 route to ensure that GP’s were aware of the need for flexibility with regard to new and innovative changes in wound care.

Results:
An ongoing trust wide educational program was put in place by the Complex Wound Care Team (CWCT) supported by the ConvaTec Medical Affairs Team.

- Silver dressings were used in line with established formulary criteria
- Off formulary dressings usage was eliminated leading to complete adherence to formulary.
- A Patient Satisfaction Questionnaire demonstrated improved patient experience
- Significant reduction in wasted dressings.
- Stock at each base ensured the appropriate dressing being available for the patient at the 1st assessment.
- District nurse productivity was improved
- Dedicated ConvaTec team provided and continue to provide regular dressing usage reports. These have facilitated good financial management for Greenwich CCG Medicines Management team, and a valuable insight for the CWCT with regard to unusual trends.

This poster illustrates the true value of a dynamic partnership with the commissioners, providers and industry, to improve quality and outcomes within a trust setting. It sets out the advantages of providing baseline and ongoing audit, along with an educational training plan to measure results and looks at an alternative method of supply which potentially eliminates much of the inefficiency, uncertainty and waste that is experienced under the current prescription route.

This multidisciplinary project has demonstrated that an innovative method of wound management can substantially improve health outcomes and cost effectiveness versus the conventional time consuming process of procuring dressings via the prescription route.

The co-operation of the three stakeholders with their diverse working practices has provided joint insight which has led to the development of mutually beneficial outcomes for the patient, the provider the commissioner and industry.

Conclusion:
This collaborative wound management project symbolises a true working partnership between all stakeholders and conforms to all of the QIPP parameters. The current NHS climate expects care closer to home, reduction in hospital admission and improved patient safety. The results from the audit demonstrate that many of the key NHS challenges can be delivered successfully within the existing resources. By implementing this innovative service redesign, and mutual respect of the stakeholders, we have demonstrated outcomes can be significantly improved.