

## **Executive Summary of Collaborative Working Project**

### **Astellas Pharma Ltd and South Doc Services (SDS) an at-scale Primary & Community Healthcare Service provider in Birmingham, West Midlands**

October 2024

#### ***Objective & Aims:***

To work in partnership with the Primary & Community healthcare providers (SDS) and develop a new model of care for better managing patients with Overactive bladder (OAB) and enhance the existing service provision which currently requires GPs to refer patients to specialist Urology services in the acute setting.

The specific aims of this service transformation are to move care closer to home by:

1. Developing a new patient pathway which enables less complex OAB patients to be seen in primary care by clinical pharmacists and GPs under the governance of a multidisciplinary team (MDT)
2. Triaging more complex patients for review by a Consultant Urologist integrated into the community / primary care provider setting therefore reducing the overall number of referrals into an already at capacity secondary care service.
3. Create a step-up / step-down service enabling appropriate patients to be risk stratified and referred by primary care into the consultant led community service and for complex patients to be followed up in the community setting after discharge from secondary care.

#### ***Summary:***

SDS operates 'SDSmyhealthcare' one of the largest GP Federations across NHS England footprint providing services across 65 practices covering a population of over 430,000.

Discussions between SDS, acute providers of specialist urology services and Astellas, identified the following key challenges in the current service provision for OAB patients:

- Opportunity for much greater integration between primary & secondary care despite there being a locally agreed referral pathway and treatment algorithm.
- Significant variation in the diagnosis and treatment of OAB patients in primary care
- Increased wait times (higher than national average) for patients referred into specialist secondary care urology services.
- Service capacity issues with patients either being referred too soon or where titration and optimisation can be achieved in primary care without delays from secondary care waiting lists.

This integrated model of OAB management aims to deliver improved outcomes and enhanced patient experience.

### ***Benefits of the OAB Collaborative Working Project***

Patient Benefit	<ul style="list-style-type: none"> <li>• Timely and appropriate diagnosis, treatment, and ongoing symptom management control</li> <li>• Patients identified / risk stratified for medication review and optimisation by appropriate HCPs under the governance of local guidelines and the MDT.</li> <li>• Delivery of care closer to home.</li> <li>• Improved Patient Reported Outcome Measures (PROMs) and Patient Reported Experience Measures (PREMs)</li> </ul>
NHS Benefit	<ul style="list-style-type: none"> <li>• Improved implementation of local OAB guidelines</li> <li>• Reduction in pressure on an already at capacity secondary care service</li> <li>• Provide primary care clinicians with rapid access to a specialist led local enhanced service.</li> <li>• Increase in primary care knowledge and experience of managing OAB patients through local education / up-skilling reducing unwarranted variation in OAB service provision.</li> <li>• Reduced wait times and increased capacity for more complex patients to access specialist care in the acute specialist service.</li> <li>• Improved service efficiencies resulting in a more sustainable service that can save NHS resources by reducing unnecessary appointments and treatments in secondary care.</li> <li>• Improved levels of workforce satisfaction and retention through enhanced service provision, efficient ways of working</li> <li>• Aligned with the aims of the NHS Long Term Plan by providing local patient focused integrated pathways and access to more timely care that can be replicated at scale which reduces the overall burden on the acute sector.</li> <li>• Aligned with the key objectives of Birmingham &amp; Solihull (BSol) Integrated Care Board (ICB) to improve timely access to enhanced primary care, expand capacity and drive integrated working at a local level</li> </ul>
Astellas Benefit	<ul style="list-style-type: none"> <li>• Enhanced reputation of Astellas as a partner to NHS related service delivery</li> <li>• Recognition of Astellas offering value added services that benefit NHS OAB patients.</li> <li>• Timely and appropriate access to guideline directed therapy including Astellas OAB medicines.</li> <li>• Recognition of Astellas as a partner to NHS related service delivery in the development, write-up, and publication of a novel and transformational OAB service redesign project which serves as a shared learning example.</li> <li>• Potential to scale and replicate the model of care locally and nationally further enhancing Astellas's reputation as partner to NHS related service delivery.</li> <li>• Increase the Astellas skill base and in-house service re-design expertise</li> </ul>

Astellas UK are committed to supporting OAB services within the NHS through collaborative working. By doing so, Astellas are at the forefront of driving innovation to help the NHS deliver high standards through implementing new models of care which will ultimately benefit patients living with OAB.