

## **Case study**

# **Inflammatory bowel disease care pathway**

## **Managing inflammatory bowel disease patients using Patient Knows Best software platform**

**April 2015 – March 2016**

### **Lead AHSN and joint partners**

KSS AHSN

Dr Azhar Ansari Consultant Surrey and Sussex Healthcare NHS Trust

East Surrey CCG

Health Education Kent Surrey Sussex

University of Surrey

### **Key points at a glance**

The IBD service at East Surrey hospital (part of Surrey and Sussex Healthcare NHS Trust) has been transformed, data collection improved, and patient satisfaction increased with financial savings delivered - providing stronger evidence of transformation.

Project results include lower admission rates for Colitis, reduced use of anti TNF therapies, open access to services and high patient satisfaction.

### **Background Summary**

The project has introduced a new way of managing patients suffering with inflammatory bowel disease which relies less on traditional face to face doctor consultation. Using the software platform called Patient Knows Best (PKB), patients can self manage and have access to a supported team of nurses to gain advice and access to monitoring.

Statistics from the project show bed days saved and a reduction in face to face consultations. They also indicate savings on medicines spend through continued use of less expensive options than the newest biological drugs.

### **Challenge identified and actions taken**

IBD often results in high levels of stress for patients and relatives. The service at East Surrey hospital has been re-designed to respond sympathetically and effectively. It has an open access policy and supports over 4,000 patients annually.

Use of the Patient Knows Best software reduces face to face contacts between patients and staff, whilst also contributing to better outcomes. It provides an integrated patient portal and health information exchange. The patient owns the copy of their medical information in PKB and chooses

who to share this record with. PKB allows them to communicate through messaging or video consultations; receive lab results and letters; actively self-manage through care plans and device integration, and invite other professionals to collaborate.

### **Outcomes**

The service has been modernised and recognised as a model Patient Centred Service.

The non face to face service has been enhanced by use of Patient Knows Best patient management software.

The novel use of low dose azathioprine and allopurinol has reduced use of high costs drugs by £5million and saved over 3,000 bed days.

Patient satisfaction is high.

### **Plans for the future**

The success of this work to date has prompted investment from East Surrey CCG to see if more can be achieved.

KSS AHSN and Health Education Kent Surrey Sussex are investing in the project to fund Dr Ansari to work one day per week for two years at the University of Surrey. Dr Ansari will collaborate with Professor Simon de Lusignan, Professor of Primary Care and Clinical Informatics, to investigate how the work lends itself to new models of care and new workforce models.

### **KSS AHSN contacts for further information**

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### **KSS AHSN Core Objectives**

By 2020 we will have helped members of the health and social care system in Kent, Surrey and Sussex to work together more effectively. This will enable the benefits of new technology, products and best practice reach more patients more quickly. In this way our work will improve the health and healthcare for people in Kent, Surrey and Sussex and contribute to economic growth. Our target is 500,000 patients receiving care in line with best practice through clinical pathways we support by 2020. Each year we will support spread and adoption of six high impact innovations, totalling 30 by 2020.

Our work will improve care and increase the return on investment for funders, partners and taxpayers, all of which support delivery of the 5YFV and contribute to economic growth. By 2020 we will have:

- Realised in excess of £200million benefits through our quality and safety improvement work.
- Successfully developed a credible industry support process to improve spread and adoption of valuable innovation .
- Grown our network's numbers and improved connections across the region, including strengthening research collaboration for a renewed CLARHC bid in 2018/19.

### **Clinical priority or enabling theme/s**

The Five Year Forward View (5YFV) published by NHS England says the NHS needs to make £22billion of efficiency savings by 2020/21. The NHS must focus on opportunities which contribute most to the 5YFV.

We believe that KSS AHSN must therefore focus effort where there is highest value to members and the wider health and care system - both commissioners and providers. We provide a number of opportunities for health and social care professionals to discover and discuss technologies that may help them meet patient needs and improve the quality of care.

Our role is respond to a wide range of clinical needs with a range of technologies. We promote the opportunity - the technology or capability - and not a specific product or company.