

PROJECT NAME

Neuroendocrine Tumour (NET) Dietitian Service Redesign Project between University Hospitals Birmingham (UHB) NHS Trust, Queen Elizabeth Hospital site, Birmingham and Ipsen Ltd

JOINT WORKING PROJECT SUMMARY

To improve NET patients' symptom control, nutritional status and outcomes through increased and equitable access to specialist nutritional expertise delivered by a specialist dietitian focussing on symptom management associated with NETs

The 2 year project will have 4 phases commencing January 2020

1. A baseline service evaluation of current nutritional management of patients under the QEHB NET team.
2. Design a new nutritional management pathway (the pathway) for patients under the NET team.
3. Implement the pathway.
4. Review the pathway and outcomes, repeat the service evaluation and submit a sustainable service business case

PROJECT OBJECTIVES

- Deliver a high-quality patient experience by ensuring that the management and review process for NET patients is clear, concise and provides equity of care to all patients
- Capture service data that will demonstrate the value of a new model of care to patients and NHS e.g. patient satisfaction, reduced waiting times/reduced number of hospital appointments, prudent resource allocation
- Share the patient benefits of this Joint Working Initiative with the NET Patient Foundation to allow others to access and potentially replicate this service

ANTICIPATED BENEFITS FOR PATIENTS

- Increased access to a dedicated specialist NET dietitian focussing on specialist nutritional management of complex nutritional issues, which will ultimately improve patient's nutritional status, satisfaction and patient outcomes
- Improved patient care through access to specialist nutritional advice from the point of diagnosis and throughout the pathway
- Expanding Dietetic service will increase dietetic capacity to see a greater number of NET patients resulting in reduced waiting times for NET patients to see a dietitian in an outpatient setting and will provide increased flexibility for patients to be seen in all NET clinics, rather than in only one clinic each week
- Start a nutrition clinic with the support of a gastroenterologist and dietitian to manage particularly challenging patients with complex nutritional needs and co-existent gastrointestinal issues
- Expanding dietetic service to provide care for inpatients, to allow them, to be seen by a specialist NET dietitian rather than a general ward dietitian
- Greater dietetic capacity to undertake audits, service evaluations and research to further improve the nutritional care of people with NETs and inform the work of other NET centres
- Overall improved patient experience

ANTICIPATED BENEFITS FOR THE NHS

- Expanded dietetic outpatient service will satisfy an unmet need for the growing and increasingly challenging cohort of NET patients. This should improve outcomes at a relatively low cost
- An improved service will further raise the NET Centre of Excellence's profile attracting more regional and national referrals potentially increasing income which could allow further service developments
- Improved symptom management may improve quality of life and minimise need for palliative interventions
- Allows the trust to scope future roles with the potential to extrapolate to other therapy areas
- Project outcomes will identify potential for further service developments
- Outcomes of project to be shared across the NHS via NET organisations allowing other centres to benefit
- Availability of dietetics in NET team meetings including MDT meetings and research and development meetings
- Nutritional assessment and work up of patients planned for cardiac surgery for carcinoid heart disease

ANTICIPATED BENEFITS FOR IPSEN

- Patients may receive appropriate Ipsen products where clinically indicated in accordance with local and national clinical guidelines
- Opportunity to work with UHB QEH COE site through a joint working initiative to build relationships and reputation
- Collaborating on a significant service development project aligning to Ipsen's strategic pillar of becoming a partner of choice
- Demonstrates Ipsen's commitment to Oncology
- Aligning with QEHB in sharing the outcomes with the NET Patient Foundation

PROJECT START DATE AND DURATION - January 2020- 2 years.