



Abstract title:

A joint project between Ashton, Leigh and Wigan (ALW) and GlaxoSmithKline focused on improving the quality of care for breathless patients.

Brief outline of context:

This project aimed to improve the quality of care for patients who suffer from breathlessness.

Brief outline of problem:

ALW had below average scores for most Breathlessness (Asthma, COPD and Heart Failure) service indicators.

Assessment of problem and analysis of its causes:

COPD had been highlighted as one of the ALW's key priority areas.¹ Themes included a reduction in health inequalities and an increase in care being delivered closer to the patient's home.

Strategy for change:

The project developed of an advanced care scheme for moderate to severe patients with breathlessness which included:

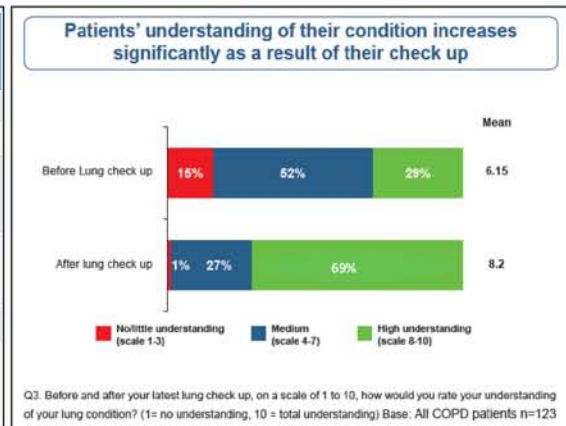
- a) Improved patient pathways and treatment protocols.
- b) Increased patient awareness of their condition and HCP professional knowledge.
- c) Improved data recording to enable appropriate targeting of patients for more effective treatment.

Measurement of improvement:

The Patient Outcome and Information Service (POINTS) was used to measure changes in key parameters over 12 months (October 2010 – October 2011). Patient and Healthcare Professional Experience, COPD Assessment Tool, Asthma Control Test, and use of local services were measured.

Effects of changes: Selected Results²

COPD Criteria	Baseline (Pre-Implementation) October 2010	Post Implementation October 2011	Percentage (%) Increase
Prevalence	1743	1957	12.3%
35-50 age group	53	83	56%
Self Management Plan	497	787	58%
Referral to Pulmonary Rehabilitation	13	95	63%
Ex Smokers	703	844	20%
Referred to smoking cessation	unknown	520	unknown



The percentage of COPD patients treated in line with NICE COPD Guideline 2010³ increased from 54% at baseline⁴ (1174 of 1667 COPD patients of were reviewed) to 62% at follow up⁵ (1271 of 1763 COPD patients were reviewed).

Lessons Learnt

The project demonstrated that with support, healthcare professionals can make improvements in the care pathway for patients with breathlessness which has a positive impact on the quality of care for patients.

Conflict of interest and funding:

This project was jointly funded by GSK.

References

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4. POINTS Baseline Cluster Report for ALW 2010
5. POINTS Final Cluster Report for ALW 2010 and 2011

Further Information: <http://www.gsk.com/uk/joint-working.html> Or GSK UK Customer Contact Centre: +44 (0)800 221 441