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. 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 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 Results

<table>
<thead>
<tr>
<th>COPD Criteria</th>
<th>Baseline (Pre-Implementation) October 2010</th>
<th>Post Implementation October 2011</th>
<th>Percentage (%) Increase</th>
</tr>
</thead>
<tbody>
<tr>
<td>Prevalence</td>
<td>1743</td>
<td>1957</td>
<td>12.3%</td>
</tr>
<tr>
<td>35-50 age group</td>
<td>53</td>
<td>83</td>
<td>66%</td>
</tr>
<tr>
<td>Self Management Plan</td>
<td>497</td>
<td>787</td>
<td>58%</td>
</tr>
<tr>
<td>Referral to Pulmonary Rehabilitation</td>
<td>13</td>
<td>95</td>
<td>63%</td>
</tr>
<tr>
<td>Ex Smokers</td>
<td>703</td>
<td>844</td>
<td>20%</td>
</tr>
<tr>
<td>Referred to smoking cessation</td>
<td>unknown</td>
<td>unknown</td>
<td></td>
</tr>
</tbody>
</table>

The percentage of COPD patients treated in line with NICE COPD Guideline 2010 increased from 54% at baseline (1174 of 1667 COPD patients were reviewed) to 62% at follow up (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:
2. Wendy Fairhurst, Sarina Burns, Sam Lewis & Dr Ravi Sunder. Enhanced care reviews for people with COPD in Primary Care: addressing quality, cost-effectiveness and productivity. European Respiratory Society Poster 2012.
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

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