

### Abstract title

Improving healthcare for people with chronic obstructive pulmonary disease (COPD) in Liverpool.

### Abstract Authors

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### Context

Emergency admissions for COPD imposed a considerable resource burden on the NHS and impact on patients' quality of life<sup>1,2</sup>.

### Outline of the problem

Liverpool PCT had a higher prevalence of COPD (2.7%)<sup>3</sup> compared with England (1.6%)<sup>4</sup>. In 2011, the PCT had the third highest level of COPD in the UK. Compared with the average in the UK, people from this area were 43% more likely to be admitted to hospital with COPD-related problems<sup>5</sup>.

### Assessment of the problem/ analysis of its causes

Inconsistency in use of NICE COPD Guideline 2010<sup>6</sup> and inappropriate patient referral to hospital added to the resource burden on the NHS and the quality of care for COPD patients.

### Strategy for change

Liverpool Community Health and GlaxoSmithKline (GSK) worked jointly to improve COPD care from September 2011 to February 2012. QIPP principles were employed to raise standards and reduce variability in the quality of COPD care, to reduce admissions and bring patient care closer to home.

### Measurements of improvement

The Patient Outcome and Information Service\* (POINTS), was used to measure changes in key COPD parameters. Admission data was provided by Dr Foster.

### Effects of changes

Adherence to NICE standards as a composite measure of 5 parameters increased by 7% from 63% to 70%. (patient n =1188 at baseline and 1184 at project end). This was primarily driven by the recording of exacerbations which increased by 13.5% from 58.8% to 72.3%<sup>7</sup>. There was a 2.4% reduction in the average number of non-elective COPD spells from 19.27 (November 2010 – April 2011) to 18.82 (November 2011 – April 2012) in the 11 intervention practices<sup>8</sup>.

### Lessons learnt

Improving capabilities of healthcare professionals in Liverpool and increasing levels of data recording can lead to better COPD management and reduce hospital admissions. Project implementation was disrupted by changes to the NHS structure and staff changes during 2012.

### Message for others

Using a robust and transparent approach to joint working, the NHS can successfully partner with GSK to improve skills and capabilities of healthcare professionals which can lead to enhanced care for patients.

\* *The Patient Outcomes and Information Service (POINTS) provided by GlaxoSmithKline UK Ltd (GSK) as a service to medicine and is delivered on behalf of GSK by Quintiles*

### References

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