

Chronic Headache Review Joint Working Project: Outcomes Summary



Teva delivered a Joint Working partnership with The Walton Centre NHS Foundation Trust and National Services for Health Improvement (NSHI) Limited

The Unmet Need

The headache service was experiencing an immense amount of pressure managing long waiting lists and backlogs introduced following the COVID-19 pandemic. With approximately 50-60% of all outpatient referrals being related to headache, a limited number of headache specialists treating patient using specialised therapies, the service experienced immense backlogs that was in danger of impacting patient care, delays in patient review targets and the inability to consistently implement local and national guidelines.

The Project

Through the provision of a Band 7 Nurse (Headache Coordinator) this Joint working project consisted of a comprehensive clinical review for patients with Chronic Primary Headache disorders to ensure that patients are being treated in accordance with local, national and NICE guidelines, with the aim of embedding of new guidelines into the service, and optimising the Headache service to improve waiting lists, improve patient experience and care, whilst promoting efficient use of NHS resources

Outcomes

Benefits for the Patient

- Timely review of treatment programmes: 98% of patients initiated on a new therapy were reviewed in a timely manner in accordance with local and national guidelines
- Improvements in headache management: Patient diary data demonstrated an improvement in headache severity and headache related disability
- Patient satisfaction: Patients rated the headache service a 9.3/10 when asked how likely they were to recommend the service to friends and family (n=290). Sixty-six percent of patients (n=191) rated the service a 10/10

Benefits for the NHS

- Reduced healthcare resource utilisation: patients reported reduced unscheduled touchpoints with healthcare services (emergency care, General Practitioners, The Walton headache service) in relation to their headache condition
- Improved efficiencies and increased capacity: Prior to this project, patients would have to wait to be treated by a small number of neurologists if they required specialist treatments. Through the delivery of the project, this has been expanded to over forty neurologists. This has enabled the service to increase capacity. The Headache Coordinator supported the development of new process to achieve this expansion, ensuring that neurologists were able to focus on clinical duties whilst administrative duties were taken care by the Coordinator and ensuring patients received treatments and follow-up appointments in a timely manner

Benefits for Teva

- Appropriate use of medicines in accordance with local and national and NICE guidelines
- Established strong working relationship with The Walton Centre NHS Foundation Trust
- Greater understanding developed on the complexities involved in establishing efficient headache services in the NHS

For further information please contact medinfo@tevauk.com

This Joint Working Project has been supported by: