

# Headache Service Nursing Support (HSNS) Collaborative Working Project: Project Outcomes Summary

Teva delivered a Collaborative Working partnership with Gloucestershire Hospitals NHS Foundation Trust and National Services for Health Improvement (NSHI) Limited on the HSNS project to improve delivery of headache services



## 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 and through the departure of the former Headache lead Consultant neurologist. There were approximately 310 patients that were facing delays in access services and treatments, of which approximately 200 were on a 2 year waiting list. The service was experiencing difficulty in meeting patient review targets and being able to offer patients treatments aligned to local and national guidelines.

## The Project

The provision of a Band 7 Nurse to work as a Headache Coordinator (part time for 12 months) in order to:

- Facilitate therapy reviews
- Conduct follow up telephone clinics with patients that have been initiated on new treatments
- Complete administrative tasks associated with patients initiating therapies
- Facilitate the monitoring of headache service inbox and telephone line
- Support Assistant General Manager (AGM) in undertaking audits

## Outcomes

Introducing a Headache Coordinator role into the Gloucester Headache service resulted in:



- An increased capacity to take on new patients
- Monitoring of the Headache service inbox, in the absence of a headache nurse, with dedicated 8 hours of time *per* week
- High levels of patient satisfaction with the service
  - 95% (36/38) of patients surveyed reported that they were ‘very pleased’ with the headache service at Gloucester
  - 16% (6/38) reported a ‘vast improvement’ in the service since the start of the project
- Service provision improvements to increase capacity
  - Following audits of the service, follow-up of patients was redesigned to save 614 appointments, equivalent to 153 hours of consultant time
- The development of a proposal for a new headache pathway to further improve the service and ensure patients have access to specialist services

Overall this project has been highly effective to enable the headache service to offer patients with the care and treatments that they require in a timely manner that is aligned to local and national guidelines. Furthermore, the provision of the Headache Coordinator has allowed the service to develop efficiencies in order to increase clinical capacity; which could only have happened at a detriment to the rest of neurology services had this project not been under taken.

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