

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

Teva delivered a Collaborative Working partnership with Royal Free London 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, which impacted their ability to adhere to treatment review targets and offer treatments aligned to local and national guidelines. These delays in patient management have the potential to lead to individual patient condition worsening and chronification of headache disorders, ultimately increasing patient disability levels.

The Project

The provision of a Band 5 Nurse to work as a Headache Coordinator (part time for 6 months) in order to (amongst other things):

- Focus on conducting administrative duties to allow NHS clinical staff to work more efficiently, including completing patient Registration Forms, and completing Request for Funding Forms for headache nurse to submit to BlueTeq®
- Update patient clinical notes with patient details aligned to their initial clinical review
- Aid preparation for patient review consultations including the collection of headache diary data

Outcomes

Introducing a Headache Coordinator into the headache service resulted in the creation of additional capacity for NHS clinical staff

- 6.5 hours *per week* were saved on preparing documentation for new patients
- 4.5 hours *per week* were saved on completing (remote) initial reviews
- 5 hours *per week* were saved on actions following receipt of patient information
- 4.5 hours *per week* were saved on preparing for the three-month clinical follow up review
- 1.25 hours *per week* were saved on ongoing administrative responsibilities
- The average patient waiting time from referral to initial review, decreased from 18 months - 2 years at the start of the project, to 6 months at the end of the project. This occurred despite there being a 6% increase in the number of patients on the waiting list



This project demonstrated efficiency improvements of this headache service by reducing the burden of duties for clinical staff, resulting in additional capacity for clinical work. Without this Headache Coordinator, these duties would need to be completed by Headache Specialist Nurses, resulting in a reduction in the time they are available to deliver patient facing activities (such as headache clinics) which could potentially have a negative impact on follow up and new patient waiting lists. The reduced patient waiting time as a result of this project, meant that patients were able to get quicker access to this service.

For further information on this project please contact medinfo@tevauk.com

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