

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

Teva delivered a Collaborative Working partnership with St George's University Hospitals 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

These delays in patient management have the potential to lead to worsening of the individual patient condition and chronification of headache disorders

## The Project

The provision of a Band 6 Nurse to work as a Headache Co-ordinator (part time for 12 months) in order to:

- Update database so current status / numbers can be identified for each part of the process
- Complete and submit Blueteq® form applications
- Liaise with patients to gain consent, patient reported outcome measures and headache diaries
- Conduct baseline assessments with patients on appropriate patient reported outcome measures
- Map patient journey from point of referral through to the headache service for CGRP mAbs

## Outcomes

### Feedback from St George's Headache service:

- This service has allowed creation of an up-to-date database of all aCGRP patients to track patient journeys, identify trends, look for regional differences in referrals and identify service gaps to improve provision
- We are currently the sole provider of specialised therapies across the South West London Integrated Care Board, and this information has been used for local and regional decision making
- The database has allowed us to offer treatments in order of referral when restarting the aCGRP service after a period where we were unable to offer the service
- The Co-ordinator has inputted specific patient communication needs to help tailor the service more effectively and has been central to the implementation of a Consent Form engaging patients in a partnership with the service

Overall, this project has helped the Trust to restart specialist therapies after a period of no administrative support where aCGRP was on the risk register, and no new patients were taken on. With Teva's support, the Trust has been able to introduce, audit internally and maintain a better process for delivering aCGRP therapy

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