

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

Teva delivered a Collaborative Working partnership with University Hospitals Sussex 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:

- Focus on conducting administrative duties to allow NHS clinical staff to work more efficiently, including completion of funding form requirements, prescription and homecare related forms
- Aid preparation for patient review consultations including the collection of headache diary data
- Maintaining a database of patients in the service as they progress along their treatment journey

## Outcomes

Introducing a non-clinical role into the headache service resulted in the creation of additional capacity for NHS clinical staff



- 3.75 hours *per week* were saved on collating patient diary information and clinic preparation
- 12.5 hours saved *per week* on managing finance forms (Blueteq®)
  - The project saw a 44% increase, from baseline, in the number of completed Blueteq® forms, reflecting an improved management of finances for the service and increased number of patients receiving treatments
- 1.5 hours *per week* on maintaining patient databases
- 0.5 hours *per week* conducting Homecare related activities

Overall this project demonstrated that clinical efficiencies in this headache service were improved by ensuring that non-clinical duties were completed by non-clinical staff, resulting in the creation of additional capacity for clinical work. Without this Headache Coordinator, the majority of the duties would need to be completed by Headache Specialist Nurses, thus 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.

For further information on this project please contact [medinfo@tevauk.com](mailto:medinfo@tevauk.com)

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