



UNIVERSITY HOSPITALS OF NORTH MIDLANDS

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- 1ST November 2014 University Hospital of North Staffordshire, took on services from Mid Staffordshire Foundation Trust and became ***The University Hospitals of North Midlands*** The Royal Stoke site combined with another site, County Hospital.
- The Anticoagulation service was one of the first services to be transferred.
- There were 1500 patients on DAWN version 6
- Unfortunately, despite DAWN's best efforts, this data was not able to be transferred electronically; The County site did not have a Live interface for the data to be transferred to.
- This manifested Mid October and potentially would have delayed the whole transfer of pathology services to The Royal Stoke.
- The decision was taken to manually enter all of the patients onto the DAWN version 7 system at The Royal Stoke.

IMPLEMENTATION

- The troops were rallied; the timing helped with staff wanting the overtime in readiness for Christmas.
- DAWN provided support, guidance and access to the Mid Staffs DAWN version 6. Additional user and patient licences were added to facilitate the manual data entry of the patients onto DAWN version 7 at The Royal Stoke
- One GP practice at a time was updated, checking that the final patient numbers matched on both systems
- Once all the patients were entered onto the system we encountered a few minor issues with the patients;

CHALLENGES

- DAWN users at County site didn't keep the patient record as updated as at Royal Stoke; we discovered patients who had stopped taking warfarin, deceased and moved out of the area, whose records were still active in DAWN version 6
- The patients had not had prior communication over the change; we sent a letter out from DAWN once we dosed the patient for the first time explaining the changes.
- The patients were not used to receiving DNA letters
- The GPs were not used to receiving INR and Dose information electronically.
- Patients were used to receiving their dosing letters back first class the following day.
- Aligning protocols for over and under anticoagulation

DEVELOPMENTS

- One year on, service is running smoothly
- Future development to run clinics in the Stafford area
- Align induction algorithms...if we can get Consultants to agree!

TENDER TO DELIVER ANTICOAGULATION SERVICES

- On 26th May 2015 North Staffordshire and Stoke CCGs issued a service specification asking for a prime provider to deliver an 'Anticoagulation one stop shop' service.
- The service specification outlined 2 main elements; DVT Diagnosis and Anticoagulation initiation, monitoring and review.
- Attended a bidders event 11th June
- Enlisted IMPART to help us compile our tender response
- Held a 'kick off' meeting and assigned a person responsible for responding to each of the questions, of which there were 90.

PREPARATION

- 3 weeks spent preparing our responses
- Submitted our 175 page response by the deadline of 3rd July
- We were then asked to attend an interview by the commissioning team on 24th July, we took representatives from all aspects of the service and a patient
- Had a second meeting 6th August around tariffs
- Awarded tender on 21st August followed by a 10 day stand still period

MOBILISATION

- The contract starts on the 1st November
- The DVT service will be run out of a new unit within the Royal Stoke, offering DVT diagnosis and treatment from 8am-8pm 7 days a week.
- Incorporate the DAWN DVT module within this setting
- Anticoagulation service will continue to run from the Royal Stoke in 42 community locations each week
- Annual review and clinical governance will now be the responsibility of the Anticoagulation service

MOBILISATION CONTINUED

- GPs will no longer receive the level 4 payment from commissioners; the Anticoagulation service will offer these GPs a sub contract arrangement.
- The GP practices will use DAWN; currently most of the 12 level 4 practices use INR star, 1 uses BAP and 1 does not use a CDS.
- The roll-out of DAWN into the GP practices will enable continuity of care from primary to secondary care.

MOBILISATION CONTINUED

- The INR will be generated by a POC device to enable the patient to leave the clinic appointment knowing their INR, dose and next test date.
- We are appointing 2 WTE Band 6 Anticoagulation Nurse Specialist to perform the annual reviews, most will be a telephone review and approximately 25% of the patients will require a face to face review.
- We are incorporating a MDT session into the new service for the discussion of complex patients.

THE FUTURE

- A lot of work to be done in 4 weeks, we are liaising with the commissioners.
- Phased approach to ensure a quality safe service is implemented.
- End result; all patients with North Staffordshire and Stoke having equable anticoagulation service delivered at a convenient location.