

Executive Summary of the Joint Working Project
NHS East Surrey Clinical Commissioning Group (CCG) & Astellas Pharma Ltd
Lower Urinary Tract Symptoms (LUTS) Resource Analysis and Service Redesign
March 2012 – December 2014

Background

In response to a perceived high level of inappropriate referrals to urogynaecology from primary care in the Surrey and Sussex Healthcare NHS Trust (SASH), new Urogynae/Lower Urinary Tract Symptoms (LUTS) guidelines for GPs were developed. These guidelines were found to be working well in some localities, but within the East Surrey catchment, there are several factors which mean this pathway has been difficult to implement. The project aimed to identify how the service and pathway could be improved for East Surrey patients, and analysis was conducted through qualitative interviews and an analysis of NHS Comparator data, secondary care and prescribing data, and physiotherapy referral data.

The qualitative and quantitative analysis showed there was sufficient cause to believe that the efficiency and quality of women's LUTS/continence services in East Surrey could be improved, and that there was potential to improve use of alternatives to hospital referral. The project aimed to explore and implement an intermediate service which patients could readily access.

Project

Patient	<ul style="list-style-type: none"> • Improve the quality and responsiveness of care for women with LUTS in line with NICE guidance and the patient's quality of life and personal treatment goals • Create an integrated service for management of LUTS for female patients • Reduce waiting times for patients to access appropriate services
NHS	<ul style="list-style-type: none"> • Identify areas where there is potential to improve efficiency; cost effectiveness, and/or quality which will inform service redesign • Make recommendations on service redesign to assist local commissioners • Record a measurable shift of activity from secondary care with an accompanying reduction of referrals and outpatient activity for urogynaecology
Astellas	<ul style="list-style-type: none"> • Increased use of appropriate urology medicines, including Astellas medicines, in line with NICE guidelines • Demonstration of how Joint Working between Astellas and NHS East Surrey has improved the patient pathway for LUTS and led to an improved patient experience • Collect data by measuring project outcomes.