

NHS Milton Keynes Clinical Commissioning Group (NHS MK CCG) & Astellas Pharma Ltd
Lower Urinary Tract Symptoms (LUTS) Service Redesign
March 2012 – October 2013

Background

The service available to Milton Keynes patients for the treatment of LUTS had elements which were found not to be in line with 2012 NICE guidance (CG40 and CG97). In addition the tariffs paid for this service exceeded those produced in 2011 by the Department of Health and were therefore not good value for money. It was proposed that all existing services for patients with LUTS be de-commissioned and a single integrated LUTS assessment and treatment service to primarily provide assessment, conservative management and rehabilitation prior to any secondary care referral be implemented. This service would be comprehensive, including female service, male service and rehabilitative service for the elderly and was planned to increase quality and secure better value for money for NHS MK CCG.

Project Aims in 2012

Patient	<ul style="list-style-type: none"> • Improve the quality and responsiveness of care for patients with LUTS in line with NICE guidance, improve the patient's quality of life and improve personal treatment goals • Improve the management of patients with long term continence problems who reside in nursing and residential homes, ensuring they have access to optimal care and services for their conditions • Ensure the improvements made to LUTS services are mirrored for bowel incontinence patients who will access the service for conservative management
NHS	<ul style="list-style-type: none"> • A measurable shift of activity in managing patients with LUTS from secondary care to the new service with an accompanying reduction of referrals and outpatient activity for urology and urogynaecology • Implement effective processes for controlling spend on incontinence products such as catheters, ensuring the right products are used for the right patients • Design and implement an integrated service for management of LUTS for male, female and elderly patients
Astellas	<ul style="list-style-type: none"> • Demonstration of how Joint Working between Astellas and NHS MK CCG has improved the patient pathway for urology and led to an improved patient experience • Increased use of appropriate urology medicines, including Astellas medicines, in line with NICE guidelines