

NHS Rotherham Continence Prescription Service

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GP opinion =

- We are constantly being requested by dietitians, nurses, and appliance companies to provide prescriptions for items that we are unable to assess whether they are appropriate for the patient
- We are only the mechanism of supply we rarely initiate or make any alterations to these prescriptions.
- We feel we are being bullied into prescribing



Solution =

- Prescribing and Financial responsibility should reside with the health care professional that is recommending the intervention.
 - Nutrition = Dietitians
 - Wound Care = Tissue Viability Nurses
 - Continence = Continence adviser
 - Stoma = Stoma Nurses



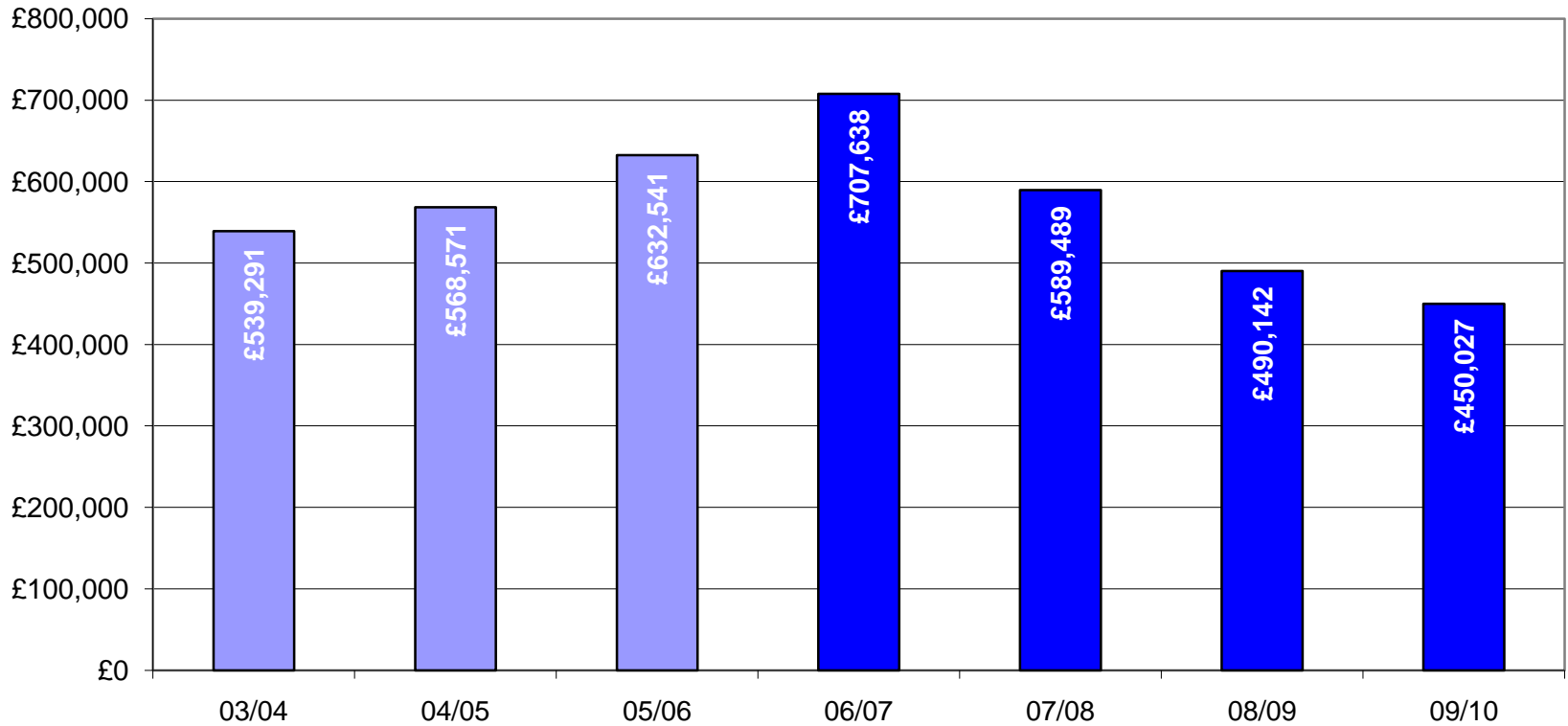
Nutrition Project Step 1

Demand Management

- Prior to April 06 xs 1000 patients were receiving a nutritional supplement
- April 06 = 856 Patients
- April 07 = 651 Patients
- April 08 = 506 Patients
- April 09 = 543 Patients (↓ 36.6%)
- April 10 = 583 Patients (↓ 31.8%)



NHS Rotherham Nutrition Prescribing Costs



- 2009/10 NHS Rotherham's nutrition prescribing costs decreased by 8.2%
In England nutrition prescribing costs increased by 12.9%
Costs are 28.8% below 05/06 the last year
GPs managed nutrition and 16.5% below what they were in 03/04
Since 05/06 cost growth nationally as been 35.8%



NHS Rotherham's nutritional costs if the had followed national cost growth trends

would in 09/10 = £858,991

Actual costs 09/10 = £452,027

Potential saving = 90.0%



Could it work for Plumbing ?



• Getting the evidence for plumbing

- **GPs**
 - Unhappy about prescribing
- **Cost Growth**
 - Exceeded overall prescribing inflation
 - On an annual expenditure of £535,000
- **Quality of service provision**
 - Number of patients, not known
 - Number of patients that had received a review in the last six months, not known.
 - Number of patients having problems, not known



- **Summary of Continence Audit**

- 11.9% of patients were in care homes and 19.4% of patients were classed as housebound.

- **Waste**

- Little waste was identified in patients homes

- **Over stocking was identified as an issue in nursing homes**

- In one case sterile drainage bags were being opened and stored in non sterile conditions.
- 90 weeks of stock was observed in one nursing home
- There was a tendency to use sterile drainage bags where single use disposable bags could be used resulting in a saving of £250/patient/year.



- **Summary of Continence Audit (continued)**
- **Clinical**
 - A clinical intervention was made in 22% of patients in the audit examples include;



The Solution

- The continence budget was transferred to the continence advisor.
- A prescribing co-ordinator and continence specialist nurse were recruited in advance funded from projected savings against an audit of continence prescribing.
- The details of approximately 1022 patients were transferred across to the continence service. This service now reviews all patients and prescribes all continence products



Cost Growth

| Financial year | NHS Rotherham all prescribing | Continence products |
|----------------|-------------------------------|---------------------|
| 09/10 | 2.6% | -3.8% |
| 08/09 | 0.45% | 4.8% |
| 07/08 | -0.36% | 3.6% |
| 06/07 | 0.06% | 9.2% |
| 05/06 | -0.56% | 10.6% |



Data gathering

- Clinical audit – Clinical and prescribing records for 2007/08 of two GP practices
- Patient satisfaction survey



Clinical audit

- All patients prescribed continence products should undergo annual review to ensure their prescription remain effective (DH 2000)
- Prescribing practice should reflect best practice guidelines (NICE 2003, DH 2006)



Patient satisfaction survey

- Concurrent which offered a comprehensive approach to data collection
- Service user perspective combined with objective data from patient records
- Results identified deficits in service delivery in all three quality domains



Service re-design

- Centralised approach
- Financial and clinical responsibility to reside with the service
- NHS Prescription Service – own practice code to monitor delegated budget
- Telephone triage
- Clinical templates – to ensure patient safety



Prescription co-ordinator

- Build rapport with patient – a friendly voice!
- Reinforce advice in relation to product use
- Act as patient advocate if difficulties obtaining products
- Immediate access to CNS electronic diary to offer appointments



Clinical template

- Direct questioning facilitates rapid identification of problems
- Offers opportunity for pro-active patient / carer education
- Read codes ensure ongoing data collection



Prescribing template

- Quantity triggers identify product use outside those recommended
- Administration facility allows us to include notes to patients
- Enables us to set review dates specific to the patients individual requirements
- Instant access to product history



First quarter outcomes

- 1022 patients had contact with the prescription co-ordinator
- Over 800 prescriptions issued
- 185 patients seen by the specialist nurse
- 20 referrals to secondary care



Outcomes

- Positive responses suggest patients are happy with the service
- Patient opinion – www.patientopinion.org.uk





Thank you

I am very pleased with the continence service

Posted by [Otter907](#) (as the patient), last week

“My problem is that I cannot pass urine normally and have to use catheters three times a day. Recently I was unable to get my catheters from my GP. I have to ring prescription services. The girls are very polite and friendly and also when I ring for a script they always ask if I have had or got any problems with my condition e.g. any infections etc. I never got asked this when I rang my GP. I can ring up one day and the day after I have my script. I am very pleased with this service.”

- About: [NHS Rotherham \(Continence service\)](#)
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Response from NHS Rotherham

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Story

continence

Posted by [len4444](#) (as the patient), 16 hours ago

“I have problems expressing words so can I just put that after all these years I am finally being looked after by a dedicated professional team at Rotherham Community Health Centre.

With being shown how to use continence equipment properly they must be saving the NHS millions.

Len ”

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Patient
Opinion



this is our NHS...
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[Thank-you](#)

Superb help from the continence service

Posted by [waterboy](#) (as the patient), last month

“I was very concerned about my order being taken off my repeat prescription and given to the Rotherham Continance Service.

Was I wrong to be concerned? YES - they have been absolutely marvellous and the speed in which your items arrive is unbelievable. But most of all is the help and manner of sevice which the staff give you is SUPERB, and any fears I may have had have simply disappeared.

I would like to take this opportunity to say to all at the Rotherham Continance Service - "Thank you".”

◆ About: [NHS Rotherham \(Continance service\)](#)

More about: [continence](#) • [Prescription](#) • [repeat prescription](#) • [speed](#) • [thank you](#)

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Ongoing work

- Generating prescriptions by email / text
- Service user group / newsletter
- Stoma services
- A&E admissions
- Joint projects with Urology / Infection Prevention and Control team- developing outcome measures / infection rates
- Robust research projects



References

- DH (2000) Good Practice in Continence Services. Department of Health
- DH (2004) Choosing health: making health choices easier. Department of Health
- DH (2006) Essential steps to clean safe care. reducing healthcare-associated infections. Urinary Catheter Care bundle
- DH (2008) High Quality Care For All. NHS Next Stage Review Final Report
- NICE (2003) Infection control. Prevention of healthcare-associated infection in primary and community care

