

Joint Working: Central Manchester University Hospitals NHS Foundation Trust & Pfizer Ltd  
Improving the Quality of Patient Care from Paediatric to Adult Rheumatology Services by  
Creating and Implementing a Transitional Care Pathway

**Background:**

It has been identified that adolescents with juvenile idiopathic arthritis (JIA) and other childhood rheumatological disorders face many difficulties and challenges when transitioning from paediatric to adult services within the NHS. Families have called for greater support and increased liaison with healthcare professionals through this process.

Transition is defined as a multifaceted active process that attends to the medical, psychosocial, educational, and vocational needs of adolescents as they move from child to adult centred care. Transition supports patients to manage their condition and maintain independence by developing self management and communication skills.

The importance of the provision of transitional care services has been recognised by many professional bodies and is now listed as a core standard of care for children with life long chronic illness in the ‘National Service Framework of Children, Young People and Maternity Services.’

**Project:**

To review rheumatology transitional care and the patient pathway within the Central Manchester University Hospitals NHS Foundation Trust (CMFT), with a view to implementing service improvements and developing best practice in transitional care.

To facilitate patient access to an efficient and effective multidisciplinary team (MDT) transition service, providing high standards of patient and parent satisfaction, delivered by redesigning and implementing a formal rheumatology transition service and patient care pathway; and creating local transitional care guidelines.

Phase 1: Define the current patient pathway

- Agree and develop baseline measures
- Deliver baseline audit

Phase 2: Redesign the pathway

- Develop demand and capacity map
- Conduct research and investigation in existing best practice and guidance
- Stakeholder identification and management to understand and agree requirements for appropriate patient focused pathway
- Development of required service documentation, protocols and guidance
- Development of required patient / healthcare professional (HCP) educational or clinical support materials
- Development of a business case to support service commissioning

Phase 3: Implement the pathway

- Develop and implement stakeholder communications plan
- Educational support for stakeholders and MDT
- Launch service

Phase 4: Post implementation audit against baseline

**Outcomes:****Benefits for Patients:**

- Improved patient / family experience
- Improved access to transitional services
- Improved support and education to encourage self management
- Decreased waiting times

**Benefits for Central Manchester University Hospitals NHS Foundation Trust:**

- Formalised Transition Service
- Improved compliance with national and local transition guidelines
- Compliance with core standards in transitional care demanded by the clinical commissioning groups in paediatric rheumatology
- Creation of a new service to encourage more appropriate allocation of funding
- Creation of a business case to demonstrate the benefits of this service which can be submitted to support securing of formal commissioning for the service
- Improved staff morale

**Benefits for Pfizer:**

- Improving expertise with and understanding of transitional services
- Building on Pfizer's reputation as a partner for Joint Working Projects with the NHS
- Improved understanding of NHS and patient needs
- Improved patient compliance to appropriate medications, some of which may be manufactured by Pfizer
- Ability to take and share the learning from this project within other areas to support improved transitional care

**Further Information:**

To find out more about this Joint Working project please contact:

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