

Sustainability through best practice

How the NHSBSA is helping
to enable best practice at pace and scale

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Over the next half hour we will ...

- Give you a brief overview of NHS Business Services Authority (NHSBSA), our Pacific programme and how it relates to other initiatives across the NHS
- Outline our approach to:
 - using insight to unlock clinical and financial value
 - helping users to translate insight into action
- Illustrate this with some relevant examples and discussion
- Invite you to meet members of our team at display stand B70

NHS Business Services Authority is...

A Special Health Authority and national Arm's Length Body of DH, delivering a wide range of NHS services:

NHS Prescription Services

NHS Dental Services

NHS Pensions

Information Services

NHS Help with Health Costs
NHS Total Reward Statements
Supplier & Provider Management

NHS Protect (Fraud)
EHIC Card
Shared Services

NHS Student Bursaries
NHS Injury Benefit Scheme
Scanning



£9.8 billion
of prescriptions
items processed



£2.1 billion
of dental claims
processed



£20 billion
of NHS pension
payments and
contributions processed

These values form part of the **£34bn** which flows through NHSBSA annually

NHS Business Services Authority - Strategy



Our
purpose

Supporting a better NHS

Our
vision

To be delivery partners of choice for the NHS

Our
goals

- We will improve service and deliver great results for customers
- We will reduce our unit costs by 50%
- **We will collaborate to create £1 billion for patients**

Leading a value enhancement programme “**Pacific**” with support from the DH, NHS England and others

NHSBSA Pacific - National Innovation & Delivery Partner



Over £670m of savings delivered so far, without compromising patient care ...

... but there's more to what we do than just the money ...

... and our support comes free of charge (within reason!)

NHSBSA Pacific – TEAM Approach

Approach

1

Topic

agree with system leaders where our data, skills and national reach can best add value

2

Evidence/data

make relevant insights more easily available, supporting “where to look” and “what to change”

3

Action

to support spread and adoption, and help translate insight into action

4

Monitoring

rigorous focus on benefits capture and reporting

Activities

Research & Engagement

Analysis & Design

Facilitation & Governance

Spread & Adoption

Benefits Management

Example 1

Pacific approach to diagnostics in referral pathways

Calprotectin Testing

- Calprotectin is a substance which is released when inflammation is present in the intestines
- Higher levels of Calprotectin indicate more serious Inflammatory Bowel Diseases (IBD) such as Crohn's or Ulcerative Colitis
- Lower levels of Calprotectin indicate less serious conditions such as Irritable Bowel Syndrome (IBS)
- Clinical uncertainty exists as IBD and IBS share similar symptoms
- Testing Calprotectin levels can reduce the number of patients being referred to have invasive, unpleasant procedures (costing up to £725 per patient) by 55%-61%

Calprotectin Testing – Pacific approach to spread & adoption

1

Topic

- NICE DG11
- System engagement to identify activity
- Worked with two CCGs undergoing pilots to develop understanding

- Modelled national opportunity using gastro referral data
- Proposal to Chief Scientific Officer for assessment

2

Evidence/data

3

Action

- Facilitated national group to develop clinical consensus and pathway
- Developing CCG and GP toolkits
- Independent product evaluation
- Procurement options
- National communications campaign

- Identifying datasets
- Delivery Partners
- System Suppliers
- Consolidation of local reporting

4

Monitoring

Other Diagnostic Areas

- Out of hospital diagnostics
- Anti-Microbial Resistance diagnostics
(C-Reactive Protein, Urinary Tract Infections, Sexually Transmitted Infections, Streptococcal Infections)
- Mid-life health check diagnostics
- Creatinine testing in radiology
- D-Dimer testing

Example 2

**Reducing unwarranted variation in
prescribing spend**

Pacific Opportunity Dashboard

Please select an opportunity, level of reporting and organisation by clicking below:

Opportunity

Total Potential Savings

Level

National STP

Region AHSN

Local Team CCG

Organisation

Example CCG

Total Potential Savings Opportunity Summary



Business Services Authority

Implementing a combination of Pacific opportunities

Benefit: A number of different benefits relating to prescribing and secondary care referral spend.

total potential savings

£3,603,100

£1,908,400

excess over mean of CCGs' similar top 5s

June 2017 CCG list size

323,198

£11,148

selected CCG total potential savings per 1,000

average per 1,000 population

£6,346

£4,803

variance from average per 1,000

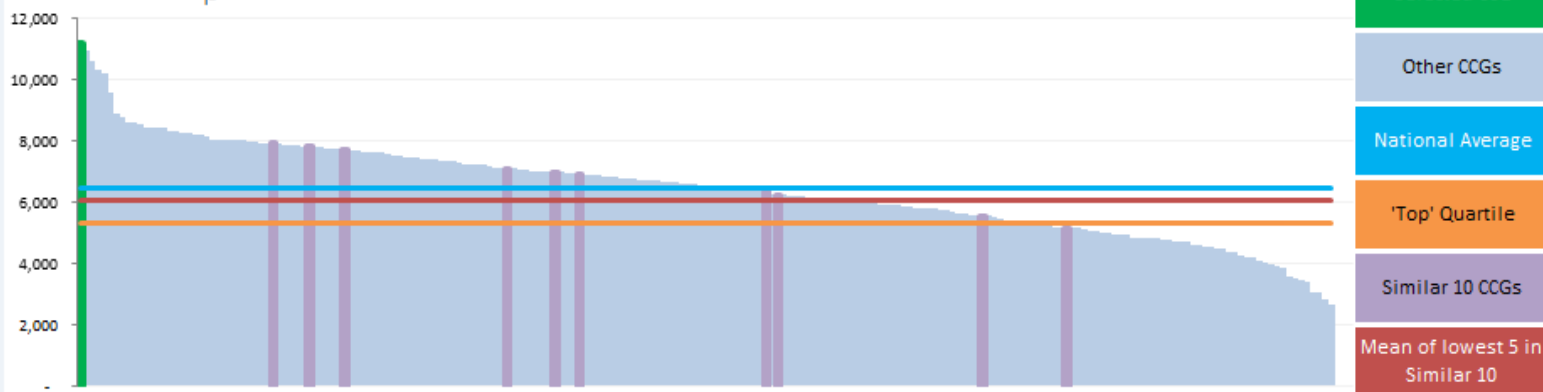
'top' quartile per 1,000 pop'n

£5,264

£5,884

variance from 'top' quartile

National Comparison



Lowest 5 in similar 10 (potential savings per 1,000 pop'n)

1	NHS GREAT YARMOUTH AND WAVENEY CCG	£5,140
2	NHS IPSWICH AND EAST SUFFOLK CCG	£5,532
3	NHS SOMERSET CCG	£6,236
4	NHS DORSET CCG	£6,312
5	NHS GLOUCESTERSHIRE CCG	£6,919

Lowest potential savings per 1,000 population

208	NHS TOWER HAMLETS CCG	£2,809
209	NHS LANCAHIRE NORTH CCG	£2,656

Assumption(s): All of the opportunities within this dashboard are viable and the assumptions are correct.

Improving respiratory services

- 5.4 million people in the UK currently receiving treatment for Asthma
- 1.2 million people living with diagnosed COPD

What would clinicians and commissioners value?

- Identification of:
 - **under-treatment**, to reduce risk of illness exacerbation
 - **over-treatment**, to reduce risk of steroid use side effects
 - **over-ordering** of medication, from system-wide view of prescribing patterns
- Support for **individual patient reviews** – risk stratification according to local need e.g. high dose steroid use in patients over 80 / 70 / 60

Respiratory – improving respiratory health

1

Topic

- Identified a system need
- Established a group of nationally respected clinical leaders

- Identifying best practice
- Agreeing clinically relevant metrics
- Patient insight

2

Evidence/data

3

Action

- Implementation support ... likely to include:
 - case studies/ education
 - CCG/GP toolkits
 - promoting patient reviews, self care advice etc

- Monitoring:
 - prescribing patterns
 - uptake of best practice
 - patient outcomes

4

Monitoring

Other prescribing areas

- Polypharmacy
- Antimicrobial resistance
- Generic medicines
- Diabetes
- Wound Care

Key messages

- Our data, expertise and connections are already helping to unlock clinical and financial value quickly ... in specific topic areas
- We're helping to make clinically relevant data more easily available ... and translate the data into action
- We can help local health economies to focus on value initiatives with significant savings potential
- Come and see us on stand B70 if you'd like to know more ... or discuss topics we might help you with

Any questions?



How can we help you to develop a more sustainable health system?



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