

## **PROJECT NAME**

Neuroendocrine Tumour (NET) Dietitian Service Redesign Project between University Hospitals Birmingham (UHB) NHS Trust, Queen Elizabeth Hospital site, Birmingham and Ipsen Ltd

## **JOINT WORKING PROJECT SUMMARY**

To improve NET patients' symptom control, nutritional status and outcomes through increased and equitable access to specialist nutritional expertise delivered by a specialist dietitian focussing on symptom management associated with NETs

The 2 year project had 4 phases commencing January 2020

1. A baseline service evaluation of current nutritional management of patients under the QEHB NET team.
2. Design a new nutritional management pathway (the pathway) for patients under the NET team.
3. Implement the pathway.
4. Review the pathway and outcomes, repeat the service evaluation and submit a sustainable service business case

## **PROJECT OBJECTIVES**

- Deliver a high-quality patient experience by ensuring that the management and review process for NET patients is clear, concise and provides equity of care to all patients
- Capture service data that will demonstrate the value of a new model of care to patients and NHS e.g. patient satisfaction, reduced waiting times/reduced number of hospital appointments, prudent resource allocation
- Share the patient benefits of this Joint Working Initiative with the Neuroendocrine Cancer UK to allow others to access and potentially replicate this service

## **ANTICIPATED BENEFITS FOR PATIENTS**

- Increased access to a dedicated specialist NET dietitian focussing on specialist nutritional management of complex nutritional issues, which will ultimately improve patient's nutritional status, satisfaction and patient outcomes
- Improved patient care through access to specialist nutritional advice from the point of diagnosis and throughout the pathway
- Expanding Dietetic service will increase dietetic capacity to see a greater number of NET patients resulting in reduced waiting times for NET patients to see a dietitian in an outpatient setting and will provide increased flexibility for patients to be seen in all NET clinics, rather than in only one clinic each week
- Start a nutrition clinic with the support of a gastroenterologist and dietitian to manage particularly challenging patients with complex nutritional needs and co-existent gastrointestinal issues
- Expanding dietetic service to provide care for inpatients, to allow them, to be seen by a specialist NET dietitian rather than a general ward dietitian
- Greater dietetic capacity to undertake audits, service evaluations and research to further improve the nutritional care of people with NETs and inform the work of other NET centres
- Overall improved patient experience

## **ANTICIPATED BENEFITS FOR THE NHS**

- Expanded dietetic outpatient service will satisfy an unmet need for the growing and increasingly challenging cohort of NET patients. This should improve outcomes at a relatively low cost
- An improved service will further raise the NET Centre of Excellence's profile attracting more regional and national referrals potentially increasing income which could allow further service developments
- Improved symptom management may improve quality of life and minimise need for palliative interventions
- Allows the trust to scope future roles with the potential to extrapolate to other therapy areas
- Project outcomes will identify potential for further service developments
- Outcomes of project to be shared across the NHS via NET organisations allowing other centres to benefit
- Availability of dietetics in NET team meetings including MDT meetings and research and development meetings
- Nutritional assessment and work up of patients planned for cardiac surgery for carcinoid heart disease

## **ANTICIPATED BENEFITS FOR IPSEN**

- Patients may receive appropriate Ipsen products where clinically indicated in accordance with local and national clinical guidelines
- Opportunity to work with UHB QEH COE site through a joint working initiative to build relationships and reputation
- Collaborating on a significant service development project aligning to Ipsen's strategic pillar of becoming a partner of choice
- Demonstrates Ipsen's commitment to Oncology
- Aligning with QEHB in sharing the outcomes with the Neuroendocrine Cancer UK

**PROJECT START DATE AND DURATION** - January 2020 - July 2022.