

PROTEO

CASESTUDY



Norfolk and Suffolk NHS Foundation Trust

Project:

Proteo helps NHS Trust with nationwide roll-out of drug monitoring database

Client: The Norfolk and Suffolk NHS Foundation Trust (NSFT) provides specialist mental health services to the whole of Norfolk and Suffolk, delivering care to around 14,000 people at any one time. The pharmacy department of the Trust has five key service objectives:

1. Efficient drug distribution and purchasing
2. Provision of accurate and independent education and information about medicine therapy to service users and carers
3. Information and education for Trust and other professionals, and voluntary helpers
4. Clinical activities to help ensure the optimum use of drug therapies
5. Medicine management to ensure the most cost-effective use is made of resources

Background: In 2009 the National Patient Safety Agency (NPSA) completed a national audit with regard to the care of lithium patients and subsequently produced a set of recommendations and criteria which all GPs and NHS Trusts have to adhere to when prescribing lithium in order to deliver safe and effective patient care. Lithium is an effective drug for the treatment of bipolar disorder, more commonly known as 'manic depression', however, some GPs and Psychiatrists are reluctant to prescribe the drug because it is essential that the treatment is properly monitored.

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Challenge: Although the TDM application was adequate for providing a local service it wasn't technically or functionally able to increase scale in order to provide the service to other Trusts and an increased number of subscribers. With Proteo already supplying technical support for the original application they were approached by the Trust to advise them on whether the system could be redesigned and adapted so that it could be licensed to other healthcare trusts.

Solution: Having completed an initial project to establish the viability of a new application, Proteo took the original system and transformed it into an application which could be used by other Trusts around the UK. The Therapeutic Drug Monitoring (TDM) database helps care workers to more closely monitor and manage the care of patients taking lithium. The system enables the people most closely involved with the patient to

have a complete contact record which includes pharmacy supplies, test results, appointments, letters and patient notes with the information held on a secure database. Information on each patient is accessible remotely by GPs, care workers and pharmacy staff. The system, however, is designed to only allow them access to the records of individuals in their care rather than the records of everyone on the lithium programme.

Benefits: Proteo's re-engineered system can now be licensed to other healthcare trusts giving them the ability to effectively manage their lithium programmes and adhere to the NPSA guidelines. This system may also provide the NSFT with additional income through licensing agreements and they are already in conversation with three other healthcare trusts which are interested in implementing the system.

The client's opinion?

Professor Stephen Bazire, Chief Pharmacist of the Norfolk and Suffolk NHS Foundation Trust said: "It has been great to work with Proteo on this project. They have shown great professionalism and expertise and by working closely with Tim Anderson from the Trust they have delivered the database which can now be used to benefit patients in other parts of the country. Lithium is a very effective drug for the treatment of bipolar disorder. However, some GPs and Psychiatrists are reluctant to prescribe it because it is essential that the treatment is properly monitored. By working with Proteo to make our TDM database available to other healthcare trusts I hope that more patients who could benefit from this treatment are given the opportunity to use Lithium to improve their day to day lives."