Improving asthma outcomes in Gloucestershire via consistent Advanced Inhaler Training

*A Joint Working case study between Gloucester Clinical Commissioning Group (CCG) and Teva UK Limited*

This is a case study of how Gloucestershire CCG worked in a local joint working initiative with the Project Group from Teva UK Limited to improve asthma outcomes in relevant practices.

**Project rationale**

Asthma and Chronic Obstructive Pulmonary Disease (COPD) are long term conditions that feature prominently in Domain 2 of the NHS Outcomes Framework 2013/2014 and National COPD and Asthma Outcomes Strategy, Department of Health.

Locally in 2011, NHS Gloucestershire - now Gloucestershire Clinical Commissioning Group (CCG) - saw an increase in number of hospital admissions per patient and number of patients admitted for asthma ICD-10 codes.

The CCG project lead approached Teva UK Limited to determine if they would be interested in working collaboratively on rolling out the Advance Inhaler Training module that had been recently accredited by the WCCPE at Cardiff University, as it focuses on the importance of inhaler technique which they believed was vital in order to gain control of the increase in admissions related to asthma.

Gloucestershire then had around 41,000 diagnosed patients with asthma and around 10,000 diagnosed with COPD, spending approximately £14m annually on respiratory care. However, it was recognised that:

- 50% of patients cannot use their inhalers correctly
- 60% of patients with poor inhaler technique are more likely to have exacerbations
- 91% of healthcare professionals who teach patients how to use inhalers could not demonstrate all the recognised steps involved in administering a Metered Dose Inhaler

Gloucestershire CCG believed that having a number of accredited AIT trainers locally would have a positive effect on the integrated approach that they are aiming to achieve.

Through the formation of an asthma project group, there was a desire to run an AIT course to train 14 healthcare professionals (HCPs) from Gloucestershire CCG. These were made up of practice support pharmacists (PSPs) and practice nurses that had an interest in respiratory, along with secondary care respiratory pharmacists that had an interest in asthma.

Once the relevant HCPs had been trained and accredited via WCCPE, they were tasked with up-skilling other HCPs from the 86 practices, 113 community pharmacies and also the hospitals within Gloucestershire CCG.

The project aimed to improve respiratory care by raising the importance of device technique in a consistent and informed way with healthcare professionals and patients.
Desired Outcomes

Recognising this opportunity, the objectives of this joint working initiative in Gloucestershire CCG was to:

- Ensure that the patients receive the highest level of asthma care within the primary care setting
- Ensure that patients will have a greater insight into their disease through education and an improvement in the use of inhalers through checking inhaler technique
- This will help address patient confidence and awareness of self-management plans, through education

Joint Working Initiative with Teva UK Limited

In order to achieve these outcomes, Gloucestershire CCG worked in collaboration with Teva UK Limited as they provided:

- Project management skills
- Experience of delivering AIT with National Health Service (NHS) colleagues
- A local Integrated Healthcare Manager and wider team to co-ordinate the initiative and be a source of contact for all stakeholders involved

Both Gloucestershire CCG and Teva UK Limited abided by the relevant regulatory bodies and guidance, including the ABPI Code of Practice and guidance.

Approach defined

The project was split into three distinct phases.

**Phase 1**

Gloucestershire CCG selected 14 HCPs that were suitable to be AIT accredited

The 14 were pharmacists and nurses working across the local health economy.

**Phase 2**

Once accredited, the 14 HCPs were tasked with delivering the AIT training Module across the whole of Gloucestershire CCG (involving primary care, secondary care and retail pharmacy).

This meant that up to an additional 1,800 healthcare professionals could receive the training to improve their knowledge about the importance of device and correct inhaler technique when managing a respiratory condition.

It was intended that this would lead to better awareness and delivery of patient education to support patient self-management of asthma and COPD and improve health outcomes.

**Phase 3**

The final stage centered around collating HCP feedback and analysis on the Hospital Episode Statistic (HES) data to determine outcomes on non-elective admissions.

Outcomes achieved

The project succeeded in improving respiratory care by raising the importance of device technique in a consistent and informed way with healthcare professionals and patients.

(a) Over 900 healthcare professionals received Advanced Inhaler Training and consistent training around device technique

<table>
<thead>
<tr>
<th>AIT Sessions Delivered</th>
<th>Roles Trained</th>
<th>Numbers Trained</th>
</tr>
</thead>
<tbody>
<tr>
<td>83 sessions delivered in county</td>
<td>Doctors – including GPs, Consultants</td>
<td>154</td>
</tr>
<tr>
<td></td>
<td>Nurses - Practice Nurses, Community Nurses, Hospital</td>
<td>324</td>
</tr>
<tr>
<td></td>
<td>Pharmacy – Pharmacists, Technicians, Dispensers</td>
<td>370</td>
</tr>
<tr>
<td></td>
<td>Paramedics</td>
<td>2</td>
</tr>
<tr>
<td></td>
<td>Physiotherapists</td>
<td>64</td>
</tr>
<tr>
<td></td>
<td>HCAs and First Aiders</td>
<td>29</td>
</tr>
<tr>
<td></td>
<td>Practice Staff – admin and practice managers</td>
<td>12</td>
</tr>
<tr>
<td></td>
<td>Occupational Therapists</td>
<td>11</td>
</tr>
<tr>
<td></td>
<td>Physiologists</td>
<td>1</td>
</tr>
<tr>
<td></td>
<td>TOTAL</td>
<td>967</td>
</tr>
</tbody>
</table>

(b) Positive feedback was received from participants of the Advanced Inhaler Training

Incheck device an excellent tool and game changer for me. This course will improve my practice in getting value for money for NHS from those medications prescribed as well as better patient care.

Thank you so much for last week’s event. I now feel that I have eventually got it and now understand.

We should ALL understand this technique message it will benefit patients, old and young.

A very valuable investment of one hour of my time – never before have I heard this information presented in such an impactful way.

Feedback was received from patients who participated

My pharmacist showed me how to breathe in properly through my two different inhalers; I had been doing it wrong for years. This has made such a difference to my life as I now feel more in control of my condition, I can do more and live more. I have even been able to reduce the dose on one of them so my nurse is pleased as well. **Patient 1**

She tested whether I was using my inhalers correctly and I now know how to use them to best effect. **Patient 2**

My wife got me to come and speak with my pharmacist after nagging me for a very long time that I was not getting better with these inhalers and I needed to check I was doing it right. I did not plan on having a checkup but the pharmacist said ‘let’s do it now’ so I had no excuse. What she showed me blew me away, it all made sense when she talked it through. **Patient 3**
References
4. Department of Health. Best practice guidance for joint working between the NHS and the pharmaceutical industry, 1 February 2008

Benefits of Joint Working with Teva UK Limited
This project demonstrated a successful collaborative approach to address a significant issue facing the local health economy. Factors beyond the scope of this project may have impacted on the project results achieved.

Patients
- Better information about condition and treatment options
- Optimised treatment of their condition in line with National and Local Guidelines
- Increased patient experience
- Improved patient outcomes
- Patient centered care

Gloucestershire CCG
- Meeting Domain 2 (NHS quality outcomes framework) objectives - Enhancing quality of life for patients with LTCS
- Ensuring people feel supported to manage their condition
- Reducing time spent in hospital by people with LTCS
- Creating a positive experience of Primary care

Teva UK Limited
- Increased awareness from local stakeholders of Teva UK Limited within respiratory medicine in the local health economy
- More understanding of healthcare professional and patients’ needs
- Demonstrating Joint Working capabilities for future projects

The project improved respiratory care by raising the importance of device technique in a consistent and informed way with healthcare professionals and patients.

Joint working between Teva UK Limited and the NHS must be for the benefit of patients or the NHS and preserve patient care*

(c) Impact on hospital admissions and associated costs

<table>
<thead>
<tr>
<th>Metric</th>
<th>Asthma ICD10 Codes</th>
<th>Asthma HRG 4 Codes - Adult</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>2012</td>
<td>2013</td>
</tr>
<tr>
<td>Total Inpatients</td>
<td>419</td>
<td>420</td>
</tr>
<tr>
<td>Total Spells</td>
<td>546</td>
<td>571</td>
</tr>
<tr>
<td>Non Elective Spells</td>
<td>499</td>
<td>523</td>
</tr>
<tr>
<td>Elective Spells</td>
<td>18</td>
<td>29</td>
</tr>
<tr>
<td>Day Cases</td>
<td>29</td>
<td>19</td>
</tr>
<tr>
<td>Elective Day Cases</td>
<td>47</td>
<td>48</td>
</tr>
<tr>
<td><strong>Total Cost Inpatients</strong></td>
<td><strong>£559,082</strong></td>
<td><strong>£580,499</strong></td>
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