

Buckinghamshire Healthcare NHS Trust (BHT) and Santen UK Limited

Executive Summary

To run a service review of the new Glaucoma Services Virtual Clinic at Buckinghamshire Healthcare NHS Trust (BHT) to further improve efficiencies in the management of their patients to match the increasing demands and make it fit for the future.

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The Ophthalmology Department at Buckinghamshire Healthcare NHS Trust delivers care to the residents of Buckinghamshire CCG which has a population of circa 806,000. They provide a comprehensive service for people of all ages who have problems with their eyes or vision and offer state of the art facilities. They have recently implemented a new Glaucoma Digital Evaluation Clinic to help deal with the 14% increase in referrals per annum seen over the last 4 years.

Santen Pharmaceutical Co., Ltd. is Japanese pharmaceutical company, specializing in ophthalmology medicines. With its ophthalmic products Santen holds the top share within the Japanese market and is one of the leading ophthalmic companies worldwide, with its products being sold in over 50 countries.

As a leading company in the field of ophthalmology, Santen aims to contribute to society by supplying valuable products and services to satisfy unmet medical needs.

The project aims to support BHT in their implementation and measurement of a new virtual glaucoma clinic (GDEC – Glaucoma Digital Evaluation Clinic). This will improve capacity and flow through the service and help to address the backlog of patients that currently exist as well as provide a future service that will be able to meet the demands of the local population and current issues caused by COVID-19.

Intended Benefits

For the Patient	Improving patient flow through the service through identifying and implement efficiencies by carrying out a service review. This will enable improved pathways and quicker access to care, improving patient outcomes and satisfaction with the service.
For the NHS	BHT is interested in improving patient care and outcomes through the development of new models of care for their glaucoma patients.
For Santen	To support projects that improve patient outcomes with the delivery of service reviews through a third party to improve capacity and flow of patients through clinics and affect better access to care.

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