

Guys and St Thomas NHS Foundation Trust and Santen UK Limited

Executive Summary

To run a service review of the Glaucoma Services at Guys and St Thomas NHS Foundation Trust (GSTT) 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 for GSTT is based at St Thomas' Hospital and sits within the Directorate of Medical Specialties. They treat a wide range of eye conditions for the population of Southwark and Lambeth and partner with the local optometrists. They have a strong research background and are a major global teaching and training unit. In the Glaucoma Service they have a range of diagnostic and monitoring equipment with a wide team of HCP's to implement care for patients in an extremely busy inner city service. GSTT Glaucoma Service has the capacity to see on average 1300 Glaucoma patients per month. However with growing numbers of patients there is a mismatch in demand for the service and its capacity resulting in a backlog of glaucoma patients and this has also been exacerbated by the event of COVID-19.

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 GSTT in the measurement of patient flow through their busy glaucoma service. This will help to identify areas for improvements and efficiencies that should improve capacity and flow through the service. It will also 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	GSTT 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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