

Quality issue / initial problem

Preliminary data analysis shows poor CMPA management in NHS Lothian, costing a total of **£759,693** (2018/2019) on all hypoallergenic formula, used to treat CMPA, in Lothian. Factors contributing to this are:

- Extensively hydrolysed formula (£10.31/tin) amino acid formula (£29.56/tin) - NHS Lothian ratio is 66% EHF:34% AAF (Guidance is 90%:10%)
- Inappropriate continuation of formulas past 12 months old (18-43%)
- Variable referral rates to the Dietetic Department (range of 57-92%)
- Very few patients (hard to quantify) having a confirmed diagnosis

Specific aim

To improve the management of cow's milk protein allergy in an NHS Lothian pilot GP practice, for patients and healthcare professionals, **using a dietetic led approach**, and subsequent aim to improve prescribing spend.

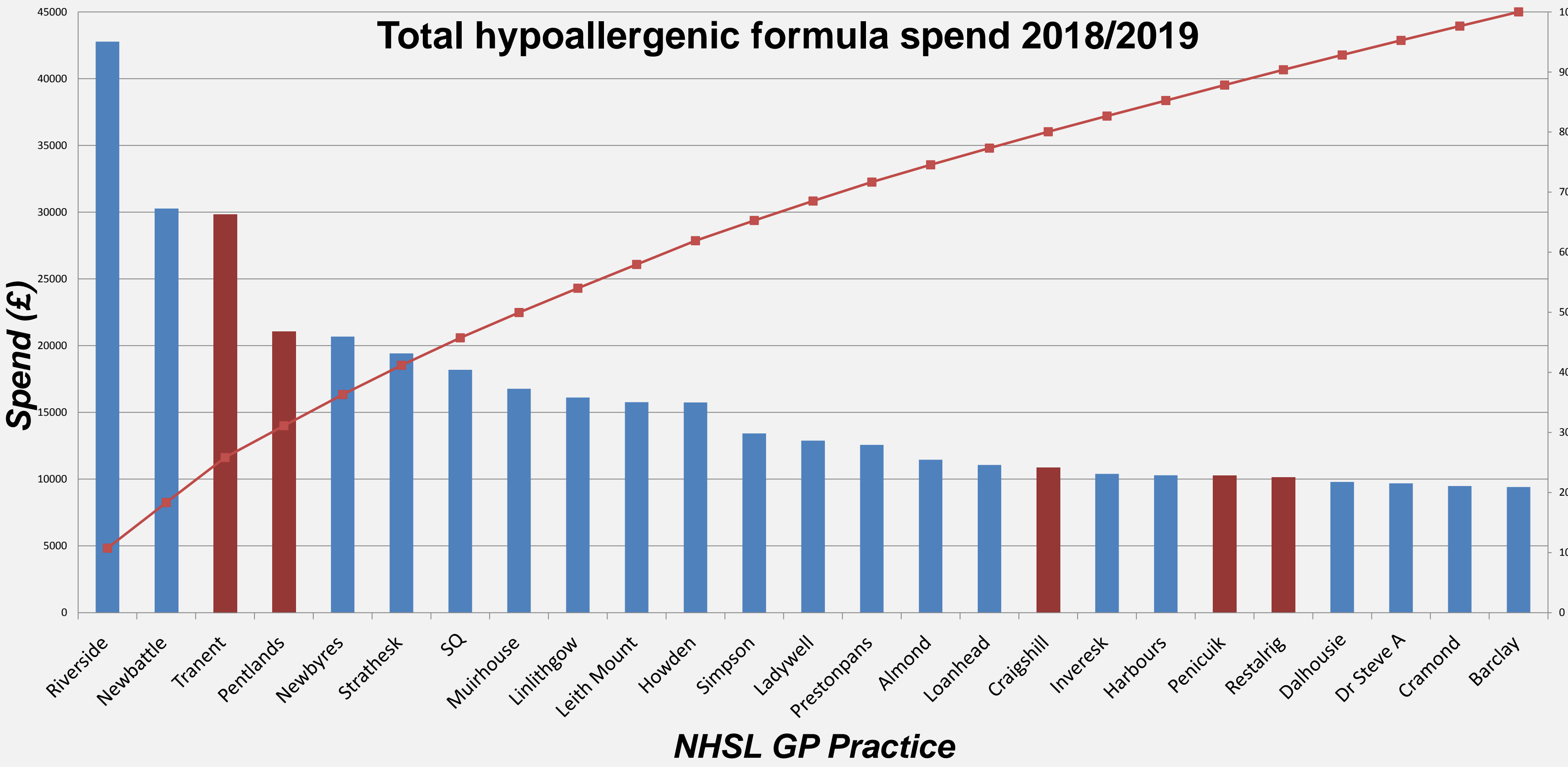
Measurement of improvement

Outcome Measures

- 100% referral to the Dietetic Department
- Improve EHF:AAF prescription ratio closer to 90%:10%
- 75-80% reduction of prescriptions for > 12mo
- 10% reduction of total prescription spend

Process Measures

- Patient experience of dietetic led management
- Staff (HV, GP and dietitian) experience
- Prescription spend
- Attendance / DNA rates for engagement
- Number of appropriate/ inappropriate referrals



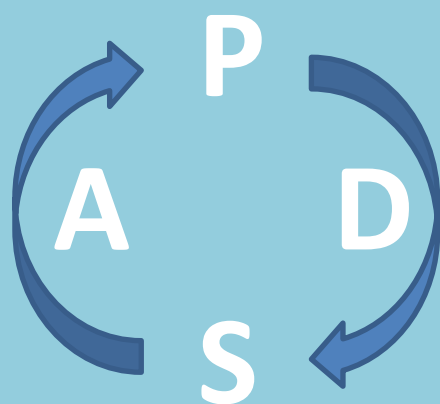
Balancing Measures

- Amount of time spent with new cohort group
- Number of inappropriate referrals/misdiagnoses
- Experience of other healthcare professionals

Tests of change

**Dietetic led management:** Accepting new referral from initial contact and following up from suspected diagnosis until >12month

- How to identify a caseload in the GP practice
- New or review patients?
- Communication and documentation
- Education information required



Tools

- Scoping (process map including waste time)
- Questionnaires (emotional touch points)
- Monthly spend (run chart)

Effects of change

- Using learning from this project to role out similar system into RHSC A+E Dept.
- Aiming for more accurate diagnoses and treatments with consequential reduction in total spend on hypoallergenic formulas

Lessons learned and message for others

- ☺ Be pro-active in tests of change and importance of scoping
- ☺ Multi-disciplinary working is most beneficial for patients and staff
- ☹ Limited contract and one-man team limiting pace of work