

Managing CMPA Referrals

The Wirral Experience

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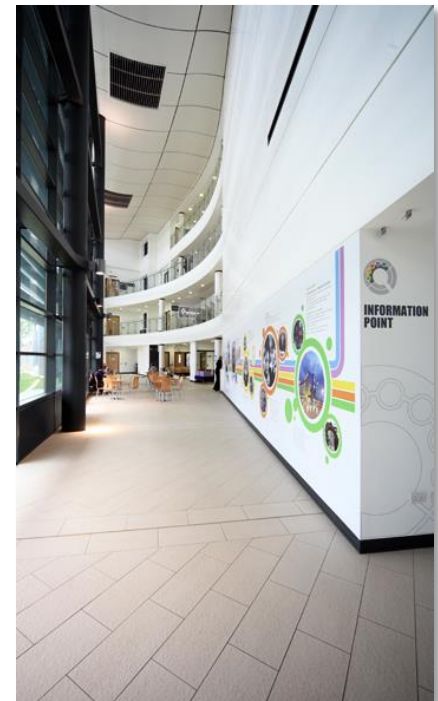
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The Problem

- Increasing numbers of new referrals to Dietetics for suspected CMPA
- Increasing cumulative caseload of CMPA patients
- Increased pressure on dietetic clinics
- Reduced staff satisfaction
- Insufficient time to cover detailed patient information in clinic appointments



The solution

- GP prescribing guidelines with primary care pathway.
- Streamlined dietetic care process
- Patient group education sessions

Old Pathway Vs New Pathway

Old Pathway	
Step One:	Referral received / 1:1 appointment See patient for initial 1:1 to determine if possible cows milk protein allergy and commence suitable formula if necessary
Duration:	40 mins

Step Two:	1:1 clinic appointment (4-6 weeks later) Establish if symptom resolution on formula, provide home challenge information to confirm diagnosis
Duration:	40 mins

Step Three:	Two week Telephone review Telephone review to discuss outcome of home challenge
Duration:	20 mins

Step Four:	Age 6 months - milk free weaning advice 1:1 clinic appointment
Duration:	40 mins

Step Five:	Age 9 months - dietetic review 1:1 clinic appointment
Duration:	40 mins

Step Six:	Age 12 months old - dietetic review 1:1 clinic appointment
Duration:	40 mins

Step Seven:	6 monthly Follow up appointment 1:1 clinic appointment until resolved
Duration:	40 mins
Step Eight:	Discharge

New Pathway
Seen by GP for initial consultation. Dietetics 1:1 no longer required

Referral received / 1:1 appointment Patient commenced on correct formula by GP, service able to tell if intervention working, provide home challenge
40 mins

Two week Telephone review Telephone review to discuss outcome of home challenge
20 mins

Age 6 month - Group talk weaning / milk free diet Group education session
90 mins

Dietetic 1:1 no longer required. Seen by Health Visitor for 9-12 month review

Aged 12 months - Group talk on milk ladder and milk re-introduction Group education session
60 mins

Discharge GP automatically discontinues formula milk prescription at 2 years old

Benefit of new Pathway
Patient commenced on formula earlier. One less dietetic appointment required
Group talks provide peer support, more time and indepth advice provided
Follow up clinic appointments no longer required. Discharge to care of GP. Phone advice available if required

Group Sessions

- Milk Free Weaning Group (90 min)/month
- Milk Ladder Group (60 min)/month
- Aim for 6-8 families per group session

Data collection over 14m

- 87 patients attended milk free weaning group talk (~6 patients per session)
- 63 patients attended milk ladder group talk (~5 patients per session)



Dietetic Time

TIME (h)	Old Pathway	New Pathway	Time Saved
Per Patient	4.33	3.5	0.83
Per Group (n=6)	26.0	8.5	17.5
Per cohort (n= 87)	377.0	180.0	197.0

CLINIC SLOTS	Old Pathway	New Pathway	No. of clinic slots released
Per Patient	6+	1	5+
Per Group (n=6)	36+	6	30+
Per cohort (n= 87)	522+	87	435+

Cost saving of staff time

Old Pathway / Patient		New Pathway / Patient	
Band 6	Band 7	Band 6	Band 7
£89.18	£106.79	£20.58*	£24.64*
		<p>*Plus £85.58 per group session. This is the set rate per session and is not dependant on the number of patients who attend.</p>	

Total Cost Saving – 14 months

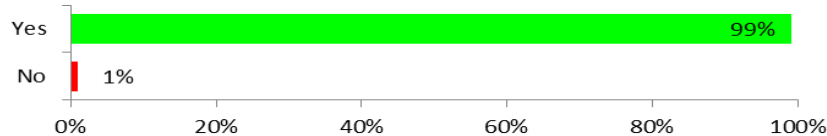
Staff Grade	Attendance	Pathway	Total cost (staffing)	Total saving
Band 6	87 patients	New Includes: 87 x 20.58 14 x 85.58	£2,988.58	£4,770.08
		Old	£7,758.66	
Band 7	87 patients	New Includes: 87 x 24.64 14 x 85.58	£3341.80	£5,948.93
		Old	£9,290.73	

DNA Rates

July 2017 - Oct 2018	No. of patients attended	No. of patients DNA	DNA %	Potential Cost of DNA for the same number of missed 1:1 appointments	
				Band 6	Band 7
Milk Free Weaning Group Talk					
TOTAL	87	52	37	£713.44	£854.36
Milk Ladder Group Talk					
TOTAL	63	35	36	£411.60	£575.05

Patient Experience: Weaning Talk

1) Will you feel more confident providing a milk free diet for your child following today's session?



Good insight into the allergy and really interesting and well presented

All advice given was helpful. Group worked well. Different ideas shared

Very informative, I do feel much more confident now on providing a milk free diet

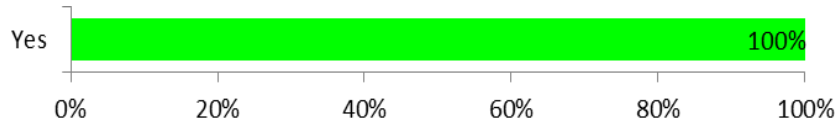
Very useful, especially as my baby is 5 months old so this was at exactly the right time for us, so now I feel more prepared for weaning him.

This session was really helpful and I feel so relieved now and feel I have all of the information I need to help with our weaning
Thank you

This session is very helpful and reassuring - would really struggle with weaning without this advice

Patient Experience: Milk Ladder Talk

1) Will you feel more confident reintroducing milk back into your child's diet following today's session?



Excellent - couldn't rate highly enough - always very informative, helpful and reassuring

Good having group sessions to discuss options. Thank you

Very informative, lots of information given in response to our questions

Was helpful to see dairy free products on display that you can buy in shops

Obstacles

- Set up time
- Availability of suitable venue
- Admin time
- Managing DNAs



Outcomes

- More efficient use of dietetic time
- Reduced pressure on service
- Cost savings to Trust
- Improved staff job satisfaction
- Improved patient experience

Acknowledgements



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