

UK Joint Working Agreement:

Providing High Quality And Sustainable Care For Stable HIV Patients

Executive summary

Project aim:

Implement a new service which enables effective and comprehensive remote care for stable HIV patients across multiple clinic sites at Chelsea & Westminster Hospital NHS Foundation Trust (CWFT).

Project background:

Chelsea & Westminster Hospital NHS Foundation Trust (CWFT) and ViiV Healthcare's innovation unit, 'the hive', collaborated in 2017/8 to design and test a new model of care for the management of stable HIV+ patients. The service concept was a nurse-led, technology-enabled care that centres around an annual 'health MOT' for stable patients.

Following a successful pilot, CWFT and ViiV Healthcare (VH) agreed to implement this service, known as Klick. The service has since been launched and its remit expanded to incorporate a range of digital clinic tools to triage and manage patients according to clinical need. Klick is supported by a mobile app allowing patients to manage appointments, complete health assessments, review results and communicate with their healthcare team. The new service has been launched to a limited number of patients at the Kobler Outpatient Clinic and is planned to expand to larger patient population across multiple sites at the Trust in the coming months.

Project challenge:

Advances in HIV care mean that services now need to transform from acute centres of care to services that manage people living with a long-term condition, referred to as 'stable' patients. These patients present a new set of clinical needs as they are an aging demographic and have associated co-morbidities. The clinical characteristics of this patient population, along with an increasing cohort size, has placed burden on services in providing both quality and sustainable care. There is a logical need to transform how care is provided so that positive clinical outcomes are matched with positive service outcomes. Klick has also been designed to respond to the current demands on healthcare services brought by the COVID-19 pandemic allowing outpatient clinics to rapidly evaluate clinical needs, provide access to care remotely and communicate effectively with patients.

Project delivery and evaluation:

The project ran initially from Q4 2019 to Q4 2020 and has been extended to Q3 2021, in order to accommodate changes resulting from the COVID-19 pandemic. The project will focus on the iterative improvement of the technology features offered to patients in addition to evaluation of the overall service and sustainability planning to enable the directorate to continue and scale Klick across its sites. The project aims for >1000 patients to be active users of the service, defined by use of one of the core features at least once during the project period.

The project will be evaluated across four domains:

1. Creating a technology component for stable patient management that is adopted by patients and clinicians
2. Enabling CWFT HIV/GUM Directorate sites to appraise and adapt the new model of care to their context
3. Sustaining the new model of care for management of >1000 active patient service users, with pre-allocated human resource
4. Developing and implementing a quality improvement/innovation strategy, utilising data gathered by the technology solution

A report on project outcomes will be available following project completion.