

# Working Together to Streamline Continence Products, Improve Patient Care and Save Money

“

We needed comfortable, quality products that would mimic what patients used in the community, improve dignity, reduce moisture damage and incontinence-associated dermatitis, and standardise what we provided to our patients.

”

Janice Cloud, Portsmouth Hospitals NHS Trust



# Helping NHS Trusts to Deliver an Improved Patient Experience

Following concerns that their continence products were not offering the best standards of patient care, Portsmouth Hospitals NHS Trust worked with NHS Supply Chain to achieve a range of goals.

The aims of the project were to improve patient experience, reduce harm and damage caused by incontinence, improve continence care, and make life easier and simpler for health care professionals looking after their patients. The goal was also to achieve a cost saving of £100,000.

It quickly became apparent that success would not simply be achieved by finding a cheaper product. The trust had to change culture, ensure education was available at all levels of health care professionals, standardise products, come up with a general formulary, and gain the trust of all staff.

By standardising continence practice, the trust was able to ensure that all patients received the right product for their needs.

In addition to making significant efficiency savings, the trust also saved time as staff were able to go straight to the right product every time.



We hoped the savings could come from standardisation, reducing inappropriate usage and improved continence management.



Janice Cloud, Portsmouth Hospitals NHS Trust

The project team undertook a series of tasks to:



Carry out detailed research into current practice.



Benchmark what other trusts were doing, including working closely with other trusts.



Review current products and suppliers.



Benchmark suppliers, considering not just cost but also comfort, materials, breathability of the skin whilst wearing the garments, effectiveness and service support.

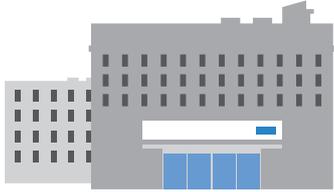


Set out a list of aims.

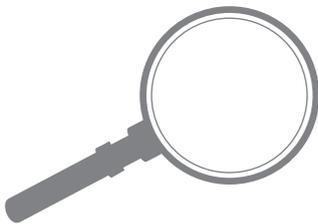


Establish a formulary to make things easier for nursing staff, to reduce waste, and to reduce stock of unwanted items.

# Streamlined Product Range Leads to Better Care and Cost Savings



The team at Portsmouth Hospitals NHS Trust (including Sue Catlin, Alison Cole, Janice Cloud, Laura Ross, Vanessa Sweet, Sharon Pipe and Simon Freathy) made regular ward visits and spoke to staff from all disciplines about their concerns and issues.



Their research found that they were using 27 assorted products from four suppliers in their management of continence. The evaluation of existing practice also revealed that many products were being incorrectly used on continent patients, and that 'procedure pads' (commonly known as underpads) were being routinely used in the management of continence. They are not designed to manage continence and can cause serious moisture lesions. The trust also found that their spend on 60,000 pads per month was taking money away from patient care.



Variations in practice were not only causing harm to patients – for example, an increase in the incidence of hospital-acquired pressure ulcers associated with moisture lesions – but also costing an estimated £275,000 per year.



The formulary was designed by nurses who understand their practice and care about their patients.



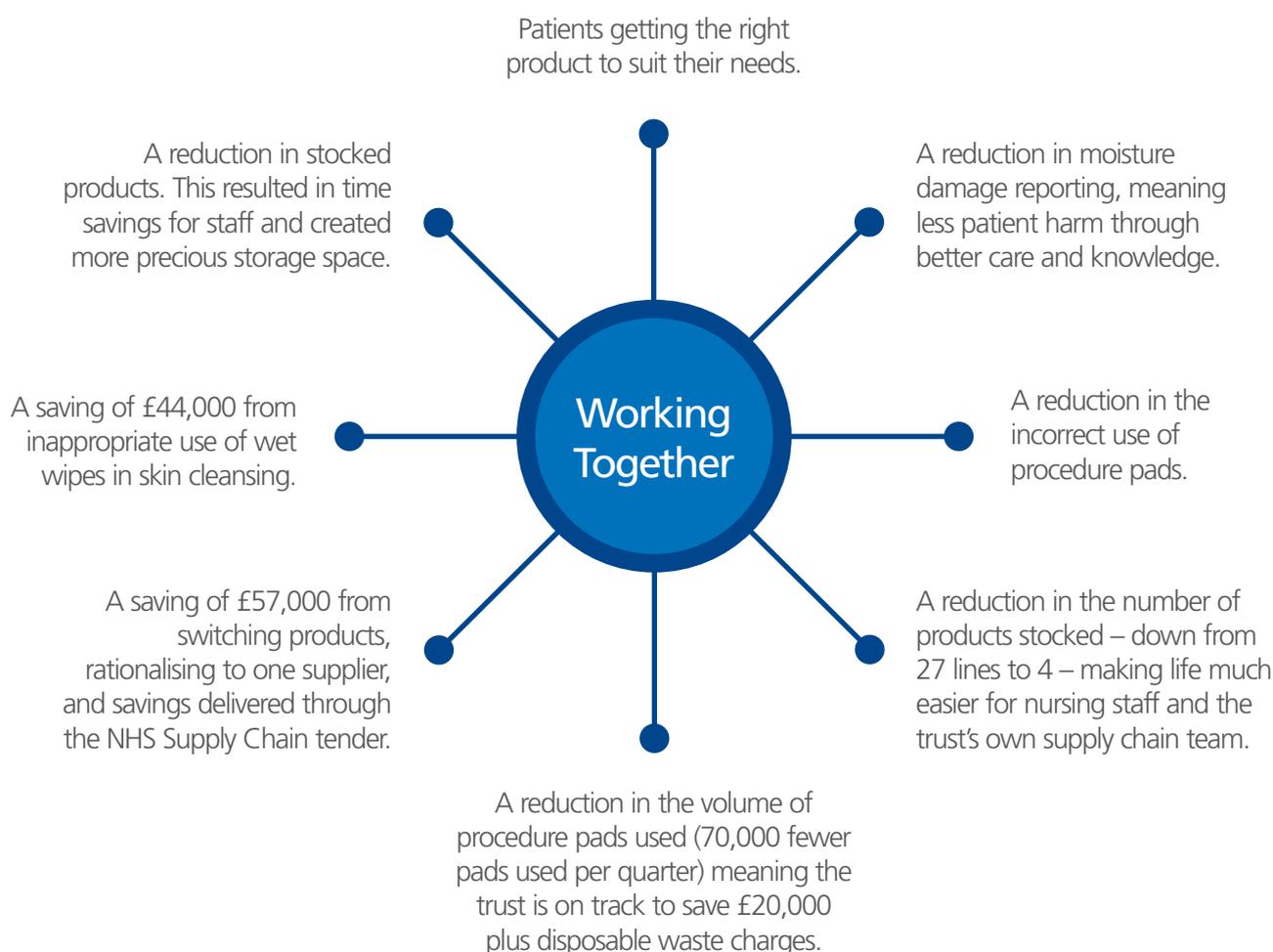
Sue Catlin, Portsmouth Hospitals NHS Trust

# Streamlined Product Range Leads to Better Care and Cost Savings

The trust was able to switch from a wide range of products to a streamlined range of shaped pads and fixation pants, and promote the use of convenes on male patients. By working closely with nurses and the supplier, and carrying out evaluations of products, a new formulary was designed to improve the patient experience.

Products such as fixation pants were chosen using criteria such as ease of use, comfort, easy to identify sizing, breathability, standardisation and fit.

By working together with NHS Supply Chain and the supplier, the trust was able to achieve a range of positive outcomes, including:



# Let NHS Supply Chain Help You to Improve Care and Save Money

Working with us is not simply about cost savings. While we can often help trusts to reduce their expenditure – an expected saving of £121,000 in this case – we can also help to improve patient care.

Our team worked closely with experienced nurses to fully understand the needs of patients, and to provide expertise in identifying suitable products. Existing pads were found to be increasing the risk of dermatitis and pressure ulcers and so we were able to suggest alternative continence products or alternative products which would deliver a better patient experience.

The trust found the new pads 'cool, discreet and comfortable'. They were also able to have confidence in the roll-out of the new items because they had been fully tested and evaluated. Training sessions were also arranged ahead of the introduction of the new products.



We wanted to support our patients to maintain their continence and this was one of the most important factors for us to consider, as it was what our patients told us.



Alison Cole, Portsmouth Hospitals NHS Trust





“

By working together with NHS Supply Chain we have reduced our product range from 27 lines to 4 lines and we expect to achieve significant savings effective immediately.

”

Alison Cole, Portsmouth Hospitals NHS Trust

To find out more about how NHS Supply Chain can partner with you to deliver best value, contact your Account Manager for more details.