



Executive Summary of Joint Working Outputs
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Project Title	Building Capacity, Efficiency and Resilience - Newcastle Diagnostic Hub.
Duration	14 months (April 2021 – June 2022)
Project Partners	The Newcastle Upon Tyne Hospitals NHS Foundation Trust. Bayer plc.
What was the issue to be addressed?	To address the backlog of medical retina and glaucoma patients awaiting imaging, alongside current and future management of all medical retina and glaucoma patients, while restoring imaging and treatment according to trust COVID-19 guidelines.
What was the intervention?	<ul style="list-style-type: none"> • Redesigned and re-purposed an existing vacant day ward in the Ophthalmology Department of the Royal Victoria Infirmary into a diagnostic hub. • Recruited, trained, and deployed entry level technicians and appropriate clinical staff to facilitate agreed diagnostic hub capacity. • Purchased the required remote imaging equipment & IT storage. • Installed the imaging equipment and IT support required to deliver high quality images. • Designed and implemented new patient pathways to change how medical retina services are delivered, in line with NICE guidelines. • Designed a patient experience and satisfaction survey using a bespoke questionnaire.
What were the results?	<ul style="list-style-type: none"> • The development and implementation of a new purpose-built ophthalmology imaging hub at the Royal Victoria Infirmary. • The development of a higher throughput ophthalmology imaging hub pathway has allowed the department to see up to 400 more new and review patients per month for diagnostic imaging, to diagnose and schedule treatment (injections) to time and to target and therefore work towards meeting NICE Guidance. • Reduced waiting times for new patients: <ul style="list-style-type: none"> ○ Number of weeks waiting reduced from date of referral to being seen. <ul style="list-style-type: none"> ▪ Longest weeks waited from April 2021 to October 2021 was 64 weeks and between October 2021 and April 2022 was 40 weeks. ▪ By April 2022 the weekly waiting times ranged from 6 to 12 weeks. • Patient satisfaction survey completed by 90 patients demonstrated a positive impact on patient care as a result of the implementation of the new imaging hub. <p>Since the project has concluded, activity has increased to move closer to meet the demand of the medical retina service and patients are satisfied with this level of care.</p>