

CLAHRCBITE

Brokering Innovation Through Evidence

TITLE: An evaluation of the effectiveness of Knowsley Community Chronic Obstructive Pulmonary Disease (COPD) Service



This evaluation was designed to assess the level of accessibility, acceptability and patient satisfaction with the Knowsley Community COPD Service.

In particular we wanted to assess how effective we were at reaching patients and carers in the most deprived areas of the Knowsley. We were looking also for evidence of reduction of emergency hospital admissions and readmissions and secondary care hospital admissions.

Background

Many people living within the borough of Knowsley in Merseyside have Chronic Obstructive Pulmonary Disease (COPD) a lung condition with a diverse and frequently debilitating effect on health. It is characterised by persistent respiratory symptoms (breathing problems) and progressive airflow and/or airway abnormalities. In 2011 Knowsley had the 6th highest mortality rate due to respiratory disease in England, out of 326 local authorities in 2010-12. In addition, COPD accounted for 18% of all deaths in Knowsley in 2010-12. The high COPD mortality rate associated with Knowsley is believed to be contributed by disparities arising from uncoordinated and non-cohesive care pathway involving several intermediate stages.

Who was involved?

Liverpool Heart and Chest Hospital including practitioners, managers and clinicians, University of Liverpool, three members of the public.

What did we do?

A member of the Knowsley COPD Rehabilitation team was awarded a CLAHRC internship and was given the time and resources to manage the day to day running of the project. We drew on help from our partners at the University of Liverpool. In addition the University was able to facilitate access to patient data from a variety of national sources. This information, together with routinely collected in-house patient data, formed the basis of a comprehensive integrated database. We built this information by drawing on

- a) Internal systems within LHCH, notably ICS Live and the appointment bookings system.
- b) Patient details from database maintained by Knowsley COPD and Pulmonary rehabilitation Service.
- c) External systems – Quality Outcomes Framework data of GP referral activity and secondary care data collated by Knowsley CCG.
- d) National datasets in the form of Hospital Episode Statistics

What we found and what does this mean?

Examining the analyses of the statistical outputs we observed the following:

- a) A significant number of cases were entered into the COPD register each year from 2012. New cases accessing the Knowsley Community COPD service in 2014 were double those in 2012. The numbers attending follow-up appointment also increased over a period of 5 years. There are however disparities in the level of uptake of COPD services from within the Knowsley borough.
- b) The introduction of the Knowsley Community COPD Service in 2011 coincided with a transient decline in A&E admissions for Knowsley up to the year 2013. However, in 2014 onwards numbers returned to the pre-intervention level.
- c) 196 patients participated in a survey of satisfaction in 2017. They rated the care they received as excellent (93.8%) or at least good (5.7%). Many of the recurring themes included, “excellent service” and “excellent team”.

What next?

- Patients and GP satisfaction scores to be integrated as routine KCOPD service data.
- Promote better data sharing arrangements across the services
- Quality of the data requires improvement
- Further research into the impact on mortality and morbidity of COPD is required.

What is NIHR CLAHRC NWC?

The mission of the NIHR CLAHRC NWC is to work collaboratively with Partner organisations and other stakeholders including members of the public to co-produce and conduct high-quality, leadership enhancing, applied research designed to decrease health inequalities and improve the health of the population of the North West Coast.

Find out more

<http://www.clahrc-nwc.nihr.ac.uk/index.php>

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Partners / Stakeholders

Liverpool Heart and Chest Hospital 
NHS Foundation Trust

