

# Building Capacity, Efficiency and Resilience – Newcastle Diagnostic Hub



Working with the NHS to drive efficiencies and service improvement



The Newcastle upon Tyne Hospitals  
NHS Foundation Trust



Bayer plc has developed this project in partnership with Newcastle Upon Tyne Hospitals NHS Foundation Trust under a Joint Working Agreement. Newcastle Diagnostic Hub

## 1 BACKGROUND

The medical retina and glaucoma service in Newcastle is delivered via a 1 stop service which includes imaging, face to face consultation and injection if required. In recent times, the service has faced capacity and efficiency challenges which has been further impacted by COVID-19.



Impact includes:

- De-prioritisation of all ophthalmology sub-specialities
- De-prioritisation of diabetic macular oedema and retinal vein occlusion service
- 10,221 backlog of new patients that require imaging
- ≥ 8 weeks waiting time for imaging
- ≤ 54 weekly imaging appointments slots

## 2 AIM



This project aimed to increase capacity and efficiency to support the recovery of the service, by providing a diagnostic hub and implementing new patient pathways to promote high-volume patient throughput and address the backlog of patients awaiting imaging.

## 4 RESULTS

Overall, the Newcastle Diagnostic Hub project has been a success; enabling the monitoring of patients in a more efficient mann, providing further capacity, and improving the patient journey and experience.



### Reduction in waiting times:

From April–October 2021, patients waited between 4–64 weeks for a new appointment. Once the hub was established in October 2021, patient waiting times reduced in the following 6 months. By April 2022 the weekly waiting times ranged from 6-12 weeks.

### Increase in capacity:

The trust saw 550-750 patients per month between Jan–Sept 2021, with the Diagnostic Hub Space, this increased to 950–1050 patients between October 2021 to April 2022.

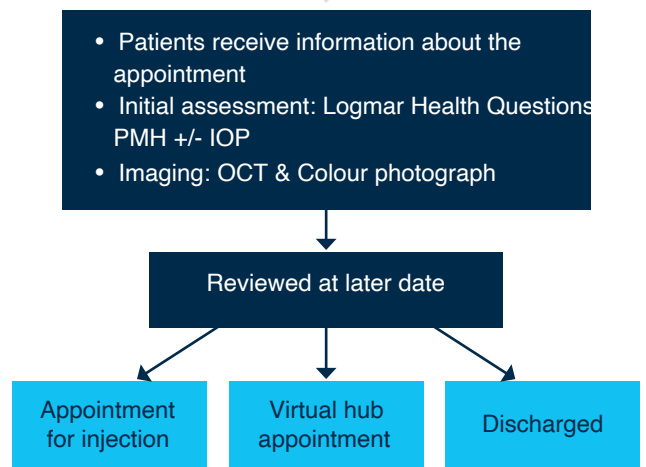
### Improve the patient experience:

The majority of patients felt satisfied with the time frame and delivery of their results and reported that the overall experience of being in the hub compared to how they used to be seen was slightly better, about the same or much better. None felt the service was worse.

## 3 INTERVENTION

Redesign Day Ward in the Ophthalmology Department of the Royal Victoria Infirmary into a Diagnostic Hub Space.

- Implement remote imaging equipment with IT support to deliver high quality images
- Collect patient data and provide instant access to a patient's complete examination history
- Recruit and train entry level technicians and appropriate clinical sta
- Implementing new patient pathways that have changed the way retinal services are delivered to patients:



PMH, past medical history; IOP, intraocular pressure; OCT, optical coherence tomography

Adverse events should be reported.

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Adverse events should also be reported to Bayer plc. Tel.: 0118 2063500, Fax.: 0118 2063703, Email: [pvuk@bayer.com](mailto:pvuk@bayer.com)

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