Milton Keynes experience
Taunton 20 May 2008

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Knowledge and library support for the delivery of PCT commissioned evidence-based care pathways

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Milton Keynes PCT
Quality: MK (April 2007)
Evidence based service redesign

Process is supported by Task & Finish Group(s) whose role is to:

- facilitate discussion on the technical aspects of the new care pathway and the review process as a whole
- provide support to the contract and commissioning teams in developing a new care pathway for the service in MK
Evidence based service redesign: WHO is round the table?

- Public health
- Patients / voluntary sector
- Clinicians (primary care, secondary care, ambulance, social care)
- Commissioners
- PCT contracts service
- Librarian
Evidence based service redesign: HOW?

- Review the evidence base
- Identify what practice already exists and does not exist
- Identify what prevents this happening
- Describe what needs to happen locally in order to deliver the optimal pathway
- Create a service specification which can be used to commission new service
Evidence based service redesign: What is the evidence base?

- Health intelligence
- Existing pathways
- Existing guidelines
- Primary evidence ("peer reviewed" jnls)
- Tools/organisations/websites
- Other service models/services/contacts
- …..
Evidence based service redesign: Diabetes

- Changing the way that Diabetes services should be provided across Milton Keynes
- Commission new services
- Produce new patient pathways (Map of Medicine)
- Involve wide range of organisations/services/people
“This is just a quick note to remind you that I am part of your Diabetes Pathway review team, willing and able to provide information support where I can…..”

“I look forward to hearing from you – please don’t forget to let me know about meetings so I can put these in my diary.”
Examples from work with Diabetes Review pathway: Questions asked

- What is the evidence behind the Diabetes QOF indicators?
- Recent evidence for psychological support in DM type 2
- Benefits of using structured education in DM type 2 through a team approach
- Copy of the ABCD algorithm for hypertension from the BHS
- Benefits of physical activity for peripheral neuropathy
- Increased risk of fall with diabetic foot problems
Examples from work with Diabetes Review pathway: Questions NOT asked

- Examples of models of service for Diabetes
- Existing commissioning support resources
- Recent evidence

But I gave them the evidence anyway!
Examples from work with Diabetes Review pathway: Resources

- Map of Medicine / NICE / SIGN
- DynaMed
- Diabetes Specialist Library (NLH)
- Clinical databases/Cochrane

(Core Resources in Toolkit)
- National data from PHO
- Google / Yahoo
Google / Yahoo

- Google (Advanced search)
  model specification diabetes OR diabetic "service"

- Yahoo (Advanced search)
  diabetes "model of service"
Examples from work with Diabetes Review pathway: Evidence synthesis

- Synthesis of the evidence which can be scanned quickly
- NOT a list of references
  - Short informative narrative
  - Categorise items
  - Highlight relevant sections of each item
  - Links to FT wherever useful
- Stay within my competence
Under development

- Ways to gather/present relevant new information

*RSS feeds or other Web 2.0 tools?*
Things to remember:

- These people are very busy
- Short deadlines
- Bullet points, highlight important points
- Has someone already done it?
- You can sometimes provide information they do not know to ask for

**We are professionals too!**
Questions?

- For further information contact
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- Quality: MK website
  - http://www.mkpct.org.uk/content.asp?ContentID=1359