



Executive Summary of Joint Working Outputs
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Project Title	Innovating the Delivery and Capacity Expansion of Macular Services for the People of Greater Manchester
Project Partners	Central Manchester University Hospital NHS Foundation Trust Bayer plc
What was the issue to be addressed?	Central Manchester University Hospital NHS Foundation Trust (CMUH) wished to improve their services for medical retina patients by increasing overall service capacity. CMUH aimed to increase the percentage of medical retina patients being diagnosed and offered treatment in line with national guidance. In addition, this would provide more accessible services to patients and carers, resulting in improved patient experience.
What was the intervention?	At the request of service commissioners, CMUH and Bayer set up a Joint Working Agreement (JWA) to create two community medical retina clinics in high street locations, one in North and one in South Manchester. These were intended to: <ul style="list-style-type: none"> • Provide good public transport links / accessibility / free parking • Increase the number of patients being reviewed within seven days of their designated appointment slot • Provide 'one-stop' appointments including assessment and treatment delivered in under one hour

What were the results?

- Patient Slot Utilisation Dec 2017 – Nov 2018

High Street Site	KPI Patient Slots	Patient Slots Created
North	4,420	4065
South	4,420	4565

- Follow-up Macular Patients Reviewed Within 7 Days of Required Appointment

High Street Site	Baseline %	KPI Target 80% (March 18) 95% By Nov 18
North	60-65	95
South	60-65	95

- Patient Experience across both sites ('Friends & Family' Test)

