

# **Collaborative Working Project (CWP) between Croydon Super GP Network (PCN) and Besins Healthcare UK Ltd.**

## **Project title:**

Collaborative Working Project (CWP) between Besins Healthcare UK Ltd. and Croydon GP Super Network to set up and pilot PCN/practice pharmacy led clinics for menopause access, assessment, and review service (MAARS) in primary care.

## **Partner organisations:**

Croydon GP Super Network  
Besins Healthcare UK Ltd

## **Project background and Summary:**

Menopause services across the 10 practices within the PCN are mostly delivered via GP appointments. There is a menopause management pathway and formulary guidelines in place which align with national guidance.

There is currently unmet need and variation for patients accessing menopause care within this primary care network as well as limited capacity to deliver the menopause service.

The Collaborative Working Project (CWP) is structured to allow Croydon Super GP Network PCN to identify competent PCN/practice pharmacists to set up and run menopause access, assessment, and review services (MAARS) within general practice.

Besins Healthcare UK Ltd. will provide a comprehensive toolkit to provide a framework to set up and run menopause access, assessment, and review services (MAARS), deliver non-clinical toolkit training as well as providing some project management support for the duration of the pilot.

## **Project Duration:**

The project is anticipated to start in October 2023 and run for 6 months, completing at the end of March/April 2024.

## **Project aim:**

The aim of the project is to:

- Address unmet need and reduce variation in access to services by using PCN and practice pharmacists to set up and lead menopause services.
- Utilise existing resource to drive efficiencies within the practice enabling increased access for patients to GPs.

- Support patient satisfaction, improve health outcomes, address inequalities, and improve access to services and resources enabling patients to be confident to participate in decisions regarding symptom management.

**Besins Healthcare UK Ltd. is committed to improving the healthcare for patients across the UK. The Intended Benefits of the Collaborative Working Project are as follows:**

- **Benefit to patients:**
  - Increased and equitable access to menopause services.
  - Enhanced understanding of the menopause and confident participation in decision-making.
  - Improved outcomes, experience, and satisfaction.
- **Benefit to the NHS (Croydon GP Super Network PCN):**
  - Provides a framework and toolkit to support the setting up of a menopause service in primary care.
  - Optimise multi-disciplinary practice team skills and upskill pharmacy teams.
  - Drive efficiency by streamlining processes and optimising resource utilisation.
  - Alignment with the vision of the Croydon Health and Care Plan and the priority of the SW London ICS.
- **Benefit to Besins Healthcare UK Ltd.:**
  - Demonstrate successful partnership with the NHS to improve patient care and outcomes by increasing access.
  - Development of broader strategic and clinical partnerships.
  - Leading and enabling innovation in NHS service redesign.
  - Positive contribution to reducing inequality of access and improving the patient journey for women.

**Outcome measure:**

The success of the project will be measured in several ways, including patient-reported feedback, numbers of patients reached by the service, and increased use of the pilot pathway.

**References**

1. **One Croydon Health and Care Plan Refresh 2022 to 2024 Available at [Croydon Health and Care Plan 2022 to 2024 - South West London ICS](#) Accessed 24<sup>th</sup> August 2023**