This material was funded and developed in collaboration between UCB Pharma Ltd and NHS Greater Glasgow and Clyde as part of a non-promotional Collaborative Working project.

Executive Summary

NHS Greater Glasgow and Clyde and UCB Pharma Ltd: Glasgow osteoporosis service optimisation collaborative working project

Project summary

This non-promotional collaborative working project between NHS Greater Glasgow and Clyde (NHS GGC) and UCB Pharma Ltd aims to optimise the osteoporosis service at Queen Elizabeth University Hospital, Glasgow. The project focuses on improving patient flow, reducing waiting times for high-risk clinics, and supporting sustainable service improvement. The NHS retains full responsibility for clinical decision-making and patient care, and all support provided by UCB will be transparent and disclosed in accordance with ABPI Code of Practice requirements.
NHS GGC operates a digital Fracture Liaison Service that identifies around 6,000 patients annually, alongside referrals from primary care. Increased identification and diagnosis have contributed to a 55-week wait for high-risk clinics, creating a need to improve patient flow, prioritisation and long-term service sustainability.

Project Objectives:

- Improve osteoporosis service efficiency and capacity.
- Prioritise DEXA scanning and review for high-risk patients.
- Reduce waiting times for high-risk clinics.
- Support a sustainable funding model for key roles.
- Use data monitoring to support continuous improvement.

Project contribution:

NHS Greater Glasgow and Clyde: Lead clinical delivery, patient prioritisation, governance and outcome monitoring.

UCB Pharma Ltd: Provide funding of £7,000 per annum for a pharmacist prescriber role (38–42 weeks), together with agreed project support. UCB will have no role in clinical decision-making, patient selection, diagnosis, treatment choice or prescribing.

Roles and responsibilities

NHS GGC retains full responsibility for clinical decision-making, diagnosis, patient management and service delivery.

UCB Pharma Ltd provides funding and agreed project support within a transparent, non-promotional framework and is not involved in clinical decision-making or prescribing.

The project will operate under joint governance to support appropriate oversight, risk management and compliance with ABPI and NHS requirements.
Intended benefit:

For the patient	Patients benefit from improved access, faster review and clearer pathway progression: • Patients at imminent risk of fracture benefit from reduced waiting times for assessment and review • More timely progression through the pathway, including access to clinically appropriate treatment where indicated • Improved access to treatment clinics and ongoing monitoring where clinically appropriate
For the NHS	The project supports measurable service improvement and sustainability planning, including: • Identification of operational bottlenecks and opportunities to improve pathway efficiency • A more efficient pathway for high-risk patients that makes better use of available service capacity • Reduced waiting times for high-risk clinics • Data collection to support service evaluation, business case development and consideration of longer-term sustainability
For UCB	UCB benefits from insight into service redesign within a lawful, non-promotional collaborative working framework: • Learning from a real-world example of service improvement and evaluation within an osteoporosis pathway • Insight into practical implementation challenges and enablers relevant to pathway redesign • Experience of working within a transparent, governed collaborative framework focused on patient and NHS benefit • With the increased capacity, it is expected to see an increase in the use of anti-osteoporotic medication in line with the local and national guidelines and standards of care

The project is expected to commence following completion of the relevant NHS and UCB governance approvals. The UCB-funded pharmacist prescriber role will operate for 38–42 weeks within the project period, with service evaluation and reporting continuing thereafter to support anticipated publication of the project outcomes by March 2028. Disclosure of the arrangement made in accordance with ABPI Code of Practice requirements.

For further information:

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Declaration

1. This project has been developed and will be conducted in accordance with the ABPI Code of Practice as a non-promotional collaborative working arrangement.
2. The project is not intended to, and must not, constitute an inducement to prescribe, recommend, purchase, supply, administer or use any UCB medicine.
3. The project has defined governance arrangements and has been reviewed and approved through the relevant NHS and UCB governance processes.
4. The collaborative working arrangement and relevant transfers of value will be disclosed in accordance with ABPI Code of Practice requirements.