



## **Norfolk and Suffolk Health and Care Awards 2026**

### **Research and Innovation Award**

## **DHG Heart Failure Pathway in Partnership with Health Innovation**

### **Deben Health Group PCN**

Chloe Proctor (PCN Contracts & QOF Data Analyst) and Jenni Ball (Advanced Nurse Practitioner, Framfield House Surgery) identified a significant gap in heart failure (HF) care across the Deben Health Group PCN network in Suffolk. Local analysis revealed inconsistencies in coding, with around 169 patients potentially uncoded despite diagnostic evidence, and historically low review rates. Recognising both the clinical and financial impact of HF, they developed a three-phase, data-driven approach to improve identification and management. This included systematic case finding using Ardens reports, a unified coding protocol for cardiology correspondence, and a nurse-led clinical management model aligned to NICE and ESC 2023 guidelines, focusing on the four pillars of HFrEF treatment.

Going beyond their roles, Chloe created a robust analytical foundation through patient stratification, enabling targeted interventions. Jenni complemented this by developing and implementing a nurse-led protocol, training staff in early identification using BNP testing, and leading patient reviews across four practices. Together, they established the area's first primary and community HF multidisciplinary team, enabling evidence-based treatment initiation within primary care.

The impact has been substantial. In 2022, 148 patients were reviewed, with new diagnoses added to the HFrEF register and significant optimisation of treatment. All four practices now exceed national HF prevalence benchmarks, alongside improvements in QOF performance and income. Patients benefit from better diagnosis, management and understanding of their condition.

Endorsed by Health Innovation East and published as a national implementation guide, this work represents a scalable, evidence-based model. It is now informing wider system rollout and contributing to improvements in population health, service efficiency and integrated care delivery.