Centralised management and care of patients in the community
What is COBWEB®?

COBWEB® is a computer-based software package that provides centralised patient management for continence and stoma services to deliver the best patient care, whilst closely controlling your budget. The proven COBWEB® system can be used within the community to monitor and manage prescriptions for continence and stoma products. The system acts as a database for all continence and stoma patients in your area and will help you review and optimise continence and stoma Part IX Drug Tariff product usage within the community.

How Does COBWEB® Work?

STEP 1:
Patient / Nursing Home / Hospital Referrer contacts your continence service when they require continence or stoma products.

STEP 2:
Your continence / stoma service (an administrator in your office or the COBWEB® head office) accesses the COBWEB® system on their computer and asks some initial "screening" questions. Based upon responses to these questions, the administrator will either process the prescription ready for signing by the Continence/Stoma nurse, or refer the patient to the Continence/Stoma nurse for further clinical assessment.

STEP 3:
Prescription and letter is sent to one of the following: SCRIPT-EASY® home delivery service for next day delivery, Alternative home delivery service, Patient’s home, Chemist.

STEP 4:
The patient receives their supplies. For further supplies (i.e. the patient’s next order), the patient contacts your continence/stoma service.
COBWEB® is designed to be intuitive and easy to use, helping you manage your daily workload efficiently and effectively.

- Quickly see your tasks at a glance.
- Closely monitor your patients and budget.
- Check orders and patient details.
- You can even access COBWEB® on the go.
What Are The Benefits of Using COBWEB®?

There are many benefits to using the COBWEB® patient management system for both you and your patients:

- **Appliance Use Review (AUR)** – capture all the community patients in your area and can be used to highlight and schedule AURs. This helps prevent ineffective use of appliances that can lead to wastage, but also gives those nurses who possess specialist, technical and clinical expertise, the opportunity to deliver improvements in quality of care.

- **Budget Control** – you can monitor spend against budget on continence and stoma appliances to see how you are performing financially. COBWEB® is proven to deliver significant cost savings.

- **Reporting and Information** – the system allows you to run reports on product usage, product stock, spend and many other areas.

- **Patient Feedback** – patients needing further clinical support and advice from a nurse can be highlighted. Screening questions are used to identify these patients.

- **Product Optimisation** – prevent over-ordering, stock-piling and overall product wastage. Ensure patients are using the right products in the right way and in the right quantities.

- **Formulary Compliance** – the system can be designed to offer your formulary products as first line and encourage product compliance. It will also highlight areas where formulary compliance could be improved.

What Support Will Be Available To Me?

Our experienced COBWEB® team will be on hand to support you at each step of implementing the COBWEB® system. Our team will:

- Support you in completing your business case for the COBWEB® system
- Work closely with your IT teams to set up the system
- Support installing the system and hardware
- Provide on-site training for all appropriate staff pre and post implementation
- Offer access to our community nursing service for further clinical support and advice

COBWEB® Achievements

- COBWEB® is now live in several areas throughout the UK delivering better patient care and reducing spend
- North Manchester CCG saved 25% on their prescribing budget in year one for continence and stoma products in the community. This saving funded one new Stoma Care Nurse post.
- Powys Continence Service conducted a patient audit of those using COBWEB®, which showed 93% of patients consider the service to be “good” or “very good”.
- Berkshire Continence Service saved just over £70,000 during the first six months of implementing COBWEB®.
- COBWEB® is proud to be the North West Procurement Winners of the 2013 Community Service Awards.
Testimonials From COBWEB® Users

“The aim of our project was to improve patient care and safe product use by conducting regular reviews. The review process creates an opportunity for patient education on correct product use and streamlining of items. This allows cost saving by prescribing accurately as per patient need and thus reducing waste.

The COBWEB® patient management software has proved to be an excellent system to facilitate this by providing speedy patient recall, accurate prescribing history and detailed cost analysis reports.

The COBWEB® system allows the clinician to record patient details, links patients to all relevant allied healthcare professionals and provides patient notes with attached documents for reference. Patient letters can also be created easily to aid communication.

The system includes regularly updated listings of all Part IX Drug Tariff items, and allows local formulary products to be highlighted as first line option. The detailed reporting system can offer spend analysis by patient, product or manufacturer on a daily, weekly, monthly and annual basis.

The COBWEB® system is simple to operate and effective in facilitating total control of prescribing budget.”

North Manchester Continence and Stoma Service

“The new service has delivered the following benefits:

- Introduction of a simple ordering mechanism for patients, where 83% of patients reported that accessing the service was easy or very easy
- Regular opportunities for patients to discuss and input the management of their continence issues, directly involving them in decisions about their care
- Frequent patient contact and structured interviews allow appropriately skilled staff to identify patients potentially benefitting from a review of their appliance use, and those with symptoms indicating a potential urinary infection
- Rapid identification of patients requiring review to local community nursing teams, where 74% of patients have been reassessed within the previous 6 months and considered beneficial by 85% of patients
- The most appropriately trained and skilled healthcare workers are now routinely involved in discussing patient requirements and advising them on successful condition management, where 84% of patients rated the staff as knowledgeable, helpful and respectful
- Informed prescribing by the most suitable professionals, demonstrated by >95% of all continence appliances prescribed by a Continence Nurse Specialist in December 2014 compared with <5% in May 2013
- Cost effective prescribing shown by 59% of prescribed products complied with formulary in December 2014 compared with 10% in June 2013
- Reduction in hospital admission rate for urinary tract infections

Powys Health Board Continence Service

“The new service has delivered the following benefits:

- Total savings during the first 6 months were just over £70,000
- Better quality care for patients
- Positive feedback from all stakeholders
- Inappropriate use of products identified and addressed
- Targeted education in nursing homes delivered
- Overall, decreased expenditure”

Berkshire Continence Prescription Service
Our dedicated COBWEB® team are happy to answer any questions you have and provide you with any further information you need. We are also available to meet you in person.

Contact our team in one of the following ways:

- **Phone:** 01293 529 555
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**References.**
1. Bard data on file

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