



GSK and Operose Health Collaborative Working Executive Summary

Quality Improvement Programme to Optimise Shingles National Immunisation Programme Implementation in Underserved and Diverse Populations

This summary has been written by GSK with consultation and approval from the Collaborative Working Project Team.

GSK and Operose Health Limited are undertaking a Collaborative Working project.

The objective of the project is to increase the uptake of the Shingles National Immunisation Programme (NIP) across Operose Health practices, with a specific focus on underserved and diverse populations, via the implementation of a Quality Improvement (QI) Programme.

Operose Health is a primary care organisation serving around 650,000 patients across 65 GP Practices. Operose Health operates primarily in areas of high deprivation and highly diverse populations, with 34 of the 65 practices being within London.

Through a collaborative approach involving clinicians, administrative staff and patients, the project aims to:

- Identify the barriers to shingles vaccination among eligible adults and carers to understand challenges faced with shingles NIP uptake in underserved and diverse populations
- Support the understanding of practice clinicians and administrative staff about the eligibility criteria of patients for shingles vaccination and the importance of them receiving their vaccine
- Increase the number of patients in underserved and diverse communities across London who are aware of the importance of shingles protection through patient co-design, development of educational materials and targeted reminder systems
- Monitor and evaluate shingles vaccination uptake among eligible adults to determine the effectiveness of the QI Programme

The project will run from November 2023 to November 2024, and will involve a balance of contributions from GSK and Operose Health with the pooling of skills, experience and resources, as outlined below.

GSK:

- Financial (£108,845), covering:
 - Research Personnel (£48,825)
 - Project Management (£25,850)
 - Educational Resources development and delivery (£8,420)
 - Clinical templates (£7,500)
 - Learning and Training Programme development and delivery (£18,250)
- Expertise, GSK-developed materials and educational support as required

Operose Health:

- Clinical workforce (£78,900)
- Technology systems and data analytics (£22,825)