REACH-B Advice: Embedding learning and co-design to improve tools and support for hepatitis B s100 community prescribers

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Background/Approach: The REACH-B Advice form was developed by ASHM to support hepatitis B (HBV) s100 community prescribers manage and treat patients in primary care. REACH-B Advice is an online form that enables HBV s100 community prescribers to submit queries and receive specialist advice. Several scoping exercises were undertaken to ensure ASHM's approach to this new resource was appropriate and beneficial, including focus groups with HBV s100 community prescribers. Learnings and direct feedback on form drafts were embedded in development, design and dissemination.

Analysis/Argument: Across scoping of several data and information sources, there were recurring identified barriers and enablers to a useful online resource. The importance of streamlined forms with a minimal administrative load was key as was ensuring ease of access. Practical feedback on the forms content centred around the relevancy of information, including repetition of information, collection of prescriber information, the amount of information required, the type of information required and the definition of terms. Consideration of the role of the form in the context of other available support and how this might impact uptake was also addressed.

Outcome/Results: The REACH-B Advice project incorporated learnings to ensure it is as functional as possible. This included clinical and practical updates to the content and wording of the questions within the form. Barriers of time and workload have been addressed with the form being simplified whilst still collecting clinical details allowing for the complexity of decision making required. Furthermore, suggestions of topics and scenarios that often result in needing specialist support were included. Response to queries via phone call is now an option as is the ability to attach supporting information as a PDF to the form submission.

Conclusions/Applications: Improvements made by embedding learnings ensure that, REACH-B Advice will serve to increase clinicians' confidence, ensuring HBV patients are receiving appropriate treatment and care.