

**Project Name:** A patient-centred approach to flexible HIV care in Liverpool, Cheshire, and Merseyside  
**Organisations:** University Hospitals Group Liverpool  
**Start Date:** 02/2026 tbd

**Summary:**

This collaborative working project involves the co-design of a new service, aligned to BHIVA Standards. The aim is to use patient insights and feedback, to redesign the services, to develop a patient centric review process, to improve access to care, improve the patient experience, provide better care outcomes and improve retention in the service. The project will run for 18 months from recruitment of the Project Manager.

**Objectives:**

- Engage with patients to understand their preferences & needs
- Develop clear feedback loop involving patients, carers, and people helping deliver care within the service, to continuously improve the service
- In the longer term, the team can reshape the way care is offered, providing patients with a service tailored to meet their needs.

The Project duration 18 months at a total est. cost of £79.798

**Benefits:**

**Patients:**

- Shared decision making and patient centred care
- Care closer to home or in a preferred setting
- Increased convenience & decreased DNAs at clinic
- Reduced need for hospital visits & travel
- Reduced need for hospital admissions
- Better experience of the healthcare system
- Improved retention in care
- Better health outcomes

**Organisation/NHS:**

- Higher quality of care & patient retention
- Services configured around patient needs
- Better health outcomes
- Better use of resources in line with Value Based Healthcare
- Fewer hospital admissions
- Better engagement with a broader and more diverse population, including younger people, those from more diverse backgrounds and those from more deprived populations.

**Gilead:**

- Advancing patient-centred HIV care will contribute to Gilead's mission of improving lives through innovative healthcare solutions.
- This will help Gilead build a long-term collaborative relationship with the Liverpool HIV service.
- Through delivering this project, Gilead will benefit from gaining further experience and expertise in those areas proscribed within the project
- Scalable learnings to share with other HIV Service providers in UK & Ireland.

**Contact:**

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