

King's College Hospital NHS Foundation Trust

Project Name: King's MS Capacity Redesign

Project Summary:

The Project aims to redesign and expand the Multiple Sclerosis (MS) service with the addition of a MS Specialist Nurse and a MS pharmacy technician to support with the management, review, and follow-ups of MS patients. This will address the capacity issues being experienced by Kings, help to tackle the backlog of patients and address the risk of delays in starting and switching treatments. Furthermore, it will also support the welfare of the staff as the current patient numbers passing through the service are only possible due to the goodwill of the team who are consistently working extra shifts and this is not sustainable. The addition of these two roles will allow the clinical work to be more evenly distributed throughout the team, thus allowing increased time for other activities, such as, presence on the ward, educational activities and general patient care.

Planned Milestones:

- Project kick off meeting and set up of subsequent quarterly reviews
- Recruitment of nurse and pharmacy technician with baseline measurements submitted. Define roles and responsibilities of Nurse and pharmacy technician
- Clinical initiation
- 6-month data collection
- 12-month data collection
- Business case submitted
- Project Outcomes Summary completed

Expected Benefits:

ANTICIPATED BENEFITS FOR PATIENTS

- Improved patient outcomes due to faster time from referral to treatment time;
- Improved access to NICE recommended therapy;
- enhanced patient experience of the NHS MS service by reducing unnecessary waiting times.

ANTICIPATED BENEFITS FOR THE ORGANISATION(S)

- Improved quality of care;
- Reduction in patient waiting lists;
- Improved MDT efficiency and outcomes;
- Improved experience of staff by spreading workload

ANTICIPATED BENEFITS FOR NOVARTIS

- Learnings relating to the involvement of MS Pharmacy technician at MDTs;
- Better understanding of overall customers' and patients' needs;
- Optimal use of medicines (including Novartis medicines) in appropriate patients.

Start Date & Duration: January 2023 for 18 months

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List of links present in page

- <https://www.novartis.com/uk-en/uk-en/about/partnerships/joint-working/kings-college-hospital-nhs-foundation-trust>