

Broomfield Hospital and Southend University Hospital, (Mid and South Essex NHS Foundation Trust)

Broomfield Hospital and Southend University Hospital - Executive Summary

Project Name: Multiple Sclerosis Re-imagining Care Pathways Collaborative Working

Project Summary:

The Reimagining Care Pathways collaborative working programme is a service offered by Novartis, which comprises a series of workshops, with the aim of:

- Providing pathway mapping support to the NHS (healthcare and service teams) to improve efficiency and service effectiveness to the benefit of patient care.
- Providing pathway mapping support the NHS (healthcare and service teams) to address the local challenges they face in the delivery of patient care.

The programme facilitates area teams (Trust or ICS) to identify areas for efficiency within their service for prioritisation. The programme will be carried out in a number of different institutions. The service is facilitated by the Solutions Implementation Manager (SIM) Team.

Planned Milestones:

Milestone	Timeframe	Key Deliverable
1	Project start	Project kick-off <ul style="list-style-type: none">• Meeting minutes
2	+ 2 weeks from project start	Scoping Meeting <ul style="list-style-type: none">• Meeting minutes
3	+ 4-6 weeks after project start	Mapping the Pathway - 1:1 interviews <ul style="list-style-type: none">• Meeting minutes
4	+ 6-8 weeks after project start	Mapping the Pathway - Workshop <ul style="list-style-type: none">• Pathway Map• Report detailing any identified any unmet needs / efficiency constraints in their service

Milestone	Timeframe	Key Deliverable
5	+ 12 weeks after project start	Feedback/Consultation with NHS post workshop <ul style="list-style-type: none"> • Meeting minutes

Expected Benefits:

Anticipated benefits to 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 to the NHS:

Improved understanding of the current service pathway, and associated efficiencies and inefficiencies. Potential to lead to solutions which could allow the NHS organisation to enhance both patient experience and outcomes.

Anticipated benefits to Novartis:

Understanding of possible opportunities to partner with the NHS to enhance patient outcomes and experience. Better understanding of patients', carers and customers' needs, which may inform future service offerings, and synergies between needs of the customer and Value of Novartis offerings.

Start Date & Duration: From February 2023 for 6 months

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Broomfield Hospital and Southend University Hospital - Outcomes Summary

Project Name: Multiple Sclerosis Re-imagining Care Pathways Collaborative Working

Completion Date: 4th May 2023

Outcome Summary:

A greater understanding of the need for increased workforce provision by senior management.

This highlighted the abilities of the CNS team, being self-sufficient and hugely passionate about MS services.

Key Project Outcomes Data:

The participants highlighted 5 key areas for discussion with senior management:

- Community services
- Lack of 'Hub'
- Education
- Workforce/Workload
- MRI waiting times

Outcomes:

The project concluded there are challenges with Community Services for MS patients. Approximately 150 patients can't attend hospital assessments. Potential considerations are 2 Band 7 community MS CNS'

working 3 days/week community service offering.

Broomfield is without a link to a Hub, this prevents the team from holding Multi-Disciplinary Team (MDT) meetings and the ability to use newer, high efficacy therapies. Potential considerations are, establish a Service Level Agreement with a Hub, Bluteq to be activated for High Efficacy Therapies (via NHSE) and join the neighbouring hub MDT's.

There's an upskilling need across various areas regarding MS management, therapy optimisation and disease awareness amongst patients and the public. Potential considerations are, educational sessions for HCPs in Primary Care to increase knowledge, understanding and confidence in managing MS patients. Patient education, resources, and empowerment, with the view to have local patient groups and advocates.

Upskill broader workforce; community pharmacists, community nurses, other HCPs who may have a point of contact with patients and Designated personal development time for education.

Workforce challenges is a priority area as the impact on workload increases. Clinics are full and capacity to implement pathways is difficult, especially with the volume of administration which comes with newer therapies. Potential considerations are, can additional funding be made available to support the MS service and define which role would be most beneficial to receive funding; Gather evidence to support a business case to present to the trust.

The current MRI wait is up to 3 months, this delays a patient obtaining a diagnosis and accessing therapies to help them live their lives. Potential considerations are, potential for the GP to refer for MRI at the same time as referral to neurology team and seeking advice around linking MRI date from radiology into e-PR system to allow appointments to be made in a timely manner.

Conclusion:

It was acknowledged by senior managers that workforce provision at Broomfield is not appropriate for the number of patients within the service. They also highlighted the abilities of the CNS team, being self-sufficient and hugely passionate about MS services.

A greater understanding of the challenges is needed by management to truly know the situation and to raise the profile of MS, being a long-term condition, which adds to the secondary care burden.

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