

Frimley Health NHS Foundation Trust

Project Name: Frimley MS Service Redesign and Capacity Support

Project Summary:

The Collaborative Working Project (CWP) aims to redesign and expand the Multiple Sclerosis service with the addition of a Multiple Sclerosis Specialist Nurse to support with the management, review, and follow-ups of Multiple Sclerosis patients. This will address the staff shortages being experienced and help tackle the backlog of patients.

Planned Milestones:

Milestone	Description
1	Project kick off meeting between Novartis and CW Partner.
2	Recruitment and onboarding of MS Specialist Nurse. Clinical Activity begins and baseline Service Data collected.
3	6 months Service Data collected.
4	12 months Service Data collected.
5	15 months Service Data collected, and Business case submitted.
6	Project Outcomes Summary Completed (including 18 months Service Data collected).

Expected Benefits:

Benefits to NHS

- Improved quality of care
- Reduction in patient waiting lists
- Improved efficiency of referral to treatment times and outcomes
- Improved experience of staff by spreading workload
- Improved patient outcomes due to faster time from referral to treatment
- Improved access to NICE recommended therapy
- Enhanced patient experience of the NHS MS Service by reducing unnecessary waiting times.

Benefits to Patients

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

Benefits to Novartis

- Learnings relating to the use of experienced MS nurses in place of MS consultants
- Better understanding of overall customers' and patients' needs;
- Optimal use of medicines (including Novartis medicines) in appropriate patients

Start Date & Duration: October 2022 for 23 months (September 2024)

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