



Recognising Quality in the Delivery of  
Services in Multiple Sclerosis



**The QuDoS in MS Recognition Programme has  
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“ Novartis is proud to support QuDoS in MS as part of our commitment to helping people with multiple sclerosis live **independently**. This recognises the contribution of those that deliver exceptional care for people with MS across the UK and whose dedication and hard work supports people living with **MS to live fulfilled lives.**”

**Niall Hegarty**

*Novartis UK Professional Relations Manager  
for Neuroscience*

“ Enormous thanks to our sponsors this year, who demonstrate their strong commitment to the multiple sclerosis community in supporting QuDoS.”

**Paul Tunnah**

*Founder, pharmaphorum*

# 2023 WINNERS

## Recognising Quality in the Delivery of Services in Multiple Sclerosis



### Outstanding MS Nurse

#### Nicola Hyslop

Nicola is a recurrent guest on BBC Radio Cumbria to discuss MS awareness. Nicola has presented as one of the AMSC sites, and has been a role model for the MS Trust, speaking about the reality of her role and championing the need to support other AMSCs in the UK. She has repeatedly been asked to present at the flagship MS Trust Development Module, highlighting the complexities of Advanced MS and tools used to work in this field and receiving outstanding feedback. Over the last 12 months in particular, there have been lots of changes within the MS Service in Cumbria, and it would be wonderful for Nicola to receive recognition for the high standard of care she delivers and the passion she displays not only for the patients in her care, but for the support she offers to her peers and the wider multidisciplinary team.

This intuition and forward thinking has led to several key service improvements in order to create a better experience for patients living with Advanced MS. Examples include a pathway for patients with MS who have been admitted to acute services. This development which is currently under audit is already improving communication between acute and community teams. Nicola's exceptional work has been recognised by patients who acknowledge that she goes above and beyond to ensure they receive the highest standard of care. A key participant of ward rounds within the local hospital, she supports services for people with MS. She has been a passionate advocate for those on her caseload who struggle to advocate independently. Her work has been recognised by her management, with ward staff keen to engage with specialist advice.

### Outstanding MS Physician

#### David Rog

Life is hard in the NHS at the moment, and clinicians could be forgiven for focussing on their own patients and services; there is no shame in this.

Dr Rog is different, however. Since I have known him, he has been passionate about helping all people with MS to access the very best in MS care.

Being passionate is one thing, but where Dr Rog is really worthy of recognition is in his ability to get things done.

He set up a collaboration with the MS register, and in extraordinarily impactful research paper for the UK MS community has shown that people in the highest quintile of socioeconomic disadvantage are 40% less likely to be prescribed a disease modifying therapy.

David could have left things at that, his academic legacy unchallenged, but he has used this data as a rallying cry to the MS community, and via his work with the "Raising the bar" programme has educated and supported MS clinical teams across the county to deliver the best care for all people with MS. Many people have advanced the science of MS care, but it is a few people that have ensured that all people with MS, whatever their life chances, and wherever they live in the UK, are able to benefit from the best care.

It is for this reason I consider that David Rog is truly an outstanding physician.

### Outstanding MS Pharmacist

#### Natasha Hoyle

Natasha led a large and complex audit of delays in the provision of disease modifying therapies to people with MS via her work with the MS academy. The project was an MS academy award winner and helped to expose the reasons for delay in the provision of disease modifying therapies.

Natasha then presented her work, and worked with all the stakeholders in the pathway, looking for ways to help efficiency and help teams to enact those measures. She achieved some extraordinary success and was able to significantly reduce the time that people had to wait with no increase in staff or cost. A particular success was that she was able to reduce the time from decision to treatment with one particular therapy to one week, by far the lowest in the country.

She has also worked with the day care unit, and by arranging tests and prescriptions in advance means that people on infusible treatments wait a median of 2.1 hours less for the treatment on the day, and can be discharged quicker.

By proactively looking at medication costs, and use of generics, she has helped to make changes that will save more than 1 million pounds in drug costs per year, with no change in patient safety.

Natasha is a perfect example of the additional perspective and skills that a really interested, proactive and capable pharmacist is able to offer an MS team, and how they can improve costs and efficiency, but, most importantly, the experience of people with MS.

### Outstanding MS Physiotherapist

#### Erin Cooper and Nikki Gray

The reason I am nominating this team is for the dedication and work they have put into this role. As this was a new post for pelvic health, a lot of preliminary work was involved for Erin and Nikki: researching the area and developing their own knowledge base, setting up referral pathways, selecting appropriate outcome measures, developing condition specific assessments and patient information leaflets.

They have also delivered education sessions for patients, the neurology MDT, and the wider physiotherapy service to raise awareness of the role of a pelvic health physio and how in particular physiotherapy can help overcome and/or manage embarrassing problems such as urinary and faecal incontinence. The girls have been accommodating and supported each other through the project during periods of maternity and sick leave showing great flexibility.

The COVID pandemic led to redeployment for a short time and when services resumed, the team had to move to a new way of working delivering virtual appointments. This has been very successful with the patients and Erin has continued to offer this in addition to face to face appointments to meet service user's needs.

Erin and Nikki are exemplary physiotherapists striving to shape the future of pelvic health and always have the patient at the centre of their care and deserve to have recognition for the work they have put into this innovative service for MS patients.

### Digital Innovation

#### MS Academy, UCLH Hospital

The MS academy was initially set up in 2016, and since that time has provided education to healthcare practitioners (HCPs) involved in the care of people with MS via a unique small group residential training programme. Over 31 residential academies and roadshows have been held and more than 770 UK HCPs have been trained in these sessions.

At the time of the COVID pandemic, the MS academy rapidly transitioned to providing online education via webinars, online learning programmes, and webpages - all available without barriers and free of charge to the MS community. This provided an invaluable education and peer support service to the MS community at a very difficult time in our professional lives and helped to shape the UK MS community response to.

Since that time, the MS academy has been able to build upon this and continue to provide a digital learning platform that runs concurrently with face to face sessions. This allows people who were previously not able to attend a face to face training programme, because of caring responsibilities or geography, the benefit of the very best in MS education, and the support of feeling encouraged within a learning community.

An excellent, supportive, learning community, that all healthcare practitioners through the UK can access at any time, wherever in the country they live, and whenever they have time, that allows knowledge and best practice to spread seamlessly across the community.

What could be more worthy of a QuDoS award for innovation in digital services?

### Innovation in Practice

#### Samson Kayakers

The Samson Kayakers is a diverse and unconventional multidisciplinary team which has developed over time to set up and implement an indoor, 'kayaking for MS' programme, known as the Samson Kayakers. Co-ordinated by Jackie, our Centre Manager, and Paul, who is our fundraiser and a Kayak coach, Sara, Lead Physiotherapist, oversees the clinical management of the group, including assessment of those attending and the appropriate set up and seating when using the equipment. The sessions are fully supported by Davinia, Alison, and Rachel - our Rehabilitation Assistants - who co-ordinate the sessions and assist with set up and safety. We couldn't do this without their enthusiasm and experience. We have been very well supported by the Physiotherapist and Inclusivity Officer at British Canoeing, which has provided invaluable advice and equipment loan. And finally, key team members include Guy and Vicky, two of the members of the Samson Centre, both of whom are living with MS. They advise the Centre staff and manage the users' WhatsApp group, co-ordinate occasional fancy dress sessions, and have organised other social opportunities, which have really pulled the team together.

We have all worked together to create a unique and fun programme to provide a safe and effective workout for people living with MS. We think this is a first for kayaking and MS.

### Outstanding Team

#### MS Preconception and Pregnancy Team

The MS pregnancy and preconception clinic at the Royal Hallamshire hospital is a newly designed clinic for people with MS who are considering becoming or are pregnant. The clinic combines the expertise of consultant neurologist Dr Ismail, obstetrician Miss Bonnett, and MS specialist nurse Daisy Cam.

MS is disproportionately diagnosed in young women. It is devastating personally and impacts people at the life stage when they are starting to plan for the future. The clinic allows people at this vulnerable stage access to clear and consistent information in a rapidly changing field. A particular strength of the clinic, which is unique in the UK, is that having an obstetrician also allows for people with MS to get bespoke obstetric advice at the time of the clinic, and for plans to be communicated clearly to the obstetric team.

Many of my patients have been seen in the clinic, and all have had an incredibly positive experience. Before going, many have been incredibly fearful about the impact of MS on pregnancy, and the impact of MS on pregnancy and the baby. They have told me that being able to discuss all of this with a single coherent, confident, and lovely team

has been really valuable, but the single most powerful thing was feeling that they had this team with them all of the way throughout one of the most amazing and terrifying times of their lives. I don't think healthcare gets much better than that!

### Judges' Special Award

#### Huntingdonshire Community Multiple Sclerosis Specialist Nursing Team

The CPFT Huntingdonshire Community Multiple Sclerosis Specialist Nurses provide support for anyone with a confirmed MS diagnosis who is registered with a Huntingdonshire GP. They provide patient education, advice, symptom management, complex case management, carer support, emotional and psychological support, and liaison with other services from diagnosis through to end of life. They offer appointments by phone, video, face to face in clinic or in people's own homes. In addition, they provide MS education to other professionals.

It is a small team with two part-time MS specialist nurses, adding up to 1.2 WTE. They are based within a multidisciplinary community neuro rehab team and work closely with Physio, OT, and other AHP colleagues. Both Sarah and Ellie had extensive experience in various community and palliative care settings before taking up their roles as MS Specialist Nurses. They use this experience to inform their approach to working in partnership with their patients to maximise quality of life and manage symptoms. Sarah has been a Queen's Nurse since 2012 and Ellie was also awarded the title in 2021.

### Judges' Special Award

#### Hereford MS MDT Team

Our core MS team is a community based, non-medical model, made up of two MS nurses, an MS OT, and an MS Co-ordinator. The wider MDT includes Neuro OT, Neuro Physios, SALT, and Dietician and Wheelchair services. Collaboration is at our core: when newly diagnosed patients are seen for the first appointment, we invest time in education on "what MS is" and how to "live well with MS". This is done as a home visit jointly with an MS Nurse and OT. We find this joint approach valuable, as it allows for a greater outcome of goals, and it has also reduced our telephone helpline/e-mail queries. From that initial visit, we pose the notion of referrals to the wider team and involve them early. The MDT team also offers education days, such as 'newly diagnosed' and FACETS.

In the absence of local specialist services, we have continued to work with the commissioning team to develop local approaches, such as: FES/walkaid assessment, Botox, vocational rehab, handwriting and feeding assessments, and joint physio/MS nurse home visits.

Multiple sclerosis is a progressive disease and as a team we have changed our approach to communicate when we feel our patients are exhibiting progression. We aim to teach Persons with Multiple Sclerosis (PwMS) that early progression happens and how to recognise this. Being a non-prescribing site, we liaise with the QE Neurologists, however, we provide all the pre-screening/education and monitoring locally. We are unique in being the only community site to offer JCV testing. We offer a home phlebotomy service and arrange to go into people's places of work to obtain bloods. We feel this is vital to support people in work, to maintain their work/employer relationship and boost self-esteem and a sense of purpose.

The gold sponsors are