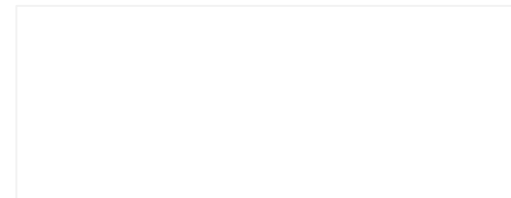


Geraldine Mynors
Presentation to TiMS Group
MS Trust Annual Conference
4 November 2012



Hello!

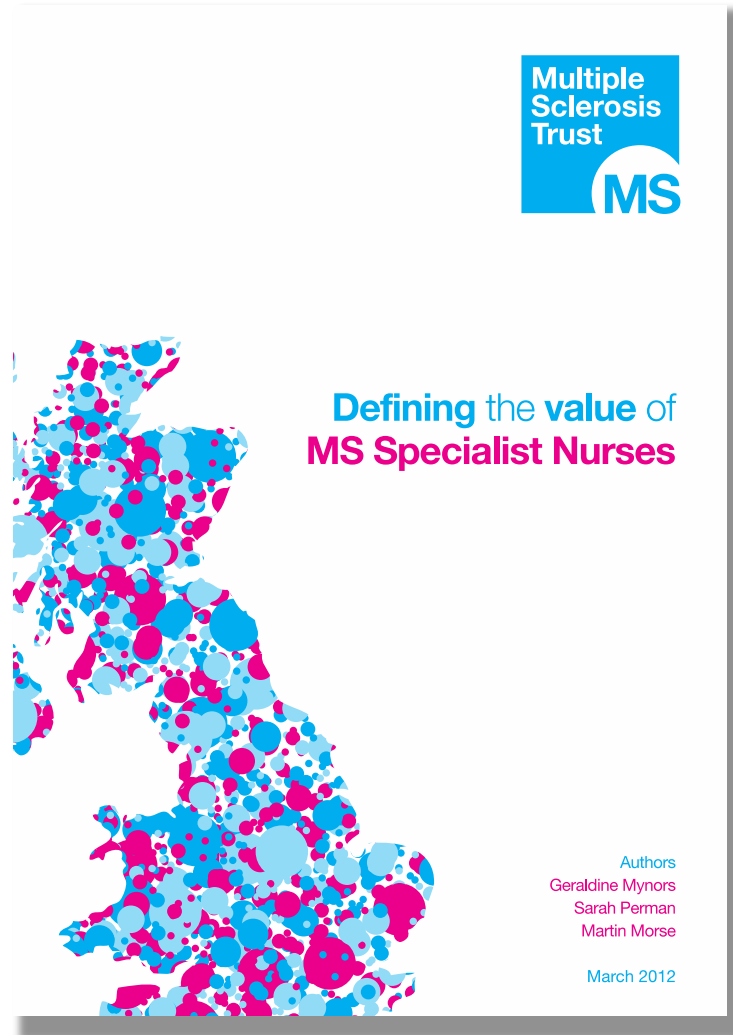


- Mynors Suppiah is a health consultancy focusing on
 - Service evaluation
 - Improving patients' experiences
 - Patient information and access to health records
 - Patient and public involvement in health
- Working with the MS Trust since 2004

The context for GEMSS

- NHS undergoing massive organisational change
- Fragmentation of commissioning and uncertainty about MS commissioning
- £20 bn efficiency savings required by 2014/15 – threats to posts and services
- Need to make a compelling case for the retention and development of services

GEMSS arose from work commissioned by the MS Trust in 2010



About the GEMSS pilot

- Over 14 months – April 2012 to May 2013
- Working with four nurse teams (13 nurses and 1 physio) in Dorset, Sheffield, Dudley and Northumbria
- About:
 - building skills and knowledge of evaluation
 - generating and communicating evidence
- Overseen by expert advisory group
- Frameworks and practical tools for others to adopt

The GEMSS Teams



2 day workshop
at Tankersley
Manor,
Barnsley, May
2012

Main achievements to date

- Evaluation framework for MSSN services created
- Training workshop delivered with teams over two days, where they refined the framework and co-developed quality indicators
- Data collection and analysis tools developed, mostly using simple excel sheets
- Tools deployed locally in all five Trusts
- Regular (monthly) webexes held with teams to troubleshoot issues and provide support

8 GEMSS tools

Tool	Format
Basic activity analysis minimum data set	Excel tool
Caseload analysis tool	Excel tool
Process quality indicators (4-6 max)	Excel template for collection, to create 'dashboard' of results
Case studies	Top tips document and masterclass
Patient survey	Postal and online with excel template to analyse results
Health care professional survey (for GPs, neurologists, therapists etc.)	Online only with excel template to analyse results
Analysis of nursing activities and value added	Cassandra tool (Alison Leary) to be implemented for 15-20 working days
Overall annual report template, including service description and cost analysis	Word template

What has worked well...

- Training for nurses in the basic evaluation topics – they felt grounded in the subject
- Teams co-developing and owning the evaluation framework and tools
- Teams challenging one another's practice and sharing ideas
- Electronic tools and communication materials provided ready-to-use
- Ongoing support through webexes has maintained motivation

Challenges encountered

- Information governance issues
- Teams are overstretched and have little admin support – data entry is a major challenge
- Resource constraints (allowing nurses study leave, postage for surveys)
- Undeveloped IT systems and skills in some teams
- Tariff systems can distort local management priorities

From GEMSS pilot to GEMSS programme...

Aim To demonstrate the quality, value and impact of MS specialist services

Objectives (draft)

- To improve the breadth and quality of the evidence base for MS specialist services
- To develop MS specific service outcome measures and quality indicators which are aligned with current NHS policy
- To support evidence-driven service improvement
- To build capacity amongst MS specialists in gathering, analysing and presenting evidence about their services
- To build a repository of evidence of patient experience of MS specialist services



GEMSS
Generating Evidence in
Multiple Sclerosis Services
www.mstrust.org.uk/GEMSS

Possible GEMSS projects

- **Physiotherapist/Occupational Therapist project** – adaptation of the nurse project for allied health professionals
- **Roll-out of MS specialist nurse project**– dissemination of the tools and training across the UK
- **MS Service Project Fund** – to support local projects to improve MS services, with the specific expectation that each project would include an evaluation of its impact
- **Surveys** – systematic surveys of people with MS to gather a larger evidence-base of patient experience; also surveys of MS professionals to build a comprehensive picture of challenges, threats and resources
- **Commissioned projects** – Guided by the Advisory Group, the MS Trust would commission specific projects to improve the evidence base.



Questions we would like to answer

1. What information would you like to have about your services and their impact that you don't have today?
2. What are the main barriers to demonstrating the value of your services today?
3. What would you hope might be achieved if you had better evaluation data about your services?
4. What hurdles / issues could you envisage if we adapt GEMSS nursing tools for AHPs?

Please help us answer the questions

- Split into four groups
- Spend 10 minutes at your station thinking about the question and writing up answers
- Spend 10 minutes (individually) visiting the other stations and adding any points you think have not been covered
- Facilitator for each station report back (5 minutes each)

PLEASE COMPLETE THE SURVEY!!

<https://www.surveymonkey.com/s/GEMSS>

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