

QS-108 and Hull MS service

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QS-108

- NICE has issued quality standards in January 2016 which are a concise set of prioritised statements designed to drive measurable improvements in the 3 dimensions of quality:
 - Patient safety
 - Patient experience
 - Clinical effectiveness

Hull MS service

- Covers around 1 million population
- Over 1000 MS patient are estimated to be under the care of Hull MS team
- The team:
 - One consultant leading the team
 - 2 MS-nurse posts (1 is vacant), 1 part-time MS clinic in NEL CCG
 - Part-time MS coordinator
- 2 consultant-lead specialist MS clinics/ week
- Weekly rapid access/relapse MDT clinic

Background of work

- Retrospective audit of small cohort of MS patients according to QS-108 6-quality statements
- Patients with relapsing MS who started DMT between 01/01/2015 and 31/12/2015
- Cohort identified using “ “
- Compliance with quality statements checked by reviewing electronic clinic notes on Lorenzo and Patient Centre

Initial results

- Initially 198 patients identified as starters and switchers
- 38 were thought new starters, however 4 were noted not to be DMT-naïve
- So 34 were auditted against the 6 quality statements

Initial results

- 5 male patients
- Overall median age was 44, range: 24-64 with Q1-Q3: 32-49.75
 - Tecfidera was initiated in 21/34
 - 7 were initiated on interferon, 2 Copaxone
 - 4 Tysabri
- EDSS on diagnosis was documented in 3/34
- 16/34 were diagnosed in 2015, while 10/34 were diagnosed in 2014

Quality Statement (QS)-1

- Adults with multiple sclerosis (MS) are given support at the time of diagnosis to understand the condition, its progression and the ways it can be managed, by the consultant neurologist making the diagnosis.
- Couldn't be verified in 3 patients as they were diagnosed more than 20 years ago
- 29/31 met QS-1
- 1 case diagnosed by SpR and patient waited 7 months for consultant review and the other

Quality Statement (QS)-2

- Adults with MS are offered a face-to-face follow-up appointment with a healthcare professional with expertise in MS, to take place within 6 weeks of diagnosis.
- 4 patients were seen by MS nurse in the south bank of the Humber, so no access to their notes is available
- 3 were diagnosed more than 20 years ago
- 15/27 met the criteria with a median time to be seen is 3.5 weeks
- 12/27 didn't meet it with a median delay of 12 weeks

Quality Statement (QS)-3

- Adults with MS have a single point of contact who coordinates access to care from a multidisciplinary team with expertise in MS.
- All patients met the criterion

Quality Statement (QS)-4

- Adults with MS who have problems with mobility or fatigue are offered support to remain physically active
- All patients met the criterion

Quality Statement (QS)-5

- Adults with MS who have a relapse that would benefit from treatment are offered treatment as soon as possible and within 14 days of the onset of symptoms.
- The criterion is not applicable to 18 patients as they didn't report any relapse since starting DMT
- Rest of the patient who had a relapse/pseudor-elapse met the criterion

Quality Statement (QS)-6

- Adults with MS are offered a comprehensive review at least once a year by healthcare professionals with expertise in MS
- All patients but one met the criterion (seen after 14 months)

Highlighted issues from the audit

- Improved MS patients database
- Improved access to MS nurses:
 - Currently 1 specialist nurse, the other post has been just filled
- EDSS is being checked in DMT starters

Thank you