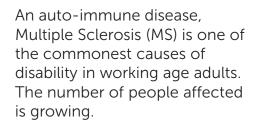# Supporting MS in South Devon

Digital health software to improve outcomes, safety and experience for Torbay and South Devon NHS Foundation Trust MS patients

An auto-immune disease, Multiple Sclerosis (MS) is one of the commonest causes of disability in working age adults. The number of people affected is growing.

The challenge
With a 10% increase in patients a year, the Trust needed a solution to free up clinical capacity while effectively using clinic and administration time. To improve patient outcomes, safety and experiences, a better overview of each patient's case was vital.

Dr Straukiene, Consultant Neurologist at Torbay and South Devon NHS Foundation Trust is leading a project to implement Civica MS Pathways, an integrated, web-based solution for MS.

Improving patient pathways
Civica MS Pathways will replace the current paper-based system and significantly improve the management of its patients' pathways. It will also provide better monitoring of the disease and audit and research functionalities.

" We needed a solution to improve monitoring of patient responses, potential side effects and adherence to the medicine. We decided to partner with Civica to design a bespoke MS solution that will monitor our patients more effectively, including remote monitoring."

Dr Agne Straukiene, Consultant Neurologist, Torbay and South Devon NHS Foundation Trust

Key outcomes

- Targeted intervention reduces risk and unnecessary admission
- Reduces error through improved monitoring
- Remote monitoring reduces hospital visits and supports patient engagement.
- Integrates with other hospital systems for accessible, secure live data in one place
- Reduces repetitive data entry to free up clinician's time
- Improves data collection and quality for research and audit
- Automates processes and alerts ensuring smooth running of patient pathway.

CIVICA

Torbay and South Devon NHS Foundation Trust continued

An integrated solution
Civica MS Pathways supports the delivery of MS services in line with nationally recognised Best Practice and NICE guidelines. The solution interfaces with the hospital patient administration system (PAS) to manage and collect clinical information such as disease type and prescribed Disease Modifying Therapies (DMTs). As well as monitoring relapses and responses to treatment.

Clinical staff use Civica MS Pathways to record clinical assessments and to maintain a record of communications between staff and patients. Data is easily viewed by showing measured outcomes in summary or graphical presentation.

More effective monitoring
The second phase of the project is more interactive, with information feeding into the database from patients and other hospital systems. The interface with other hospital systems will enable effective disease monitoring, with automatic input of blood test and MRI scan results. Alerts are triggered by abnormal results, missed blood test appointments or attendance at hospital.

Real-time reporting
Civica MS Pathways facilitates interactive patient feedback via questionnaires and self-reporting. Easy to read, real-time data helps clinicians monitor disease activity, generate risk scores and assess treatment effectiveness. Clinical assessment details captured during consultation are collated to produce a same-day summary report, freeing up time for the Neurology service administration team.

Improving collaboration
The MS and Related Condition Network within the South West, which comprises MS services at University Hospitals Plymouth NHS Trust, Royal Devon and Exeter NHS Foundation Trust, Royal Cornwall Hospitals NHS Trust and Torbay and South Devon NHS Foundation Trust, has begun discussions to link Civica MS Pathways across the four sites.

The benefits of this project will be an integrated solution that brings together Patient Pathways, Regional MDTs, Patient Activation and Coordinated Research within the South West.
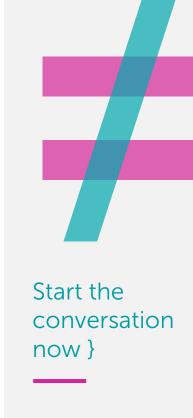
Delivering valuable insight
Sharing a dataset across sites would reduce variation in overall management, minimise clinical risk, improve patients' experience and rationalise the use of facilities and clinicians' time.

Due to greater numbers in the combined cohort, the sites would also be able to produce useful, real-world data. Increased collaboration between MS services on potential studies would support both feasibility and delivery.

" Uniquely we plan to capture patients' self-reporting data through validated questionnaires to define disease progression such as YourMS, ProDiscuss and PAM (Patient Activation Measure)."

Dr Agne Straukiene, Consultant Neurologist, Torbay and South Devon NHS Foundation Trust

Start the conversation now }