

# To what degree are people with Multiple Sclerosis in Greater Manchester satisfied with the services available to them?

An audit benchmarked against current NICE and NHS Outcome Framework guidance.

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## Introduction

- Multiple sclerosis (MS) is an inflammatory disorder of the central nervous system, which causes a multitude of dynamic physical and cognitive deficits.
- It's optimal management requires a holistic approach from a range of services. These are highlighted in the National Institute for Health and Clinical Excellence Clinical Guidelines 8 (NICE CG8).<sup>1</sup>
- The MS Society recently identified a postcode lottery in terms of service provision.<sup>2</sup>
- Patient reported outcome measures such as the *Friends and Family test* are increasingly important as a measure of service satisfaction quality.<sup>3</sup>

## Objectives

To assess against NICE CG8, for patients with MS managed in Greater Manchester;

- Which services are being used, and how frequently?
- Which services patients would like to use?

To assess, by utilising the 'Friends and Family test', how satisfied patients are with these services.

## Methods

A questionnaire outlining all of the NICE CG8 recommended services together with the Friends and Family test was administered face to face to patients by a single researcher (AP) in a variety of settings and locations throughout Greater Manchester, to obtain a representative sample (Figure 1).



Figure 1. A map to demonstrate the geographical distribution of patients (n=75) in this audit

## Results

### Patient Demographics (n=75)

#### Disability level

EDSS	Number of people
0 – 4.0	24
4.5	7
5.0	4
5.5	8
6.0	15
6.5	12
≥ 7	5

#### Age

Mean	46 years
Range	25-80 years

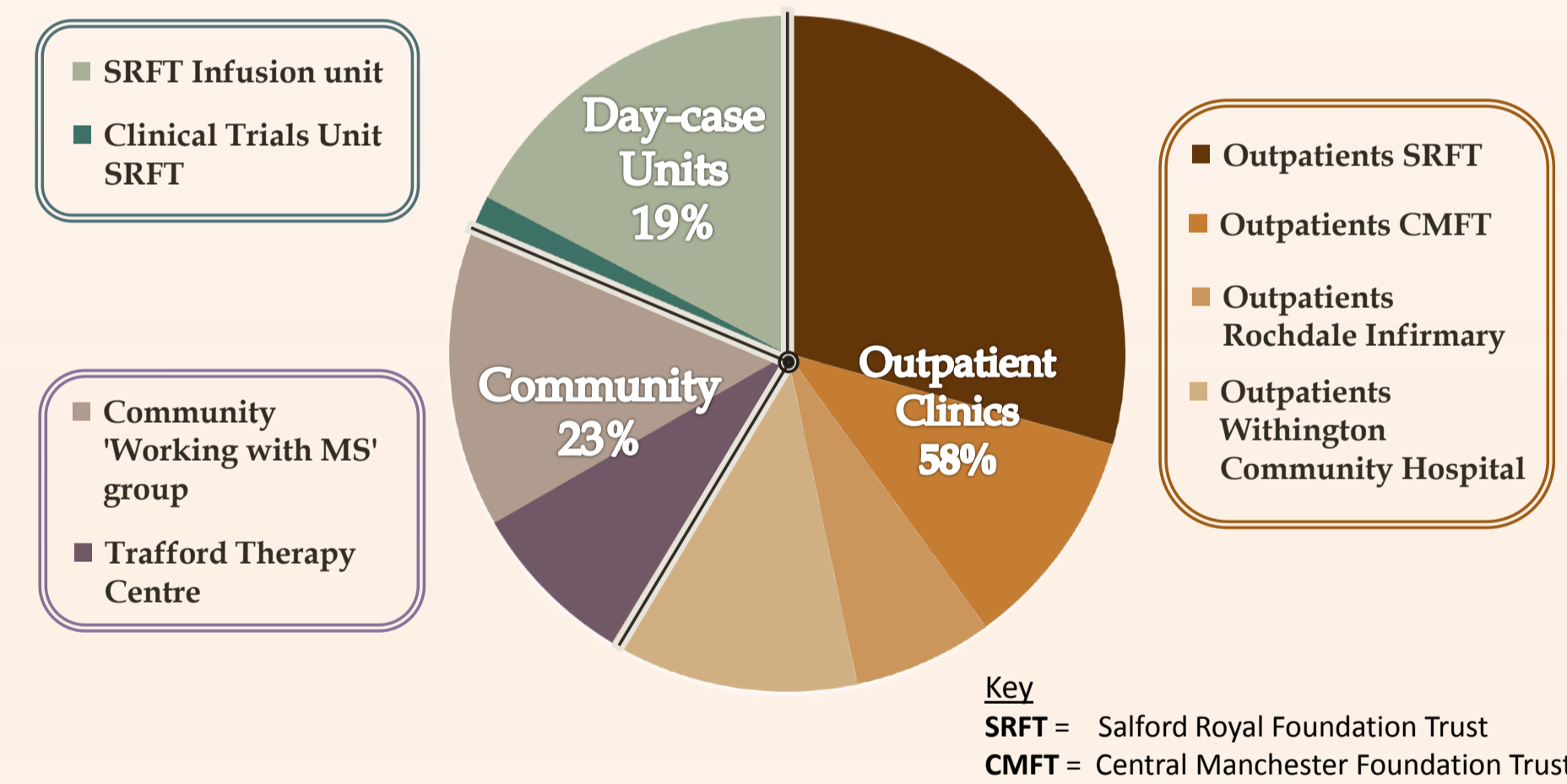
#### Gender

Male	32%
Female	68%

#### Type of MS

Primary Progressive MS	8%
Secondary Progressive MS	17%
Relapsing Remitting MS	75%

### Where were the questions administered?



### Frequency of service utilisation

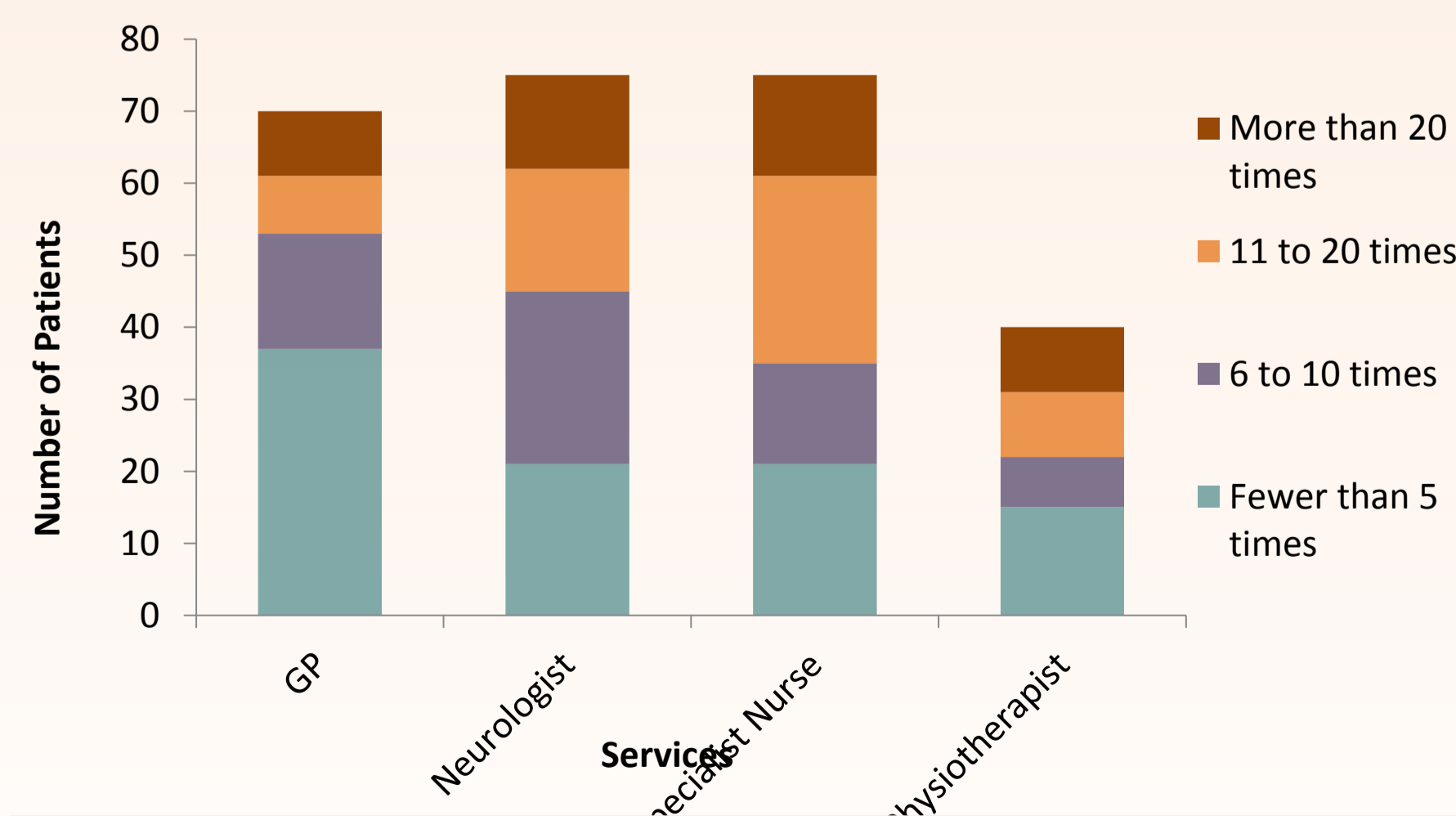


Figure 2. The most used services in the last year, all by over half of patients were their; GP, Neurologist, MS nurse and physiotherapist. The most frequently used service was the MS Nurse where patients had accessed them at least 10 times in over half of cases.

### Services people with MS would most like to use

Patients would most like to access a physiotherapist, then psychologist, pain specialist and psychiatrist.

One in three patients stated that they had not seen their GP since diagnosis.

Service	No. of People
Psychologists	14
Physiotherapists	8
Pain Specialists	6
Psychiatrist	6

### 'Friends and Family test'

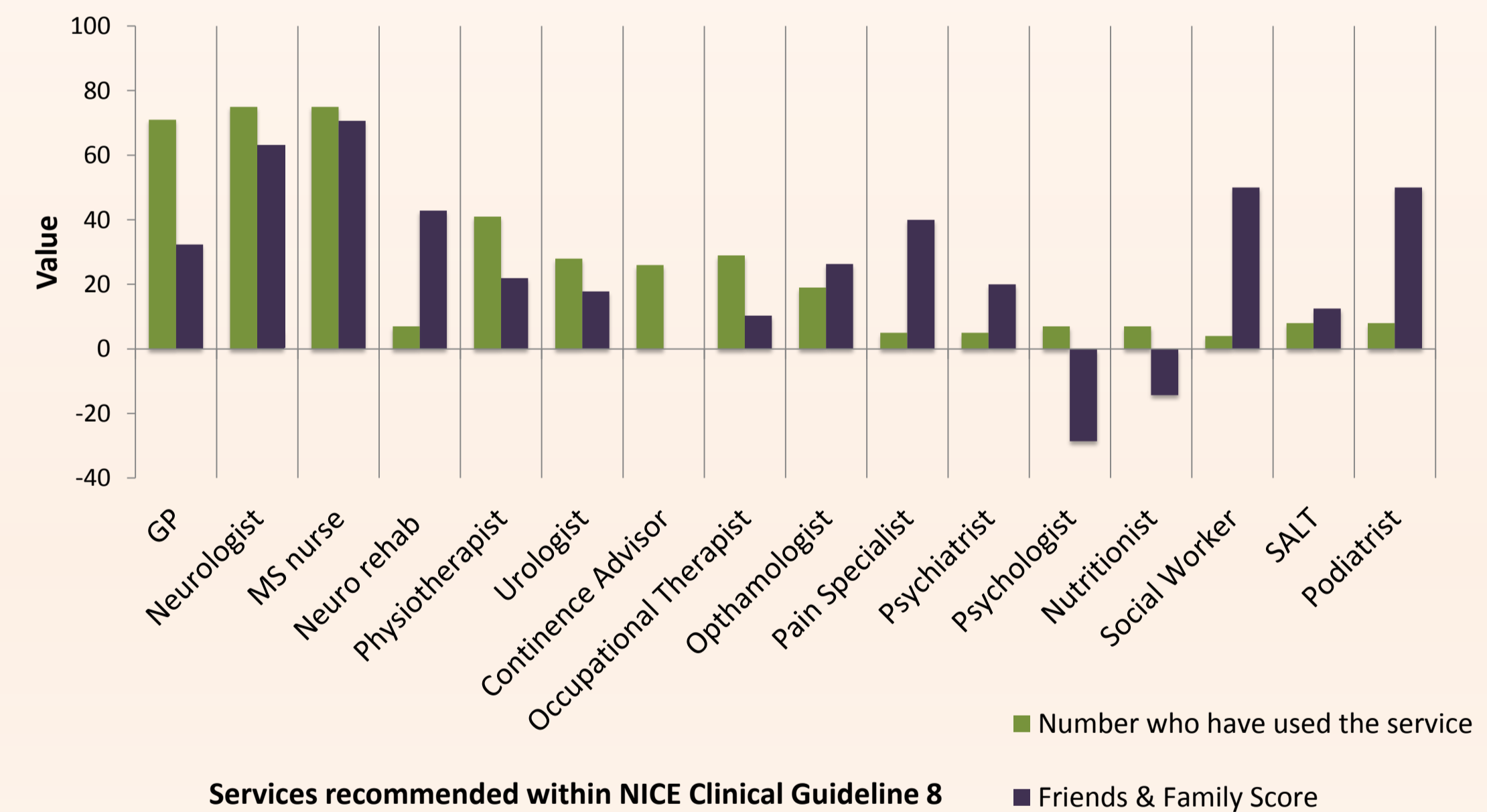


Figure 3. In answer to the Friends and Family Test question "How likely are you to recommend (the given service) to friends and family if they needed similar care or treatment?" where 100 = Excellent, 0 = Neither Good nor Poor and -100 = Extremely Poor, the highest satisfaction was with the; MS Nurse (71), Neurologist (60), social worker (50) and podiatrist (50).

## Conclusion

- Fewer than a quarter of patients in our Greater Manchester sample had accessed other NICE CG8 services, outside of the "core" of MS Nurse, GP, Neurologist and Physiotherapist, though many wish to do so.
- Satisfaction with the "core" services on the Friends and Family Test is high.
- Provision of, and access to, high quality multidisciplinary services for people with MS, should be revisited, particularly in light of expected revisions to NICE MS guidelines in 2014.