

Improvement Fund - End of Project Report Template

We have designed this form to be flexible so that you can evaluate your project in a way that is meaningful to you but that covers our needs as a Funder too. We have provided prompts for the information we are looking for. Please cover all the points that are applicable to you.

Please note that this form will be published on our website and identify the organisations involved in the project.

Please contact hcis.improvementfund@nhs.net if you have any questions.

Project Details	
Project Title	ARMMS (Accessing Revive MS Services)
Date of Report	
Project Start Date	
Project End Date	
Lead Organisation	Revive MS Support
Partner Organisation(s)	NHS Lanarkshire, Health and Social Care Alliance, Digital Health and Care Institute and Scottish Centre for Telehealth and Telecare.
What we expected to do	
<p>Revive MS Support provides specialist therapies and support to people with multiple sclerosis, their families and carers. In 2013 we engaged in the Strategic Planning process which challenged us to aspire to export Revive's expertise and services across Scotland through innovative ways. Developments in technology over recent years have been recognised and embraced by Revive as a medium that would be able to assist us to deliver some of our services in a new innovative way, enabling us to fulfil our strategic objectives remotely without being centre based. In 2013/14 following a full service review, the need for this new approach was highlighted via a client survey that clients completed here at our main centre and at our outreach clinics. Access was shown to be one of the main issues and in many cases MS patients were unable to benefit from support or therapy that may help them cope with their condition. This left them feeling frightened, anxious and isolated at times, which in turn often exacerbated their symptoms.</p> <p>Revive had been made aware of the inequalities of access to services across the Lanarkshire health board area and had worked closely with the statutory services there for many years. This is a wide geographical area with many rural locations and poor transport links. A study carried out by Consultant Neurologist, Dr Niall MacDougall in NHS Lanarkshire was presented at a Scottish MS Register event and had shown that prevalence of MS in Lanarkshire was :-</p> <ul style="list-style-type: none"> - 1176 in a population of 495,164 (estimated that 503 live in North Lanarkshire) - Estimated prevalence of MS 237 per 100,000 - Estimated that 1 person in 421 with MS live in Lanarkshire - 301 patients do not have a named neurologist <p>Revive had been considering how we could tackle this inequality which exists not just in North Lanarkshire but across Scotland. In consultation with Health and Social Care Alliance, The Digital Health and Care Institute and Biogen Idec we formulated a proposal that we</p>	

wanted to test through a pilot process – offering our services remotely through the use of technology. This new model of outreach will improve delivery service and patient outcomes in a new and innovative way, in line with the National Health and Wellbeing Outcomes and the National Clinical Strategy.

This year long pilot would enable people with MS, their carers and families to access support and services irrespective of their geographical location. The pilot was to focus primarily on providing services to people affected by MS in North Lanarkshire.

What we actually did

Revive MS Support was the first third sector organisation in Scotland to take part in NHS Scotland’s pilot study on the use of Attend Anywhere. Mhairi Coutts, MS Specialist Nurse, lead and developed the use of this web-based platform by a multi-disciplinary team, including a complementary therapist, a speech and language therapist, a counsellor, a continence nurse and a physiotherapist.

Attend anywhere is a web based platform that enables health care providers to offer a virtual clinic service to clients as an alternative to them having to travel or get time off work to attend the centre for a face to face appointment. Clients enter the online waiting area from a web browser or app on their computer, smartphone or tablet. Apart from internet access/google chrome browser all people need to use attend anywhere is a microphone and web camera, which is normally built in to most laptops and smartphones.

Revive piloted the use of Attend Anywhere with 50 clients from across Scotland, Western Isles, Lanarkshire, Argyll & Bute, Ayrshire & Arran and Greater Glasgow & Clyde. Clients were able to access services from any of our health care providers at a time/day that suited them, for example several clients working full time would access services during their lunch break or early evening when they finished work. The most popular services accessed were with the MS Specialist Nurse and the Complementary Therapist who provided mindfulness sessions.

What difference we actually made

We recruited 50 clients from across Scotland, Western Isles, Argyll and Bute, Lanarkshire, Ayrshire and Arran and Greater Glasgow and Clyde. The project highlighted several benefits to clients, limiting their travel time, extending care to rural areas where health care services may be limited, enabling them to access services at a time and place that suited them.

The pilot also reflects the Scottish Governments 2020 Vision, enabling people to live longer, healthier lives at home or in homely setting. It also supports a person-centred care approach, giving clients a greater choice of how services can be delivered.

Revive is also accredited for the training of nursing and occupational therapy students and Attend Anywhere is now part of their learning experience here, introducing them to a completely new approach in delivering services.

We were also able to share our experience of using Attend Anywhere with many other groups, an Educational event in Stornoway, Patient Support Groups, Charities/organisations, MS Conferences. We were also approached by the National Clinical Co-ordinator for Scottish MS Register and submitted an article for inclusion in the Scottish MS Register

Annual Report. We also completed a case study for NHS Education Scotland about our experience using Attend Anywhere to be included in the TEC module they are developing about using technology in practice.

Virtual Meeting Rooms are another very useful resource and we have had meetings with colleagues in London via Attend Anywhere. Several of our clients also took part in a virtual focus group with others around Scotland to discuss the development of recommendations for a new action plan on neurological services. Feedback from some of the clients who took part was very positive, they felt it was really interesting to be able to connect and chat to others in different areas about their experience, the services available in different areas, how they could be improved etc.

Challenges and how/if they were overcome

Initially clients were a bit unsure about using attend anywhere, some were worried about security of platform but we were able to explain the process in detail and also provide written information about it which alleviated any doubts. NHS Attend Anywhere provide really helpful information which is easily accessible via the website. Some clients also had difficulty setting it up, for example, clients were advised that all they needed was PC/laptop or smartphone with camera and microphone. They also required to have google chrome as search engine. However some clients struggled with setting up. This was easily managed by education sessions both one to one and group sessions. Also family members/carers were able to attend education sessions and support if necessary. Clients were also offered a “trial run” prior to their appointment to ensure they were confident in accessing.

One of the biggest barriers was getting staff on board. Many struggled with the concept and how it would work. Also many staff are anxious about technology. However after using attend anywhere a few times they realised it’s value and have come to see it as just another service that Revive can offer.

Learning for the future

Key learning points for clinicians has been the experience of learning and exploring other ways of offering services in new innovative ways. It’s been able to think out of the box about how we can offer and deliver our services using technology in everyday practice. Change can be daunting particularly when it comes to something completely new and different, but with support and encouragement people will eventually come on board.

It’s also been a learning experience for our clients. Initially some struggled with the whole concept but this was largely down to communication problems/misunderstandings and the information clients were given when the mapping work was being done for the project. On reflection more client/carer education sessions before the project started would have been useful, also offering some practical sessions actually using the system would have been beneficial. However when clients starting accessing the services they completely embraced it and recognised the benefits of same.

An area we would like to develop in the future would be virtual groups such as mindfulness. There was discussion with some of the clients who had a six week course of one to one virtual mindfulness sessions who were keen to take part in group sessions. This is something we plan to explore further and pilot in the coming months.

We are also keen to explore partnership opportunities such as counselling services with MS-UK counselling service. At present they offer telephone counselling but we have had initial discussions about clients here accessing this service via virtual clinic.

We have shared our experience of Attend Anywhere with many other groups, MS educational events, conferences, other charities/organisation, peer support groups and also

shared with the cross party working group which meets every 3 months at Scottish Parliament. We submitted an article for inclusion in the Scottish MS Register Annual Report. We were also approached by NHS Education Scotland to provide a case study about our experience using Attend Anywhere to be included in the TEC module they are currently developing about using technology in practice.

For this pilot project we recruited 50 clients but going forward we want to continue offering and developing this service further. To enable us to do this we need to explore funding options, advertising of service and how we keep the momentum going in relation to staff and clients.

Other

Please cover the following information:

- *Budget details (this can be presented in a table or as text)*
- *Anything else you would like to mention that doesn't fit in the other sections.*

This report template has been adapted from the Report to the Scotland Funders' Forum [Link](#) and the [Revised Standards for Quality Improvement Reporting Excellence \(SQUIRE 2.0\) publication guidelines](#).