

# TEAM NHSG 2012

## Improving Neurological Health Services in Grampian

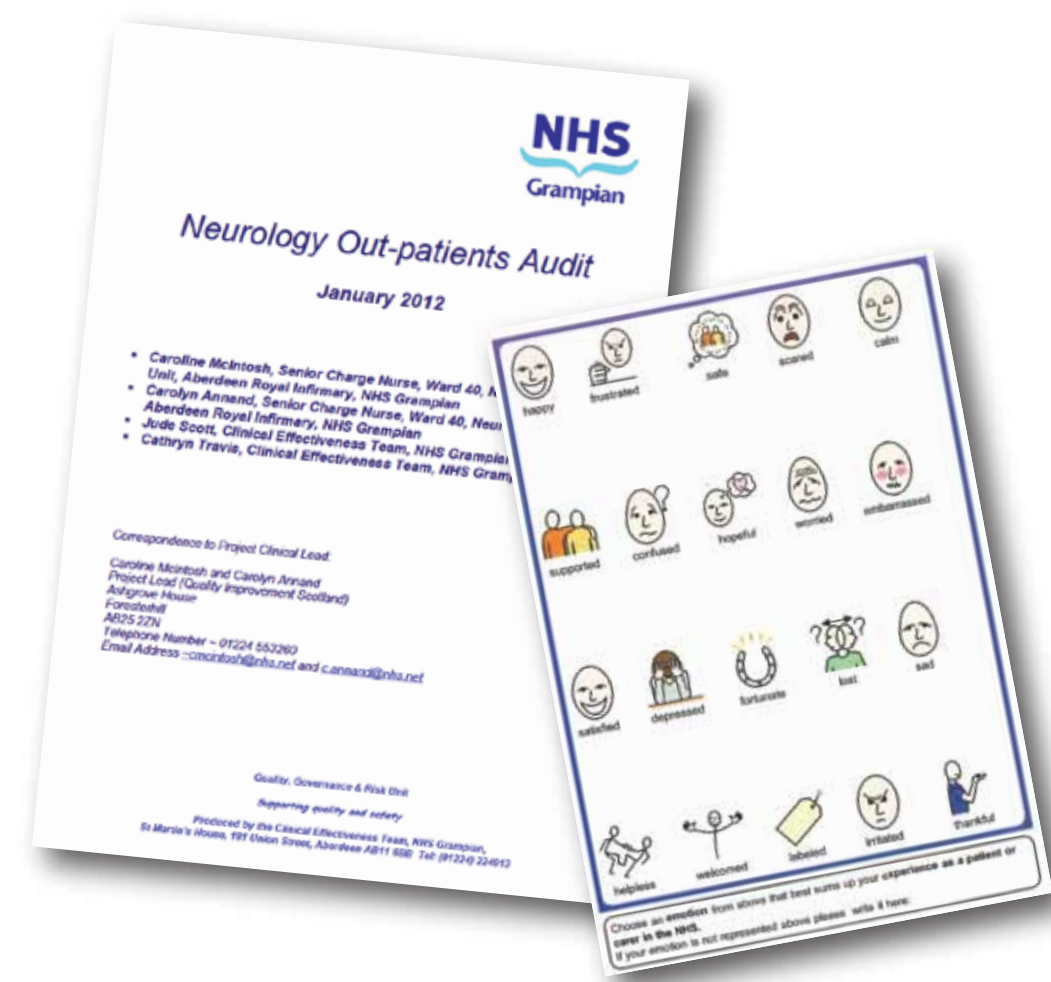
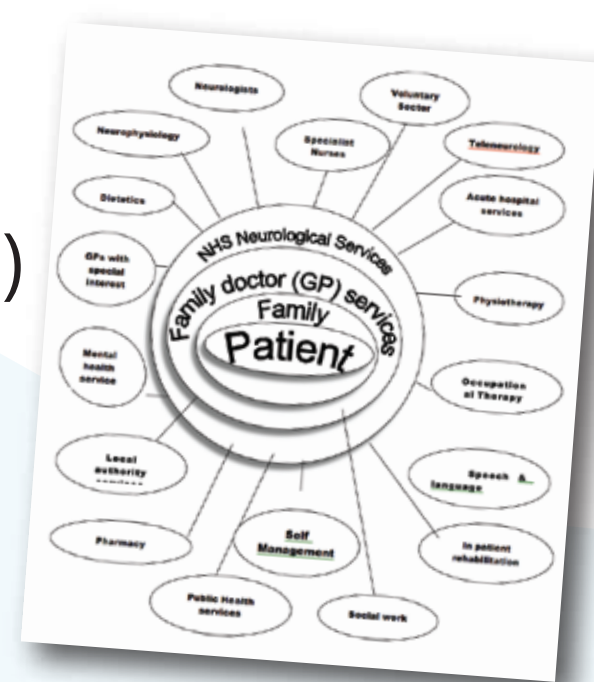
Carolyn Annand, Project Lead, c.annand@nhs.net

### Prior achievements

- “Action on Neurology” Project
- Development of multi-disciplinary teams with clinical specialists
- Headache service
- Urgent referral and on call service

### Starting blocks

**On your marks** – TEAM (Together Everyone Achieves More) Core, extended and support



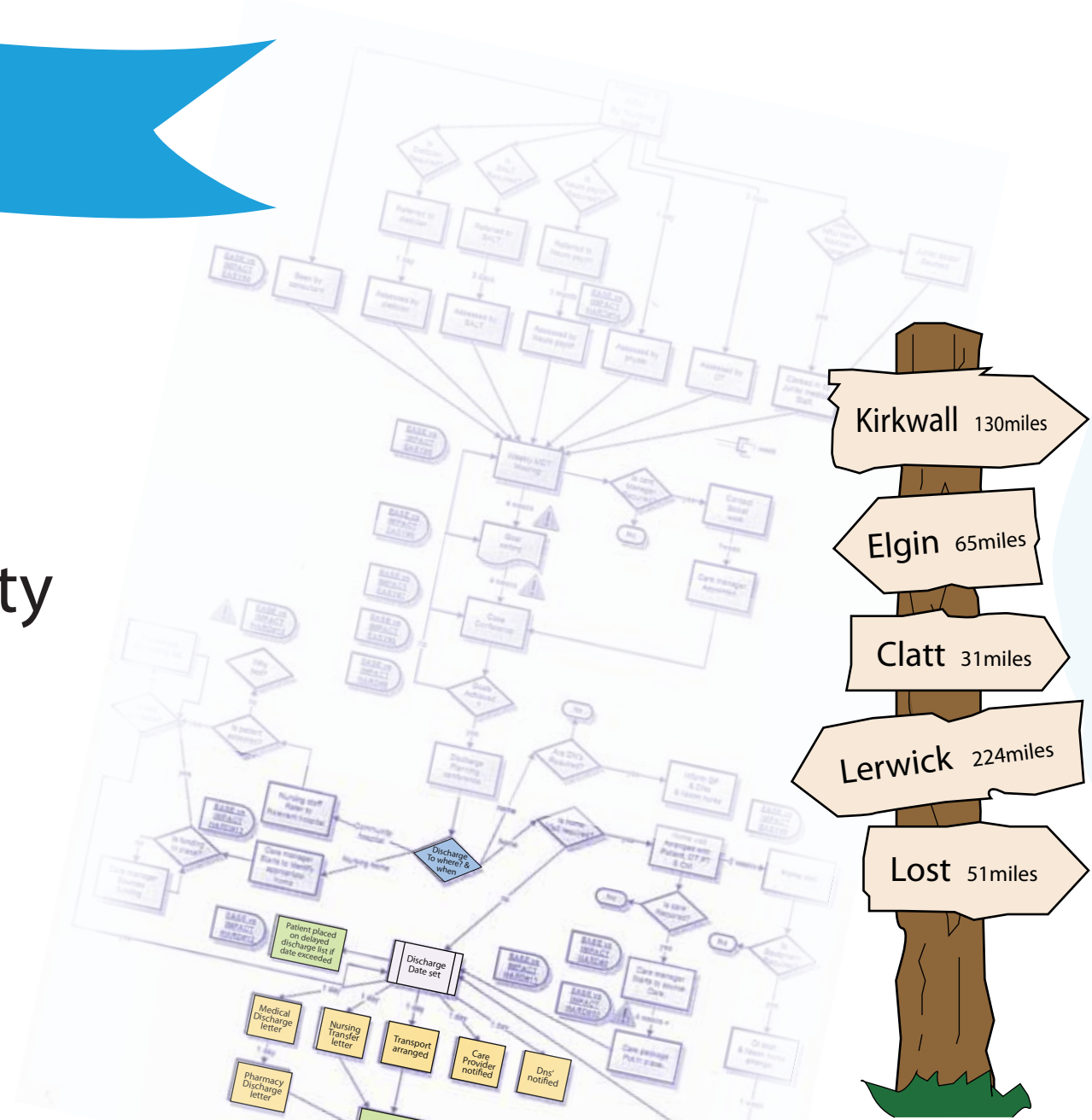
**Get set** – The judging panel Us – self evaluation, patients and public, staff



**Go** – Improvement Action Plan 3 yr Neurological Services Plan

### Hurdles

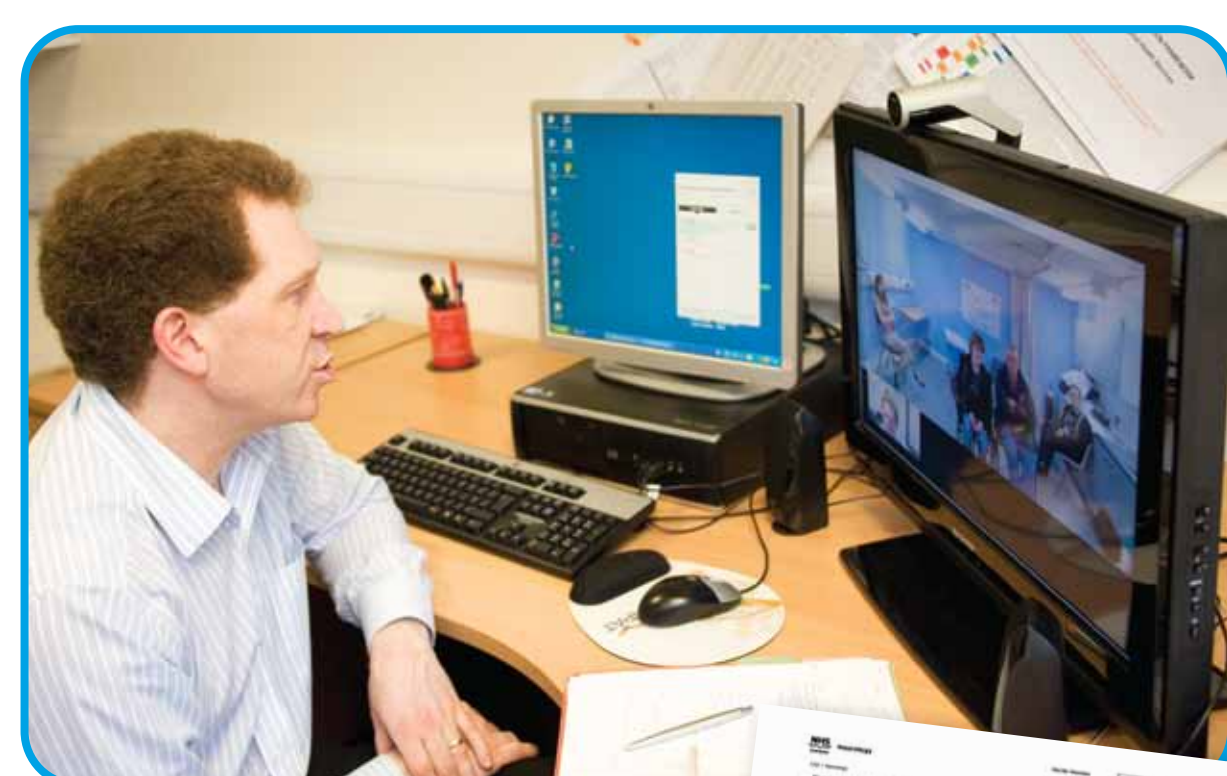
- Ease of access/equity of service
- Fragmented patient pathways
- Mismatch between demand and capacity
- Accessible patient information
- Insufficient patient involvement
- Lack of self management opportunities



### Solutions

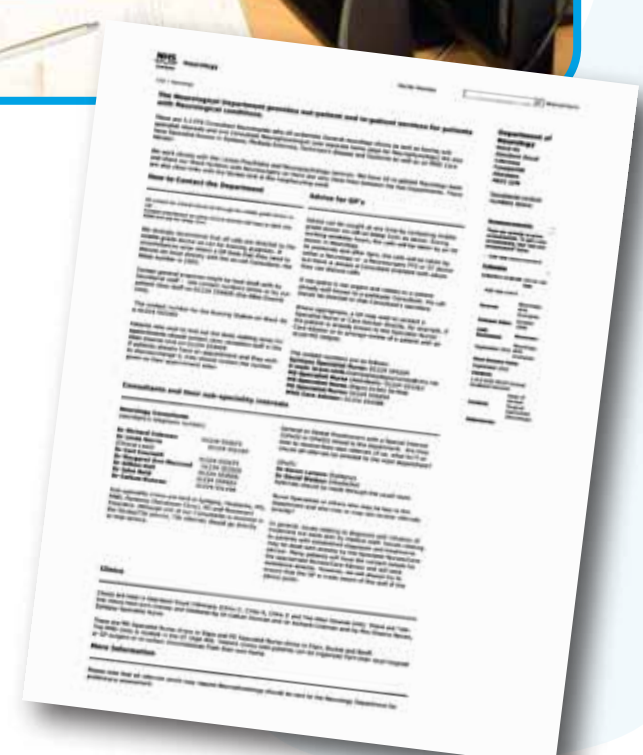
#### 100m

- Telehealth clinic
- Immediate discharge letters
- Out patient waiting times



#### 5k

- Patient databases – Epilepsy, Parkinsons Disease and Multiple Sclerosis for purpose of medical alerts
- Digital dictation
- Clinical guidance intranet

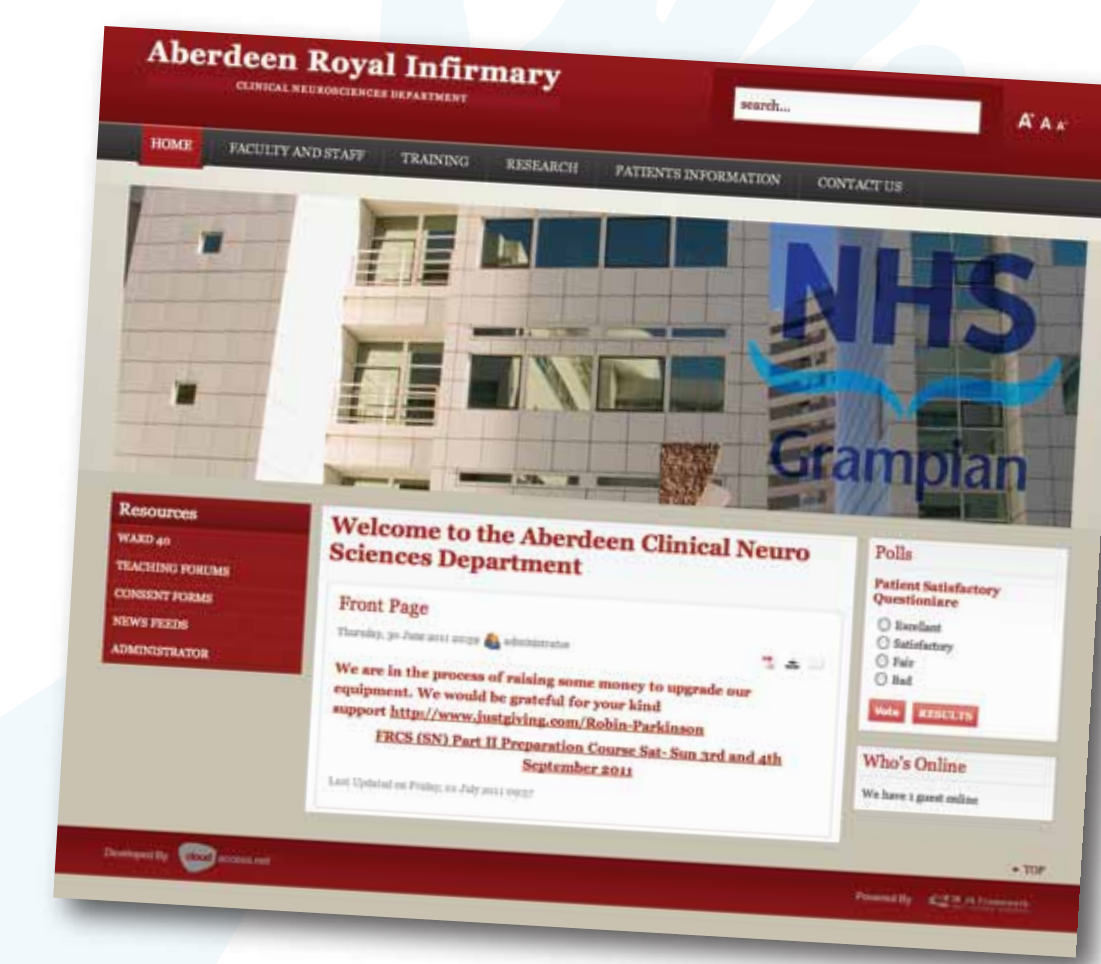


#### Marathon

Neuropsychology and neuropsychiatry services

#### Long Jump

Neuro website  
Service Needs Analysis; review numbers of specialist nurses



#### Relay

Patient pathways – integration with related services, condition specific, and links to obligate health boards, action plan - identification of quick wins and longer term goals  
Training of health professionals; epilepsy, headache, Parkinsons Disease, motor neurone disease, Multiple Sclerosis



Supporting Neurological Voices Programme  
Supporting self management options

### The podium

Patient pathways and integration with related services, electronic medical alerts to improve in patient care, specialist nurse numbers, clinical guidance intranet, “Voices” training programme, use of telemedicine

Training of health professionals and carers; targeted and relevant, Quality of specialist teams; accessible and responsive to patient needs improving management of condition, reducing number of hospital admissions, improving inpatient care and flow, Headache service Immediate discharge Extended Team effort

Neuropsychology and neuropsychiatry services, neuro website, digital dictation

### Future - towards 2014

- Team NHS Grampian will have –
- Developed and integrated patient pathways
- Implemented national initiatives and local solutions to neuropsychology and neuropsychiatry services
- Worked with obligate health boards to support and develop any generic neurology nurse role that is introduced
- Supported and worked closely with Neurological Voices Programme
- Improved facilities for out patients and inpatients
- Continued to analyse service and implement redesign initiatives
- Closed audit loop, repeat feedback and acted on findings