



Models of care evaluation programme

Brief for service
providers

June 2021

Experts in MS

Contents

1. Introduction	3
2. Scope	4
3. Criteria and eligibility	5
4. What will successful services get at the end?	5
5. What will successful services need to do?	6
6. How to apply	8

1. Introduction

Too many people with MS are not receiving the care they need and deserve. We want to make sure that this changes and that everyone can access the treatments, care and support they need, wherever they live in the UK and whatever their situation.

This is why we are looking to fund evaluations for services that offer new or different solutions and innovative models of care that have the potential to improve the future of MS care.

Through this programme, we will invest in the development, testing and roll out of services and models of care that address a clear gap or improve on existent treatment and care for people with MS.

We would like to hear from service providers whose services are innovative or not wide-spread and have the potential to be replicated elsewhere.

We will identify priority areas with professionals and people affected by MS and develop and fund work within these. We will promote innovative services and models of working across our Professional Network, enabling others to adopt these and to come together around service innovation and improvement.

Our Models of Care programme began in 2018, when we funded evaluations of two services. The reports can be found [here on our website](#).

We are calling for applications from service providers who would like the opportunity to have a professional evaluation of their service. Successful applicants would then work with us to share key learnings and promote recommendations to similar services elsewhere in the UK.

Through this programme, we will fund a third party provider to carry out a small scale evaluation (worth around £15-£20,000) to demonstrate the impact and value of a selected service. Applications are open throughout the year, and we will support up to 2 projects in each year. Services should contact evidence@mssociety.org.uk to apply. You will need to provide information about your service against the questions in the [application form](#).

If you are unsure about whether your service is eligible, you can [contact us on 07795 800730](#) and we can provide feedback to help you decide whether to submit a full application.

2. Scope

Any service which seeks to support the health and wellbeing of people with MS, either exclusively or as part of a wider service, can apply. Specifically:

- We are seeking practice that solves a problem, be that a) addressing an unmet need, b) improving outcomes and experience and/or c) increasing efficiency in achieving these outcomes.
- The service needs to add value to what is already typically available to people with MS in the UK (although it may be adapted from something commonly used in another condition).
- The service also needs to have the potential to be translated elsewhere in the UK (i.e. it can be replicated in other geographies and contexts).

Our priority areas are services which seek to:

- Improve support for those recently diagnosed with primary or secondary progressive MS
- Improve care coordination, providing a seamless service for people affected by MS
- Improve or maintain emotional wellbeing of people affected by MS
- Innovative workforce models
- Improve access and support for rehabilitation
- Improve early diagnosis
- Improve support for carers
- Provide inclusive digital approaches to any of the above areas

Evaluations of the selected services would aim to complete within 6-9 months.

3. Criteria and eligibility

Applications will be assessed against the following selection criteria:

- Rationale: The service addresses a clear gap in MS services or improves on current services available in a way that is needed by the MS population.
- Relevance: The service aligns with the priority areas set out in the Scope.
- Translation: The service can be translated elsewhere in the UK.
- Practicality: Evaluation of the service is possible in terms of:
 - Demonstrating the impact of the intervention on efficiency (e.g. via data such as hospital episode statistics, or bed days, etc.).
 - Demonstrating the impact of the intervention on care and quality.
 - Demonstrating the impact of the intervention on health and wellbeing of people with MS, and other neurological conditions, if appropriate.

To be selected, services will need to provide information on the availability of data and/or the capacity to support analysis where data cannot be shared outside the service.

Evaluations are expected to begin as soon as possible after a positive decision is made and contracts are in place. However we will work with successful applicants to ensure workable timeframes.

4. What will successful services get at the end?

- An evaluation report of the service carried out by an independent evaluator. This will include the impact of your service, learnings to support improvement and recommendations on how the services could be translated elsewhere.
- Support from the MS Society evidence and influencing teams to showcase your service via our website and professional network.

- Through external evaluator input - the potential for improvement in data collection approaches and quality of performance data.

The evidence collected from the evaluation may also be used to build support amongst commissioners and the general public across the UK to adopt the intervention.

5. What will successful services need to do?

The external evaluators will need support from the service in order to successfully complete their evaluation. The activities and responsibilities required may vary depending on the nature of the service and the evaluation, but below are some of the main activities that are likely to be required:

Approvals and contracting

- Arranging appropriate review, and signing of a service agreement to participate in the evaluation.
- Facilitating any necessary approvals required by the services host organisation.

Supporting the evaluator

- Helping the evaluators understand the service, the data available, inputting into how the work progresses and support for troubleshooting. This is likely to be around 6 to 8 hours over the duration of the evaluation, but may vary.

Participation in interviews/discussions

- Staff representing a range of roles involved in the service would likely need to participate in interviews or discussions about how the service works, strengths and limitations.
- Staff may also need to encourage patients to engage with evaluation as appropriate.

Reviewing materials and outputs

- At least 1 representative from the service would need to review any patient facing materials and comment.
- At least 1 representative from the service would need to review the final evaluation report. And where appropriate, ensure colleagues and overall organisation approval for publication by the MS Society. (MS Society can facilitate commenting from multiple representatives but will need 1 person to give overall sign off).

Access to data and documentation

- The evaluators will need to contact patients to participate in interviews, discussion groups or surveys. This will likely require the service to obtain consent from patients to participate, through administrative support in mailing/emailing of letters and questionnaires.
- A member of staff or analyst employed by the organisation will need to provide aggregate service utilisation, outcome and impact data where this is already collected. If capacity cannot be made available within the service team (or via collaborators) a proposal will need to be included for how access can be provided to the evaluation team to patient level records.
- A member of staff will also need to supply any documentation or details of the service including costs (staffing, time, etc.), numbers accessing the service, protocols, etc. And be available to answer questions such that a case study can be developed to sufficient detail to allow other services to learn and replicate elements of interest.

Sharing learning (optional)

- The MS Society will invite staff to write blogs or participate in webinars with our professionals network to share what they learn during and after the project.

6. How to apply

Download the application form

If you would like to nominate your service please contact evidence@mssociety.org.uk. Applications will be reviewed and considered on an ongoing basis.

If you have any questions regarding the application please contact the evidence team at MS Society by email on evidence@mssociety.org.uk or by phone on [07795 800730](tel:07795800730).

We're the MS Society.

Our community is here for you through the highs, lows and everything in between.

We understand what life's like with MS.

Together, we are strong enough to stop MS.

mssociety.org.uk



Contact us

MS National Centre 020 8438 0700
info@mssociety.org.uk

MS Helpline Freephone 0808 800 8000 (weekdays 9am-9pm)
helpline@mssociety.org.uk

Online

mssociety.org.uk www.facebook.com/MSSociety
twitter.com/mssocietyuk

MS Society Scotland

0131 335 4050
msscotland@mssociety.org.uk

MS Society Northern Ireland

028 9080 2802
nireception@mssociety.org.uk

MS Society Cymru

mscymru@mssociety.org.uk

Multiple Sclerosis Society.
Registered charity nos. 1139257 / SC041990.
Registered as a limited company by guarantee
in England and Wales 07451571.

 **Let's stop MS together**