



Glasgow Neurorehabilitation Event

Summary Report - July 2025

Experts in MS

Table of Contents

Background	3
Presentations	4
Neurorehabilitation in Glasgow - Teng Cheng Khoo & Catherine Graham	4
Advanced MS Champion Role - Rachel Morrison & Tania Burge	4
Strategic Evolution: From Neurology Framework to Long Term Conditions Framework - Richard Brewster	4
Recommendations	5
1. Review the Neurorehabilitation Service	5
2. Communication	5
3. Stronger Patient Voice	5
4. Mental Health Support	5
Next Steps	6
Appendix 1 - Event Agenda	7
Appendix 2 - Delegate Feedback	8

"We know that meaningful conversations lead to better care. Whether it's between a healthcare professional and a person with MS, between healthcare services and the voluntary sector, or between everyone involved in a person's care as part of a case conference, working together is how we move forward."

MS Academy 2025

Background

The MS Society has had a focus on neurorehabilitation since 2022, as we are keen to have a better understanding of the current service landscape, unmet needs, and service pressures post the Covid-19 Pandemic. Our aim has been to enable the sharing of best practice and encourage the uptake of optimal pathways and best practice models, whilst identifying opportunities for both local and national improvements.

In 2023, as part of this work to support service development and improvement in NHS Greater Glasgow and Clyde, we established the Glasgow MS Partnership Forum. We invited key stakeholders from across the health board as well as Third Sector partners and people with Lived Experience. The group meets every 4 months and its purpose is to promote collaborative working and effective communication between Health, Social Care, the Voluntary Sector and people affected by MS. We want to ensure that people affected by MS are receiving timely access to appropriate high quality services to meet their needs and to ensure that MS professionals are properly supported.

After several meetings of the forum, a number of challenges were identified within the neurorehabilitation services and therapy services. It was a key area of development for the forum and continued to be a topic of discussion in subsequent meetings. One way that we wanted to take this forward was to organise a networking event focused on neurorehabilitation with as many stakeholders as possible in attendance. We wanted to build relationships and increase engagement with healthcare professionals, leaders and neuro-rehab services. We also wanted to take the opportunity to have some roundtable discussions about the current service delivery model, the challenges, the opportunities and what might be possible.

The event was held online and took place on Friday 30th May. We had 42 delegates in attendance across a range of teams and professions including managers, consultants, nurses, physiotherapists, occupational therapists and 3rd sector organisations. We had 3 presentations followed by breakout rooms with group discussions. The group discussions focused on what the delegates had heard from the presentations, what are the barriers to neurorehabilitation services and what are the priorities to improve services.

In addition to this event, we asked people living with MS who were attending a community event in Glasgow to respond to a questionnaire about physiotherapy. The survey was done in partnership between the MS Society, the Specialist Physiotherapy team at NHS GGC and Revive MS Support. We received 41 responses to the survey and have included a link to the results in this report.

Presentations

Neurorehabilitation in Glasgow - Teng Cheng Khoo & Catherine Graham

Dr Teng Cheng Khoo, Lead Clinician and Consultant in Rehabilitation Medicine, and Catherine Graham, Clinical Specialist Physiotherapist, shared an overview of the current neurorehabilitation services in NHS Greater Glasgow and Clyde. They looked at the optimal rehabilitation pathway and how NHS GGC compares to it. They also explored some of the challenges and opportunities that the service is facing now and in the future.

[Neurorehabilitation in Glasgow Slides](#)

Advanced MS Champion Role - Rachel Morrison & Tania Burge

Rachel Morrison, Advanced MS Champion in NHS Tayside, and Tania Burge, Head of Service at MS Trust, shared the development of the Advanced MS Champion role and the service in NHS Tayside. They demonstrated the findings from the pilot sites and the positive impact the role has had. Rachel also talked through her role in Tayside and highlighted a number of patient case studies.

[Advanced MS Champion Role Slides](#)

Strategic Evolution: From Neurology Framework to Long Term Conditions Framework - Richard Brewster

Richard Brewster, Senior Policy Manager - Neurological Conditions in Scottish Government, presented on the Framework for Action over the last 5 years including the projects that it has supported with £4.5m of investments. He shared some of the successes that have been achieved. He also looked ahead to the proposed Long Term Conditions Framework that was out for consultation.

[Strategic Evolution: From Neurology Framework to Long Term Conditions Framework Slides](#)

Recommendations

1. Review the Neurorehabilitation Pathway

A thorough review of the existing neurorehabilitation pathway in NHS GGC should be carried out. The review should map the current pathway against the [Optimal Neuro-Rehab Pathway](#) to identify gaps and areas of development. The review should also consider the workforce needs of the service looking ahead to future population needs including use of innovative roles such as the [Advanced MS Champion role](#).

2. Communication

Difficulties with communication were repeatedly identified as a problem by attendees at the event. This was the case between NHS teams and with 3rd sector partners. There is no effective EPR system that all services and teams can access including 3rd sector organisations. Explore a single point of access for services or similar. Need to develop more effective communication between different teams as not all teams can access electronic patient records and any 3rd sector interventions are not recorded. There is a need to simplify referral pathways, introduce hospital alert system for patients across a range of conditions similar to the Parkinsons alerts. Explore the possibility of a patient passport to ensure patients and clinicians are aware of treatment that their patients have received.

3. Stronger Patient Voice

Need to ensure all the relevant stakeholders are involved and listened to in this service development with a specific focus on ensuring people living with the conditions are included. They need to be supported to contribute to and influence the development of the neuro-rehab services. A copy of the report from the Physiotherapy Questionnaire that was circulated can be found here - [Physiotherapy Questionnaire Results](#).

4. Mental Health Support

The discussions highlighted a lack of [neuropsychology support](#) within the service and generally within wider mental health services for people with long-term neurological conditions. Referrals are often not accepted as too complex. In the recent [My Neuro Survey](#) conducted by the Neurological Alliance, 55% of respondents in the Greater Glasgow and Clyde area did not agree that mental health services were meeting their needs. There is a need to develop more specialist resources and to integrate mental health services more effectively into the treatment pathway.

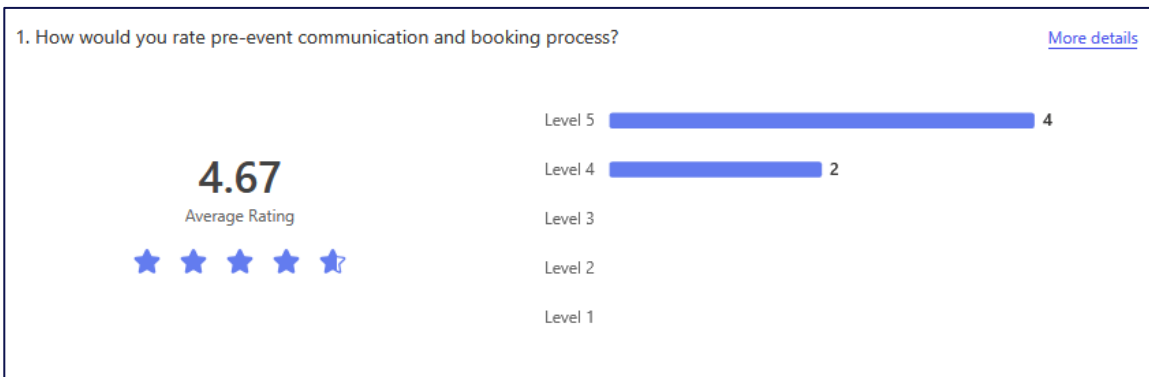
Next Steps

- Share the report from the event and discuss with the Glasgow MS Partnership Forum. Establish working groups to focus on recommendations and take forward.
- Identify other key stakeholders needed to support the delivery of the recommendations.
- Hold another Neurorehabilitation focused event to continue to develop this work.

Appendix 1 - Event Agenda

Time	Item	Speaker
9.30am	Welcome Address	Ian Simpson MS Society
9.40am	Setting the scene - the current situation	Tengcheng Khoo / Catherine Graham
10am	Advanced MS Champion Role - NHS Tayside	Rachel Morrison / Tania Burge
10.20am	Strategic Evolution: From Neurology Framework to Long Term Conditions Framework	Richard Brewster
10.50am	Panel Session	
11.05am	Break	
11.15am	Roundtable Discussions Part 1 What are the barriers for neuro-rehabilitation services? What are the priorities to improve services? Part 2 Feedback on the new long term conditions strategy.	
12pm - 12.15pm	Next Steps & Close	

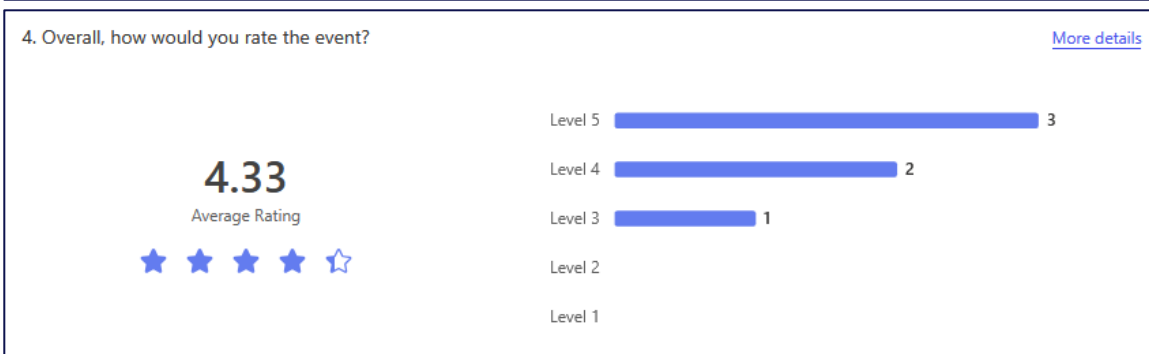
Appendix 2 - Delegate Feedback



3. Do you have any specific feedback about the sessions and how you have rated them? [More details](#)

6 Responses

ID ↑	Name	Responses
1	anonymous	Really good to hear local initiatives and hope this leads to improvements in communication.
2	anonymous	would love to see more of what Rachel does being roled out throughout Scotland!
3	anonymous	no
4	anonymous	Informative and clear - did well to provide overview of current situation
5	anonymous	All really informative, struggled to hear 1 or 2 a little due to echo
6	anonymous	N/A



5. What did you like most about the event?

5 Responses

ID ↑	Name	Responses
1	anonymous	Break out sessions.
2	anonymous	networking increased awareness of services and what they offer
3	anonymous	Networking opportunities
4	anonymous	Hearing about new initiatives and proof of concept even if don't get longer term funding.
5	anonymous	earing about areas of good practice, but also about the challenges - nice to know our team is not alone in feeling these. But, really lovely to know there are lots of interested people keen to improve care and pathways for people with MS.

6. How could the event have been improved?

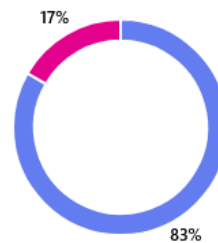
3 Responses

ID ↑	Name	Responses
1	anonymous	More opportunity for discussion as above.
2	anonymous	unsure
3	anonymous	Longer for group discussions maybe.

8. Would you be interested in attending future networking sessions?

[More details](#)

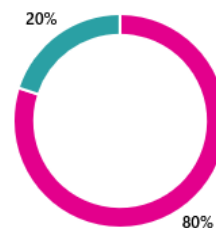
- Yes 5
- No 1
- Other 0



9. Would you prefer future networking events to be in person or online?

[More details](#)

- In person 0
- Online 4
- Other 1



10. Is there anything you will be doing differently in your service as a result of this event and/or would you like us to contact you to support this?

3 Responses

ID ↑	Name	Responses
1	anonymous	Work harder to communicate with other services.
2	anonymous	no
3	anonymous	will aim to keep data on numbers of people with MS accessing our service, and on hospital admission impact on function

11. Do you have any suggestions for topics of future events or webinars?

4 Responses

ID ↑	Name	Responses
1	anonymous	A focus on Palliative care and ACP.
2	anonymous	no
3	anonymous	As representative from Up-Movement , I would like to suggest we look at Cerebral Palsy 18+, bringing people up to date with challenges , opportunities and presenting models of good practice even if piecemeal.
4	anonymous	We have a West of Scotland Parkinson's MS Teams channel set up for sharing of info and good practice, and for any questions that professionals may have - I wonder if this would be a good idea for this group? It would enable sharing of documents such as Rachel's Passport, and also allow people to ask quick questions ie signposting to 3rd sector services etc, to others who may be more knowledgeable of same. Also, contact details for advice on setting up a dashboard to alert to patient admissions - Anne Louise Cunnington, Consultant Geriatrician: annelouise.cunnington@nhs.scot

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

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