Summary

Establishment of specific strategies for neurology specialist outpatient referrals by using specialist nursing and allied health models of care to manage the neurology SOPD waiting list.

Several areas of neurology care are particularly amenable to such a model:

- Movement Disorders (including Parkinson’s disease and essential tremor)
- Migraine
- Multiple Sclerosis
- Epilepsy
- Neuromuscular Disorders

This is achieved by developing a:

- Multiple Sclerosis Nurse Practitioner (MSNP) Clinic
- Epilepsy Nurse Practitioner Clinic
- Specialty Nurse Led Movement Disorders and DBS Review Clinic
- Neurology Multidisciplinary Outpatient Service for patients with complex care requirements (incorporating a Clinical Nurse Consultant to co-ordinate patient centred care, Physiotherapist, Occupational Therapist, Speech Pathologist, Dietician, Neuropsychologist and Social Worker)
- Neuroimmunology specialist nurse
General Practitioners with Special Interest (GPwSI) in Neurology position

**Key dates**
Jan 2018  Jun 2019

**Implementation sites**
The Princess Alexandra Hospital - linking with Logan Hospital, QEII Hospital and Redland Hospital

**Partnerships**
Healthcare Improvement Unit

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**Aim**
To reduce the current neurology specialist outpatient waiting list and increase the percentage of patients seen within clinically recommended time frames by embarking upon a new model of care within the Metro South Hospital and Health Service (HHS).

**Benefits**
- Improved patient satisfaction with more timely access to acute neurological care
- Reduction in the patient waiting list and an increased percentage of patients seen within clinically recommended time frames
- Availability of phone support if required for both the patient and GP, access to both specialist nursing and neurologist follow up, and access to allied health care staff experienced in dealing with neurological degenerative diseases

**Background**
Metro South Health is the largest Hospital and Health Service in Queensland, with
an estimated residential population of approximately one million people (or 23 per cent of Queensland’s population). Demand for access to neurology outpatient appointments in the health service exceeds current supply and waiting list predictions, suggest the number of patients will continue to rise. A new model of care needs to be established to meet current and future demand.

**Further Reading**

Institute for Healthcare Improvement: Whilst some of the models focus on solutions within a primary care setting the ideas are transferrable to our Neurology SOPD model.

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