The team devised a questionnaire for both the patients and the clinicians. All patients who had attended the clinic and the three surgical consultants were sent questionnaires. Exclusions were duplicates and those deceased. A total of 100 patient and three clinician questionnaires were sent. The patients and clinicians were asked to return the questionnaires to a Clinical Governance support officer who collated the results. In total the team received 89 responses from patients and two from clinicians equating to a 74% return rate.

Results The majority of patients responded favourably to the nurse and dietetic led service, with only 2% of respondents preferring a consultant led service. Neither of the responding clinicians felt that the service needed to change. 80% of respondents felt the length of their appointment was adequate. The majority of patients responded favourably to the nurse and dietetic led service, with only 2% of respondents preferring a consultant led service. Neither of the responding clinicians felt that the service needed to change. 80% of respondents felt the length of their appointment was adequate.

Conclusion One follow-up clinic per week has streamlined the workload ensuring an equitable, appropriate service. It has also supported the continued professional development of the CNS team/Dietetic team and a more productive workforce. This has highlighted the value of the role of the CNS and Dietetic Team. The Nurse and Dietetic Led service provides the opportunity for patients to have a longer, in depth consultation meeting the recommendations of the Supportive and Palliative Care Guidance Holistic Needs Assessment.

Competing interests None declared.

REFERENCES

Method

The Clinical Nurse Specialist Team developed a nurse and dietetic led follow-up service. Is the service effective and does it meet patient’s needs?