



Yorkshire Cancer Network

# Nurse Led Service Template Documentation

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## i Document Control

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## ii Information Reader Box

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# 1 Background

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The YCN Nurse Led Service Template has been produced to support the development and value of nurse led services and equity of the availability of those services to patients.

The template has been produced in the context of the white paper Equity and Excellence Liberating the NHS, the current economic climate and cancer care agenda. They take account of the national Excellence in Cancer Care; The contribution of the Clinical Nurse Specialist.

Nursing has a huge contribution to make in the delivery of high quality cost effective cancer care, with Cancer Clinical Nurse Specialists supporting the complex needs, information provision and decision making that patients and their carers require at the different stages of their cancer pathway. The CNS role is undertaken as part of the wider multi-disciplinary team and working with in that team areas of patient care or service provision can be identified as best delivered within the context of a nurse led service.

The advantages of a nurse led service are as follows:

- It meets the particular needs of patients at that point of the pathway;
- Enables the delivery of holistic care taking into account all the aspects of the patients and their carers needs;
- Provides strategies for patients to self manage thus reducing the need for health and social care interventions and hospital admissions;
- Can encompass aspects of medical care which will free up medical time;
- Enables continuity of care.

The template has been developed in the format of a Nurse Led service specification and it is anticipated will be used as the template for the documentation for the Nurse Led Service.

The template will also include examples of completed documents to support the use of the documentation.

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## 2 Governance

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It is anticipated that the document will be used as evidence for the governance arrangements for the development, delivery and monitoring the outcomes of nurse led services. To support the development delivery and monitoring of the effectiveness of nurse led services the identification of clear measurable outcomes for the service will be vital to enable the success of the service to be demonstrated.

Prior to commencing a Nurse Led Service the governance arrangements for delivery and monitoring of the service need to be agreed via the Trust clinical governance process.

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## 3 Competency

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Part of the governance arrangements for a nurse led service will be the identification and demonstration of achievement of the competencies required to safely deliver the service. For some services that require clinical examination or invasive investigations consideration of the need for advanced practice education and training will be required.

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# 4 Nurse Led Service Specification Template

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## 4.1 Aim of the service

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- Include a short statement nor statements that give the clear aims of the service.

## 4.2 Introduction

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- Summary of the service;
- Background to the service including why it could be considered to be nurse led;
- Demographic information;
- Patient stratification and numbers anticipated;
- Replacement or new service, also demonstrate there is no duplication of service delivery;
- How and where fits with the patients clinical pathway of care (visual);
- Links to other service provision;
- Cost saving/expenditure (what getting for the money spent).

## 4.3 Service interventions and delivery in details

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Including referral criteria in and out of the service, this may include the following detail;

- What is being delivered?
- How is the service delivered?
- Flow charts of the different aspects;
- Flow chart of how links to the patient pathway;
- Where and who referrals can be made from;
- Routes of referral into and out of the service where possible include in the service flow chart;
- Inclusion and exclusion criteria based on the outcomes of the service being delivered;

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- Stage on the pathway.

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## 4.4 Outcomes and monitoring of service delivery

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To complete this section it would be helpful to gain support and advice from your service/business manager. This will enable the inclusion of figures to demonstrate any potential savings.

- Show the unique value of nursing undertaking service by the use of the expected measurable outcomes for the service. Beneath each measurable outcome include how these will be monitored and evaluated.
- Patient outcomes – It is important that these are written in a way that enables them to be measures:
  - Clinical outcomes;
  - Quality of care outcomes;
  - Patient centred care outcomes;
  - Use Patient reported outcome and experience measures (PROMs and PREMs) to demonstrate outcomes.
- Service outcomes– It is important that these are written in a way that enables them to be measures:
  - Number of patients to be seen, how many times, for how long;
  - Cost effectiveness against pathway delivery and other service delivery;
  - Where possible show efficiency savings e.g. reduction in bed days or reduction in hospital visits or other professional contacts;
  - Consider the local, regional and national drivers and how the service will meet those.

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## 4.5 Service delivery cost and cost benefits

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The following are areas to be considered and included:

- Any clerical, admin support required e.g preparation for clinics, appointment booking, letter/report/care plan writing;

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- Any accommodation over head costs e.g. out patient clinic space, clinical area space, GP surgery clinic space;
- Nurse time to deliver and cover the service (ensuring it is not dependent on one person to enable holiday and sickness cover and the service can continue if a member of staff leaves);
- Sustainability costs (may include succession planning and education and training);
- Any equipment and clinical test costs;
- Additional set up costs;
- Compare service delivery costs against other service costs.

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#### 4.6 Competency and experience of Nurses required to deliver the service

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- What competence is required to delivery the service, taking into account knowledge, clinical skills, assessment and care planning skills, communication skills?
- What experience required to ensure credibility of the nurse?
- What extra education and training is required to prepare a nurse to undertake the nurse led service?

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#### 4.7 Professional, Trust and legal requirements to ensure safe service delivery

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- How fits with NMC code of practice;
- How fits with trust vicarious liability;
- How fits with Trust/organisation policies and protocols for nurse led services.

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