

Nurse-Led Telephone Clinic for Patients Receiving Palliative SACT

Improving quality of life through patient-centred care.
Reducing unnecessary face-to-face appointments.
Supporting sustainable care.



Care closer to home



Less travel, less burden



Better experience



BACKGROUND

Patients receiving palliative SACT require regular assessment to monitor treatment toxicity, manage symptoms, and determine fitness for treatment. Traditionally, many of these reviews require hospital attendance, placing additional burden on patients who may already have significant symptom burden.



AIM

To improve patient experience by introducing a nurse-led telephone assessment clinic that safely reduces unnecessary hospital visits while maintaining high-quality clinical care.



OBJECTIVES

- Improve patient-centred care.
- Reduce unnecessary face-to-face appointments.
- Decrease travel burden for patients.
- Optimise clinic capacity.
- Maintain safe assessment and treatment decision-making.



Our shared purpose: Improving quality of life (QOL) for patients living with advanced cancer by providing the right care, in the right place, at the right time.

KEY OUTCOMES / IMPACT



TELEPHONE REVIEWS

184

tele reviews completed



SAVED FACE TO FACE CLINIC APPOINTMENTS

184

face to face clinic appointments saved



PATIENT TRAVEL REDUCED

6,000

miles of patient travel saved



TIME SAVED

Approximately

315

hours of patient time saved

- 260 hours travel time avoided
- 55 hours waiting room time avoided



PATIENT FEEDBACK

Patients prefer telephone review to face-to-face appointments and report this **improves their quality of life.**



More clinic capacity for patients who need to be seen face to face

Ensuring the right care, in the right place, at the right time.



BENEFITS TO PATIENTS

- ✓ Reduced need to travel to hospital
- ✓ Less disruption to daily life
- ✓ Lower travel costs
- ✓ Reduced fatigue associated with attending appointments
- ✓ Timely access to specialist nursing advice



BENEFITS TO THE SERVICE

- ✓ Improved clinic capacity
- ✓ Better utilisation of outpatient appointments
- ✓ More efficient use of nursing time
- ✓ Supports sustainable healthcare by reducing patient travel
- ✓ Potential reduction in hospital congestion



CONCLUSION

The nurse-led telephone clinic has demonstrated that selected patients receiving palliative SACT can be safely assessed remotely. The service has reduced unnecessary hospital attendance, improved patient convenience and experience, increased clinic capacity, and contributed to a more sustainable model of cancer care — ultimately **improving quality of life.**



THE CHRISTIE VALUES



Make a Difference

We are courageous and try new ideas, and we are honest and take responsibility.



Act with Kindness

We care for each other and our environment, and we show appreciation and celebrate success.



Connect with People

We are inclusive, and we work together as one team.