Impact and effectiveness of the 7 Day CNS services on patients and their family caregivers and other healthcare professionals

**Clinical Nurse Specialist(s) providing a Palliative Care clinical service at weekends and bank holidays 9-5pm**

- Face-to-face clinical assessments
- Telephone clinical assessment and advice
- Advice to Healthcare professionals
- Family support/info
- Proactive/reactive telephone call service
- Prescribing medication

**Situation**

**INPUTS**

**OUTPUTS**

**OUTCOMES**

- Provision of continuity care
- Patients achieving their preferred place of care/death
- Avoidance of unnecessary hospital admission
- Improved symptom management
- Prevention of drug side effects and toxicity
- Facilitated admissions to the hospice/Cancer centre
- Provision of family support at EOL
- Delivery of prescriptions

**Question:** What is the impact and effectiveness of the 7 Day CNS services have on palliative care patients and their families?