

Implementing a remote monitoring clinic for patients with stage A CLL

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Situation

Chronic lymphocytic leukaemia (CLL) is the commonest leukaemia in the western world, however most patients are diagnosed at an early stage (stage A) and probably will not require intervention for couple of years but will need continuous monitoring to identify early signs of disease progression and assess and deliver treatment in a reasonable time.



Background

Our aim is to set up a remote monitoring stage A Chronic lymphocytic leukaemia (CLL) clinic. Our aim is to:

Deliver care to patients closer to their homes,
To save patients time and waiting time in our clinics,
Maintain patient contact with the specialist centre,
To develop a database for patients with CLL stage A which will help identify risks and rate of progression,
To introduce a key worker to the patients,
Patient triggered follow up which will give them more control of their disease
Provide unified advice for all patients and the GP's.
Cost savings calculations by reducing clinic appointments.



Assessment

To implement this we are:

1. Working closely with the continuing service improvement team (CSI),
2. Process mapping of the CLL service,
3. Monitoring clinic size and waiting times,
4. Patient feedback using patient forums,
5. Completing a week in the life of the Clinical Nurse specialist.

Recommendations

This is an ongoing process with continuous work by the CLL team and CSI team to introduce this new service. We are going to have ongoing evaluation with the patients, CLL team and GP's of this service. This model maybe applicable to other chronic disease entities within haematology in the future or other specialities.

Patient feedback

"Having a Physical Check-up reassures me."

"I turn up early for the blood tests as I know there is a long wait for the results".

"Sometimes I've waiting 3-4 hours in clinic, but I don't mind".

"I have the same type of clinics in a different department and it is great, it works well for me".

"Being seen every 3 months is hard with work so a virtual appointment would work for me".

"Would I ever be seen face to face?"

"Helpful that we can have bloods done in the community, less waiting in clinic."

"I'm happy with the current process".