

## SCHEDULE 2 – THE SERVICES

### A. Service Specifications (B1)

<b>Service Specification No.</b>	09/CEOL/0006
<b>Service</b>	Lymphoedema
<b>Commissioner Lead</b>	Cancer and End of Life Clinical Commissioning Programme
<b>Provider Lead</b>	Chief Executive - Lewis Manning
<b>Period</b>	1 <sup>ST</sup> April 2013 to 31 <sup>st</sup> March 2014
<b>Date of Review</b>	

#### 1. Population Needs

##### 1.1 National/local context and evidence base

Provision of a nurse led service for palliative/specialist palliative patients with Lymphoedema management needs

##### Evidence Base

National standards for care and best practice for the management of Lymphoedema (2006).

#### 2. Outcomes

##### 2.1 NHS Outcomes Framework Domains & Indicators

Domain 1	Preventing people from dying prematurely	
Domain 2	Enhancing quality of life for people with long-term conditions	*
Domain 3	Helping people to recover from episodes of ill-health or following injury	
Domain 4	Ensuring people have a positive experience of care	*
Domain 5	Treating and caring for people in safe environment and protecting them from avoidable harm	*

##### 2.2 Local defined outcomes

- Lymphoedema is managed.
- Patient is educated in self -management.
- Patient has a better quality of life.

#### 3. Scope

##### 3.1 Aims and objectives of service

##### Aims

To provide a predominantly palliative/specialist Lymphoedema service for adults aged 18 years and above.

## **Objectives**

To provide Manual Lymphatic Drainage and Multi Layered Lymphoedema bandaging to patients with secondary Lymphoedema

### **3.2 Service description/care pathway**

#### **Service Description**

Nurse led service with the aim of achieving self management by patients whenever possible. Dressings and garments supplied by GP prescription when possible or directly by the hospice.

Nurse led specialist outpatient service with registered nurses who have an additional recognised qualification in Lymphoedema management.

#### **Pathways**

Patients are primarily referred by Royal Bournemouth and Christchurch Hospitals NHS Foundation Trust.

#### **Days/Hours of operation**

The service operates from 9am to 5pm Monday to Friday excluding Bank Holidays.

### **3.3 Any acceptance and exclusion criteria and thresholds**

#### **Accessibility/acceptability**

Services are open to all patients who are able to travel to the hospice and are registered with GPs of the Dorset Clinical Commissioning Group

#### **Referral criteria & sources**

Patients over 18 who have Lymphoedema secondary to cancer or caused by the treatment of cancer and who have been treated by The Royal Bournemouth Hospital .

The referral and eligibility criteria for the Lymphoedema Clinic follow best practice guidance set out in Best Practice for the Management of Lymphoedema.

#### **Referral route**

Referrals will be accepted from:

- Specialist Palliative care nurse
- District nurse
- GP
- Consultant
- Community oncology nurse
- Site specific nurse
- Social worker
- Self referral to the Day Hospice- the patient's GP must be contacted before the referral is accepted to confirm that the referral is appropriate.

#### **Exclusion Criteria**

- Patients who are under the age of 18.
- Patients with Primary Lymphoedema.
- Patients who are not registered with a Dorset Clinical Commissioning Group GP.

#### **Response time and prioritisation**

- Referrals processed within 3 working days from being received at the centre.
- Referrals for non palliative patients processed within 5 working days of the referral being received at the centre.

### 3.5 Interdependence with other services/providers

#### Whole System Relationships

Work closely with community health and social care colleagues and staff from Forest Holme and the Macmillan Unit and participate in their multi-disciplinary teams.

#### Interdependencies

Community tissue viability nurses, District Nurses with Doppler skills/experience.

#### Relevant Clinical Networks and Screening Programmes

- National Council for Palliative Care, other regional or national networks
- Dorset End of Life Care Service Delivery Group
- Dorset End of Life Care Workforce and Education Group

## 4. Applicable Service Standards

### 4.1 Applicable national standards (e.g. NICE)

- National standards for care and best practice for the management of Lymphoedema (2006).

### 4.2 Applicable standards set out in Guidance and/or issued by a competent body (e.g. Royal Colleges)

### 4.3 Applicable local standards

- Discharged when able to self manage their Lymphoedema.
- Patients are encouraged to self care with assistance provided as required. General Patient Information booklet given about Lymphoedema management

## 5. Applicable quality requirements and CQUIN goals

### 5.1 Applicable quality requirements (See Schedule 4 Parts A-D)

- Overall satisfaction with care received.
- All appropriate referrals accepted
- Accessibility criteria is inclusive
- Planned goals agreed and reviewed with patient

### 5.2 Applicable CQUIN goals (See Schedule 4 Part E)

## 6. Location of Provider Premises

#### The Provider's Premises are located at:

Lewis-Manning Hospice, 1 Crichel Mount Road, Lilliput, Poole, Dorset BH14 8LT

## 7. Individual Service User Placement