

CASE STUDY 2

Community pain clinic

Jenny Coen, clinical nurse specialist in pain management at United Lincolnshire Hospitals NHS Trust, has been involved in setting up three nurse-led pain management clinics in the community. Two pain specialist nurses see around 15 patients in a half-day clinic. Patients are both new referrals to the service and follow-ups.

She says that success of clinics depends largely on whether you have support of management and the PCT, which they did.

Before setting up the clinics, the multidisciplinary team established clear guidelines for referral. Patient satisfaction surveys at the end of the first year have shown positive results.

The PCT took charge of publicity, informing GP practices of the new service. The population in Lincolnshire is widespread and patients like to have care delivered nearer their own homes.

Ms Coen says: 'You need to be certain of what you want to do when setting up a clinic and not to rush into it. Everyone needs to be on board – consultants and management – and you need to build relationships in the community.

'You need to be clear about what you do. Don't rush into it. It is best to start slowly. We did the first clinic on its own for two months and then built up gradually from then.'

The nurse-led service has been a positive experience for the nurses as well as the patients. 'The clinics mean that we are able to deliver care ourselves and deliver an individual package of care to patients, many of whom are with us for a long time,' Ms Coen says.