Method 1

Participants felt the CCNPs provided support. They also valued the proactive aspect of the service, such as the CCNPs helping patients and carers with the stress of coping with long-term illness. They felt the CCNPs treated them as individuals, and were approachable and accessible.

Theme 1 Psychosocial support
Participants felt the CCNPs provided support. They also valued the proactive aspect of the service, such as the CCNPs helping patients and carers with the stress of coping with long-term illness. They felt the CCNPs treated them as individuals, and were approachable and accessible.

Theme 2 Advocacy and accessing services and equipment
All participants said the CCNPs helped them to access other services and equipment, and advocated on their behalf. The data suggests the nurses in particular negotiated with GPs for changes in medication and to access different treatment options.

Theme 3 Education and advice
The study data suggested that advice and education were important aspects of the care provided by the CCNPs.

Theme 4 Clinical skills
Patients and carers appreciated the CCNPs’ clinical skills and recognised without these nurses’ interventions they would have to see their GP much more often. Patients also said how the CCNPs initiated investigations and instigated changes to treatment.

Theme 5 Patient dependence
Patients and carers were invited to discuss any areas of the service they disliked or felt could be improved. All responses were positive, although one patient felt more visits from the CCNP were needed.

Theme 6 Confusion over role definition
The data suggested some patients were confused about the inclusion criteria for the CCNP service.

Method 2

Theme 1 Support
Many of the positive aspects of the CCNP service perceived by participants focused on the individualised care or advice given by the nurses. This focused on aspects of life not directly concerned with patients’ physical conditions, but which affected their daily lives. Patients talked about how their main carer had received advice about health, social services and transport.

Theme 2 Liaison
One part of the CCNP service mentioned by all participants was the benefit of having a link between the patient and other health or social service professionals. They saw having a good relationship with a health professional who can liaise with other agencies as a significant benefit. Some examples given were that the CCNPs could “chivvy things along” with regard to social care.

Theme 3 Contact
Patients saw the CCNPs as having a more traditionally consultative role than their main carer. They valued the education and advice they received from the nurses.

Method 3

Theme 1 Positive practical aspects of the service
Participants appreciated a number of practical aspects of the service. They valued the education and advice they received from the nurses.

Patients saw the CCNPs as having a broad knowledge and remit and the ability to help patients access other services. The nurses were seen as being in a powerful position to offer patients practical support, including suitable aids.

Theme 2 “Human” side to the service
Some patients compared their current treatment with previous treatment, which