

The purpose of this area in the forum web-site is to provide a platform for us all to share our success stories. In an effort to get the ball rolling, here is the story of our service and our successes to date.

I was appointed to set up the heart failure specialist nursing service at the Royal Cornwall Hospital in May 2008. I brought no experience of heart failure specialist nursing. However, I was a self-confessed 'Cardiophile' and an ardent supporter of patient centred care. My remit was to:

- provide a Monday to Friday, in-patient specialist nursing service for patients admitted with a primary diagnosis of LVSD
- ensure the trust participated in the national heart failure audit, *and*
- refer the relevant patients to the community cardiac specialist nursing service for medication optimisation and continuation of condition related education.

In 2014, following a successful business case for a further full time specialist nurse and a part time audit and information facilitator, the service was re-branded as a heart function nursing service and redesigned to deliver 'rapid access heart function clinics' – a 2 week referral to review, nurse delivered, diagnostic out-patient clinic, mirroring the diagnostic pathway recommended by NICE in their chronic heart failure guidelines (CG 108 – 2010).

Since then, in addition to our diagnostic and in-patient service and with the support of our implanting Cardiologists, I have developed a weekly specialist nurse delivered pre-implant clinic to counsel patients regarding their planned complex device implantation. More recently, we have had an uplift in our staffing to allow us to take on the delivery of the elective cardioversion service. We also have been joined by a new Cardiologist who has taken up the role of heart failure clinical lead and supported the set up and delivery of a nurse delivered secondary care 'advanced heart failure' clinic to facilitate the follow up of patients with severe LVSD who require close monitoring by secondary care.

With some persistence, we have again been fortunate enough to benefit from a successful business case. In our drive to improve secondary care services for Cardiology patients in Cornwall, we will be expanding to facilitate delivery of a 7 day in-patient heart failure specialist nursing service which also advises upon and supports the clinical management of patients with heart failure of non-LVSD aetiology. In addition to this, we will also:

- Set up and deliver a rapid access AF out-patient clinic to facilitate admission avoidance for patients who present acutely to our site with newly diagnosed AF *and*
- Identify patients with pre-existing complex CIEDs who have been acutely admitted to our hospital to ensure the clinicians caring for them understand the implications of their complex device and their individual care requirements.

Our jobs have been advertised and shortlisting has taken place. Interviews will be held on the 18th October.

