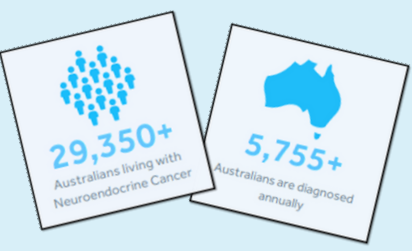
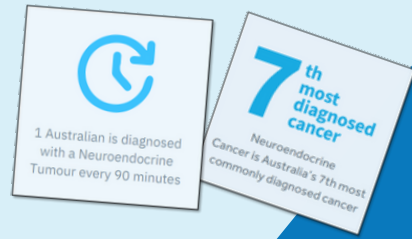


DEVELOPMENT AND INTRODUCTION OF SPECIALIST SUPPORT SERVICES FOR THE NEUROENDOCRINE COMMUNITY



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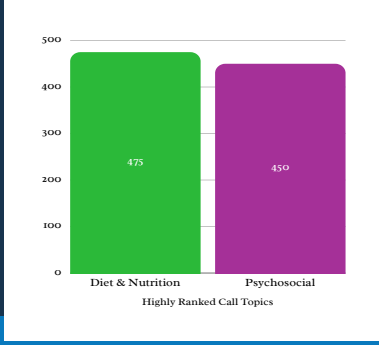


Neuroendocrine Cancer are a complex group of tumours that develop predominantly in the digestive or respiratory tract, but can occur in other areas of the body. It is often classed as a **Nearly Everywhere Tumour**. These tumours arise from neuroendocrine cells. The main function of neuroendocrine cells in the body is to create, store and secrete a variety of peptides and hormones for normal bodily functions.

Background

NeuroEndocrine Cancer Australia (NECA) has identified through the Neuroendocrine Tumour (NET) Nurse Service and by assessing Patient-Reported Outcomes Measures (PROMs) that the combination of this disease with ongoing symptoms, continues to impact quality of life (QOL) and psychosocial wellbeing of patients and their families, prompting the implementation and development of a Dietitian and Counselling Specialist NET Service.

- Aim**
- Improve QOL and reduce symptoms (psychosocial and physical) in patients with neuroendocrine cancer.
 - Provide holistic support and guidance.
 - Implement a comprehensive telehealth approach, integrating the expertise of NET telehealth nurses with a new NET Specialist Service with a Dietitian and Counsellor.



Description

Data collected over the last financial year showed 2,163 calls made to the NET nurses, with 14,500 call topics identified from these. Call topics on psychosocial (450) and diet/nutrition (475) were both ranked highly as topics callers wanting to discuss or obtain information about, highlighting a need for further support. Through the ACNNP, Funding was received to initiate this NET Specialist Service. To access this service, patients can call the NET Nurse to book an appointment, or a health professional can refer patients through the 'Patient Referral to NET Nurse' form.

Conclusion

PREMs on the NET Specialist Service have shown positive feedback improving psychosocial and physical symptoms related to neuroendocrine cancer. Referral numbers for these specialists are high, and feedback prompted increasing both of these services.

Counselling

Consultations

FREE
45 minutes
Unlimited

Work Days

Mondays
Tuesdays
Wednesdays

2024 - 2025

144 referrals
150 completed consultations

Patient Experience

Point of care

Diagnosed 1 year
1-3 years
3-5 years
5+ years

Initiated Appointment

57% Self Referral
43% Recommended by NET nurse

Knowledgeable & Competent

100% YES

Quality of Care

92% Satisfied
8% Dissatisfied

Notice an Improvement

Definitely
Slightly
Not at all

Recommend this service

100% YES

Dietitian

Consultations

3x FREE consultations
Initial Consult 1x 60 min
Follow up 2x 30 min

Work Days

Alt Mondays & Fridays

2024 - 2025

130 referrals
116 completed consultations

Patient Experience

Point of care

Diagnosed 1 year
1-3 years
3-5 years
5+ years

Initiated Appointment

20% Self Referral
80% Recommended by NET nurse

Knowledgeable & Competent

100% YES

Concerns addressed

20% Yes, Completely
80% Yes, Somewhat

Reason for consultation

My bowel symptoms
I have weight loss
I have bloating
I have diarrhoea
I don't know what to eat
Other (please specify)

Recommend this service

96% YES