The remit of the group was to work collaboratively with partners and service users to produce an informative learning tool to support others in setting up a telephone triage service. The production of the DVD and accompanying training package brought many positives, from the benefits of partnership working to demonstrate the value of services were clearly evident, to the role of education in sharing ideas and best practice. Most importantly though, the project gave us hope that in developing an educational tool to facilitate the sharing of our innovative service design, we would be playing a part – albeit a small one – in advancing rapid access to palliative care and improving outcomes for patients.