



Queen's Nurse Annual Report 2014

Overview

This report presents the findings from the Queen's Nurse Annual Update Survey, which was conducted during December 2014. Queen's Nurses (QNs) are expected to provide an annual update to the QNI on how they have contributed to improving patient care. The annual report is also an opportunity to clarify current job titles of QNs and enables the QNI to identify appropriate people when requests are received from journals or external organisations for professional contributors, for example the Department of Health groups on professional pathways.

Summary of key findings

The QNI received 500 responses to the survey, representing 83.1% of the Queen's Nurse Network at the time. Overall, the findings show that:

- 74% of QNs are actively promoting the work of the QNI and the QN network. They are employing a range of different methods to do this.
- QNs are benefitting enormously from the QN title - feedback highlights an increased confidence, and professional profile as well as enjoying networking with like-minded people.
- QNs are demonstrating a high level of participation in QNI activities.
- QNs continue to demonstrate their commitment to improving patient care as well as supporting newly qualified community nurses and developing new services.
- Going forward, QNs are seeking more opportunities to participate in national and local decision-making processes and participating in the QN network.

QN regional groups

Figure 1 – QNs by region

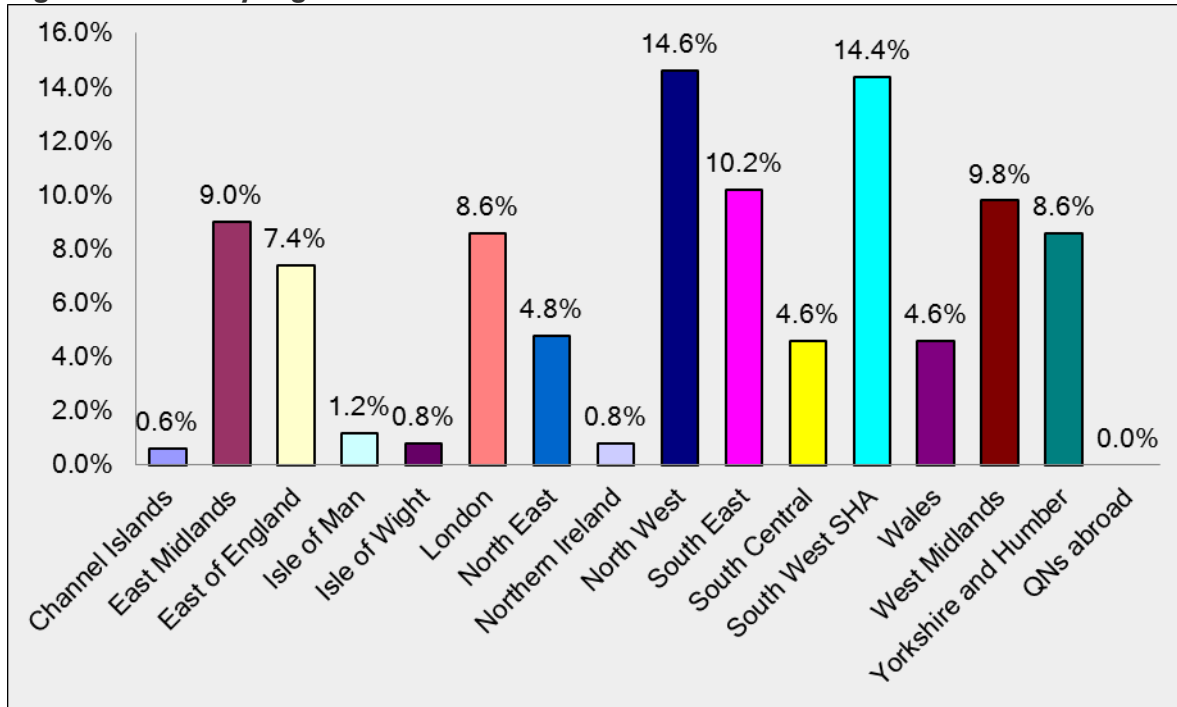
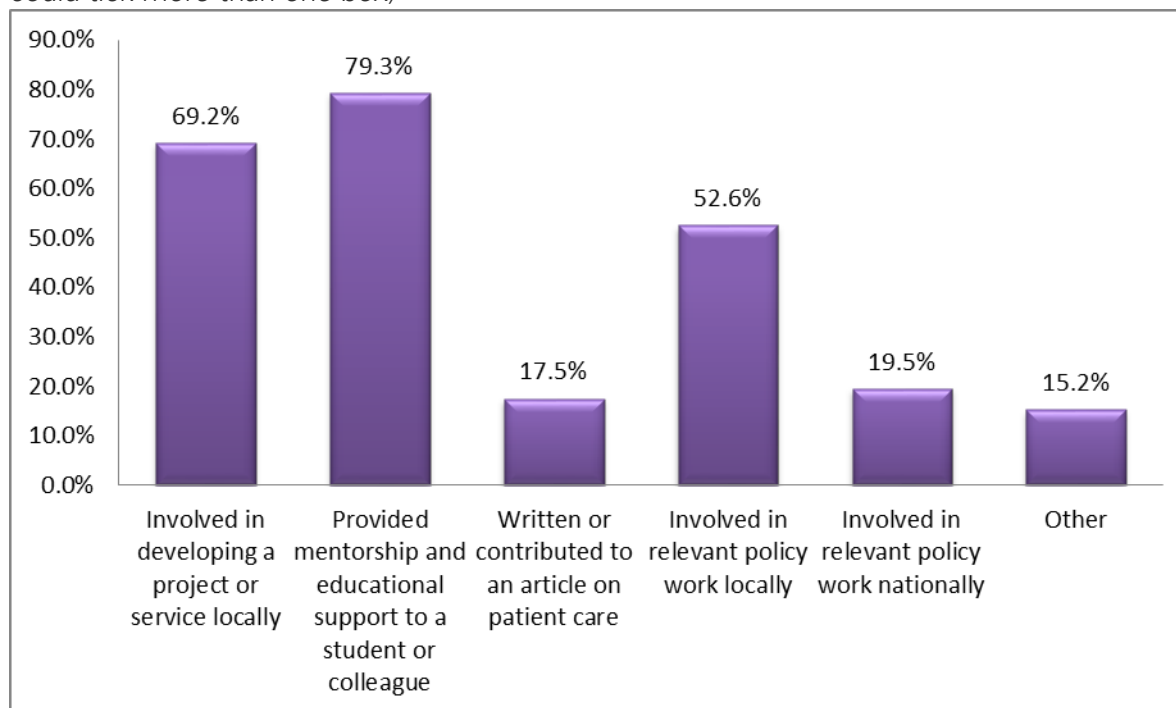


Figure 1 shows the number of QNs in each region. QNs in the North West, South West, South East and West Midlands represent 49% of the network - followed by East Midlands, London and Yorkshire and the Humber representing 26.2% of the network.

Contributing to improving patient care

Figure 2 - In the last year, how have you contributed to improving patient care? (Respondents could tick more than one box)



In the last year, QNs made a significant contribution to improving patient care. As figure 2 shows the type of contribution most likely made by QNs was providing mentorship and educational support to a student or colleague at 79.3%. Involvement in developing a project or service locally at 69.2% of survey respondents and this was closely followed by involvement in relevant policy work at a local level with 52.6% of survey respondents.

QNs provided detailed information about the difference they made in 2014; a small sample of responses is listed below:

- Developing skin cancer services in the community setting along with the London Cancer Alliance.
- I have been involved in the development of electronic patient record - aiming to make it more streamlined for nurses on the ground and also enabling the service to better demonstrate outcomes from the data that is recorded on the system.
- I am continually facilitating learning for student district nurses, marking portfolios and teaching where appropriate. Over the past year I have been involved with a team renewing policy on continence and catheter care.

- Developed 'drop in clinics' within sheltered accommodation. Service provided by ANP and nurse practitioners. This will reduce the amount of GP appointments. Pilot- providing training in residential homes to improve staff understanding of conditions and basic skills to prevent unnecessary GP call out and A/E admission. Developed local catheter formulary, catheterisation policy and procedure in conjunction with Continence Nurse Specialist.
- Involved in bringing concerns about staffing and advocating for patient safety to senior management. Also supporting newly qualified nurses starting in community nursing.
- I have set up a patient forum and developed a pilot over the last 12 months re: lymphedema specific yoga group for our patients.
- I have assisted the local Clinical commissioning group in the planning and development in care home education and support projects throughout Lincolnshire. I have contributed to training over 200 healthcare staff via continence educational sessions. I am involved in preparatory work regarding education and support of non-qualified healthcare personal in Lincolnshire, Cambridgeshire and Norfolk.
- I developed a new holistic assessment tool for use in the community which has the patient story at the centre of the document allowing for care to be better planned to meet patient outcomes. The document is now used by community nurses across ELHT and a 6 month audit indicated a significant improvement in history taking and care planning. I have developed a record keeping training pack which is designed to focus on how records keep patients safe rather than the other available training which is focused on keeping the nurses safe. Following a pilot this has been uploaded electronically and is due to be adapted for hospital use as well as community. I have mentored two new team sisters and a new clinical team leader this year. I am writing a chapter for the QNI community Nursing Text Book."

Promoting the Queen's Nurse title

Figure 3 - In the last year how have you promoted the Queen's Nurse title? (Respondents could tick more than one box)

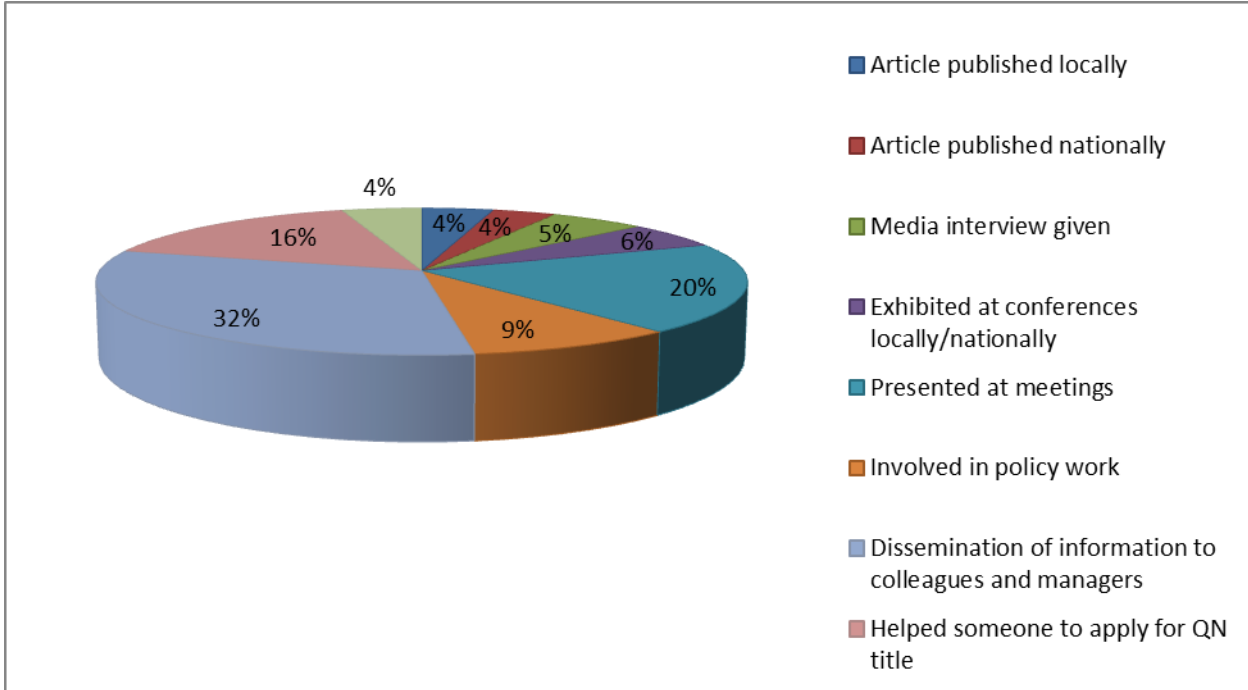


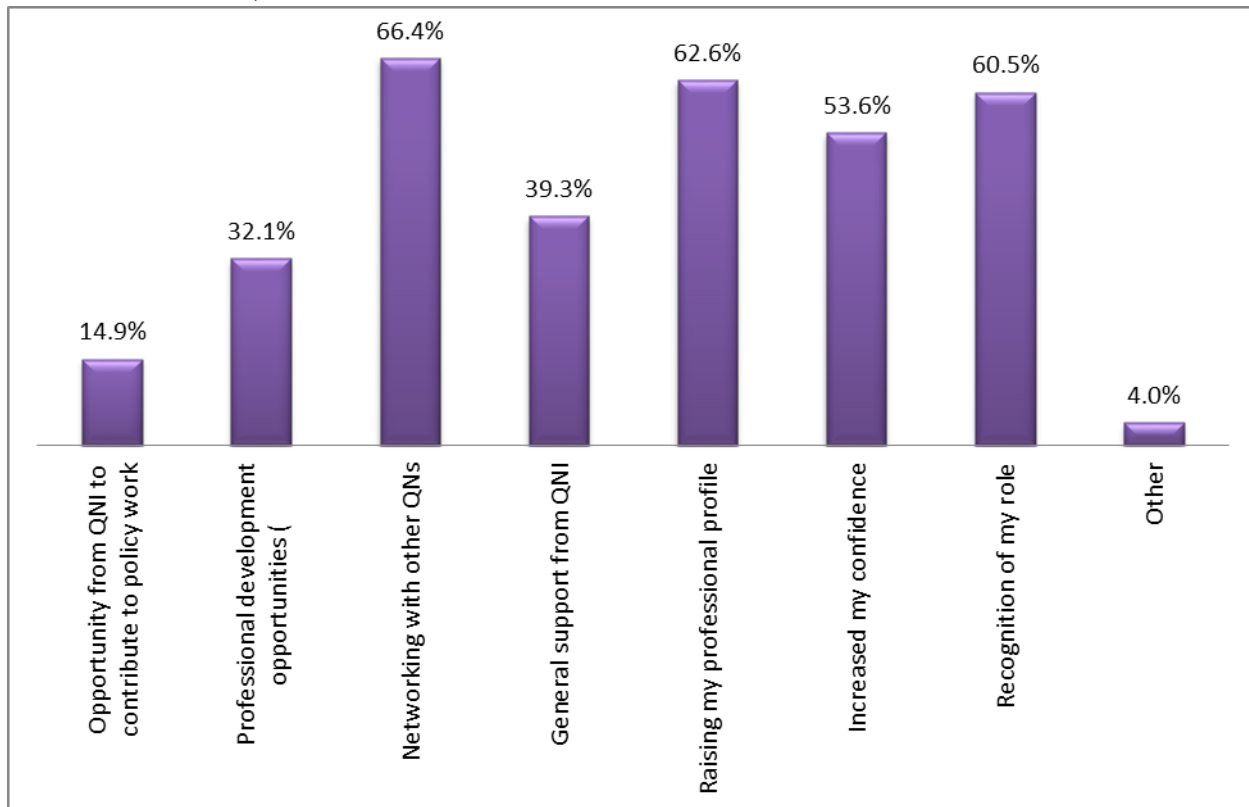
Figure 3 shows that in the last year QNs have employed a range of different methods to promote the QN title. Over 32% of survey respondents preferred promoting the QN title through the dissemination of information to colleagues and managers. Another favoured method was presenting at local nurse meetings with just over 20% of respondents. An interesting finding is that 16% of respondents helped someone to apply for a QN title.

A sample of responses is given below:

- Interviews with communications team and twitter regarding the Queen's Nurse title and what it means, working with Soton University and to show Queen's Nurses across all ages.
- I have actively encouraged colleagues to apply for the QN title. I have offered support in the application process and offered to write supporting comments for them. The CQC recently assessed us and my success at the QNI application last year was highlighted by the CQC as an example of outstanding achievement. So thank you.
- I wear my lanyard with pride and discuss the QNI at any opportunity. My DN Team all have the details and use the QNI as a point of reference. We are avid twitter followers too.
- Distributed leaflet Encouraged new staff to access online activities.

Benefits of being a QN

Figure 4 - In the last year, how have you benefitted from being a QN? (Respondents could tick more than one box)



In 2014, the benefits to survey respondents of being a QN were considerable. Figure 4 shows that 4 out of the 8 responses received 50% and above, with the highest response - networking with other QNs - achieving nearly 67% - closely followed by raising professional profile and recognition of title.

There is no doubt that nurses value the QN title, a sample of the responses is given below:

- By being a Queen's nurse you feel you are an ambassador for quality nursing and high standards of care which should be the norm. Hopefully it confirms to patients and relatives that delivering quality care is very important to you as a professional. This is essential at a time that nurses are being scrutinized in the media.
- Becoming a Queen's Nurse has enabled me to engage with other QNs and share good practice, but it has also generated conversations in my place of work, both raising the profile of district nursing, Queen's Nurses, and also boosting my confidence.

- To be accepted into the QNI last year was the highest point in my Professional career. I was honestly so humbled by the experience. It is the recognition of my practice, experience and patient care by my peers that means so much to me.

Involvement in other activities as a QN

Over 130 respondents to the survey provided details about other activities they had been involved in as a QN.

A selection of these activities is detailed below:

- I have contributed to a book review when asked to by the QNI.
- Core member of the Chief Nursing Officer's BME advisory group.
- Teaching students and nurses about palliative care or communication skills - role modelling and mentoring.
- I am a planned contributor to the new DN handbook around public health.
- I will be presenting at this year's QN conference with a colleague in Birmingham.
- I have been involved in trying to improve documentation (in particular assessments and care planning) completing consent to treatment, improving CQC inspection standards. Bringing a standard of district nursing that runs across our organisation.
- Asked to be care and compassion champion for CCG.

Support from the QNI

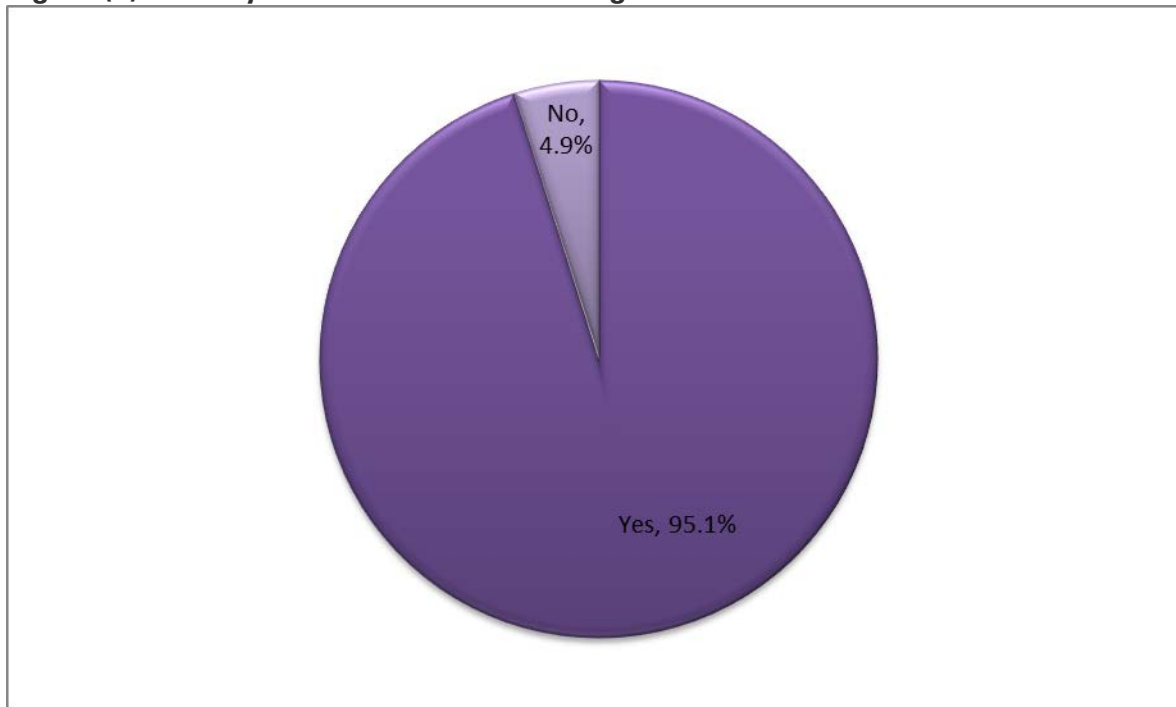
Over 150 respondents to the annual survey provided details about other support they would like to receive from the QNI. This information is vital for future planning to ensure we support QNs in a relevant and appropriate way.

A small sample of the responses is listed below:

- I would like the opportunity to access more training and workshops around as Leadership skills and policy
- Just to continue with the ongoing support.
- I would like to get more involve in relevant policy work nationally.
- I would value the opportunity to be more involved at a national level, particularly in the discussions surrounding community nursing and integrated care. I also have some thoughts on the registration of health visitors in the future which I would value sharing with fellow community nurses.
- Would love to be involved in anything to help promote the work of nurses in general practice and the great work they do for patients.
- QNI has been great and a great source of contact for further queries I have had, good to have email contacts of other QNs.
- I view the QNI as highly supportive of me and my role - it is very easy to become isolated and ignored within such a huge trust when you are such a small service. Knowing that the QNI are behind me and being able to access support from other QN's is a huge bonus to me.

The National Gardens Scheme (NGS)

Figure (5) - Have you heard of the National gardens Scheme?



The National Gardens Scheme is QNI's longest running financial supporter and in particular the Queen's Nurse Network. Figure 5 shows that over 95% of the respondents had heard of the National Gardens Scheme.

The respondents were asked whether they had visited an NGS garden over the past year. Around 18% of them have visited a garden with a good portion also indicating their desire to visit an NGS garden this year.

A sample of the responses is listed below:

- Attended open gardens in Buckinghamshire and am determined to visit more this year.
- A close family friend opened his garden for the first time this year. I helped him to prepare his garden (laying chipped bark, clearing and planting) over several months then helped on one of the days with refreshments, selling plants etc. I was very proud to be able to give something back.
- Regularly visit the open gardens in my local area (Harrogate).
- I visited and made myself known to the local garden exhibitors. Appreciating their contribution.
- I have made a conscious effort to encourage others to visit as it is absolutely key that we give some support back.
- We have many locally as I live in the Peak District (some of my patients are also part of the scheme).
- I haven't yet but plan to visit one in May.

- My husband used to assist in preparation of a garden opened under this scheme several years ago. We didn't know that until we attended the award evening!
- I heard about the NGS when I received my QN award in May 2014.
- I live in Buckinghamshire and as a family we make a real effort to attend any open gardens locally during the summer.
- Several gardens in Little Haywood / Great Haywood. All beautiful, varied and very enjoyable.
- My partner and I visit open gardens every year.
- Friends have open gardens for NGS.
- I am a regular visitor at Dingle Farm in Warrington where they do great cakes and have structured walks on which I can take my dog.
- Went in the week that it was promoting the QNI and took friends.
- I have visited a number of gardens in Wales and a really spectacular garden in Birkenhead.
- I visit at least 3 gardens every year, apart from wanting to support NGS , I am a keen gardener

Recommendations

Over the next two years the QNI should look at the following:

- Developmental workshops; QNs have fed back that it would be valuable to have workshops around leadership and policy. This would also provide further networking opportunities which seems to be one of the most valuable aspects of the QN title.
- Grow the network in regions where there are only a small number of QNs.
- Add a Queens Nurse page to Wikipedia.
- Continue to press release stories on Queens Nurses.
- Continue to encourage QNs to promote the QN title to colleagues.
- Continue to encourage QNs to visit an NGS garden.
- Increase further opportunities to contribute to policy planning and the development of nurses.
- Connect QNs by specialty.
- Explore bursary opportunities for further education/travelling abroad for study purposes.
- Further support regional meetings.