

Queen's Nurse Annual Report 2016

Overview

This report presents the findings from the Queen's Nurse Annual Update Survey, which was conducted during December 2016. 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 931 responses to the survey out of 1015 Queen's Nurses, representing 92% of the Queen's Nurse Network at the time. Overall, the findings show that:

- 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 actively promoting the work of the QNI and the QN network. They are employing a range of different methods to do this.
- Going forward, QNs are seeking more opportunities to participate in national and local decision-making processes and participating in the QN network.
- QNs are demonstrating a high level of participation in QNI activities.

QN regional groups

Figure 1 – QNs by region

(In order to allocate you to the right regional group please tick one of the areas listed (we have already assigned each QN to a region, however this would allow us to ensure you are in your preferred group).

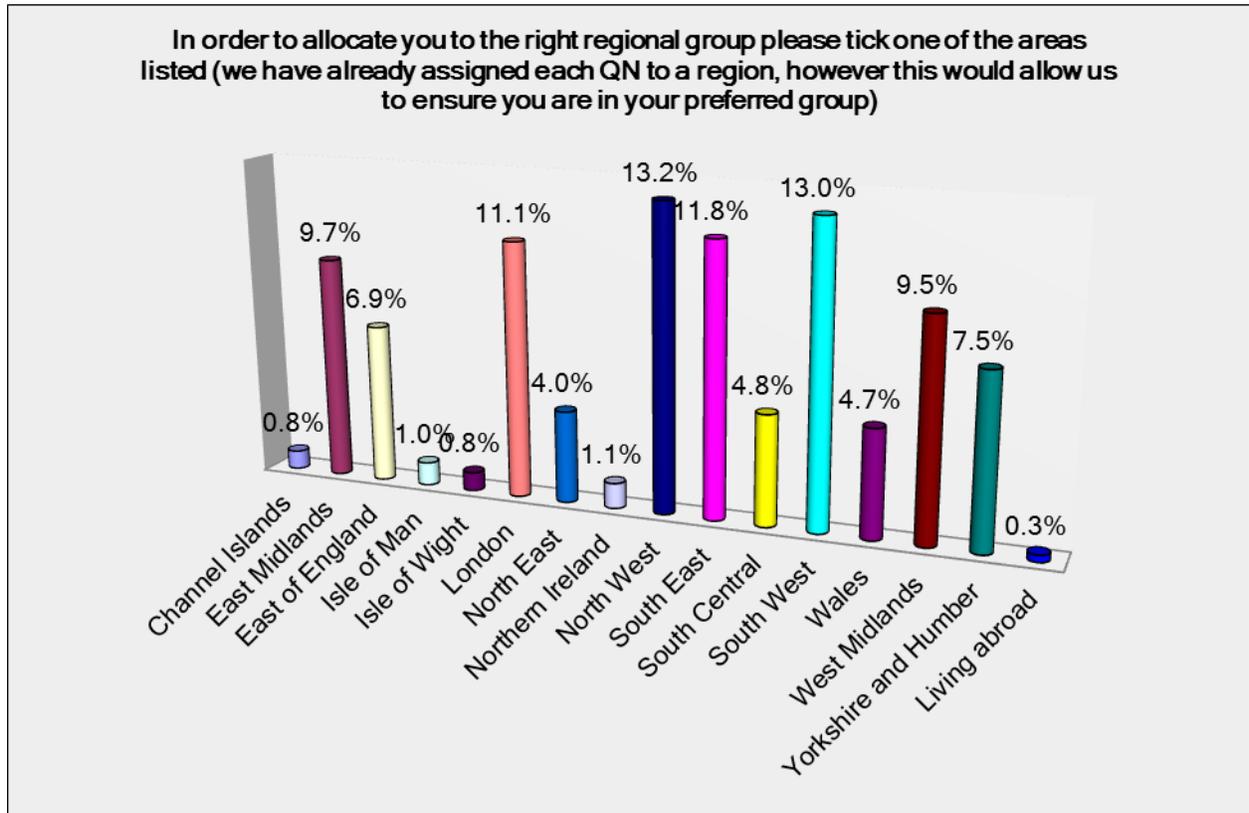
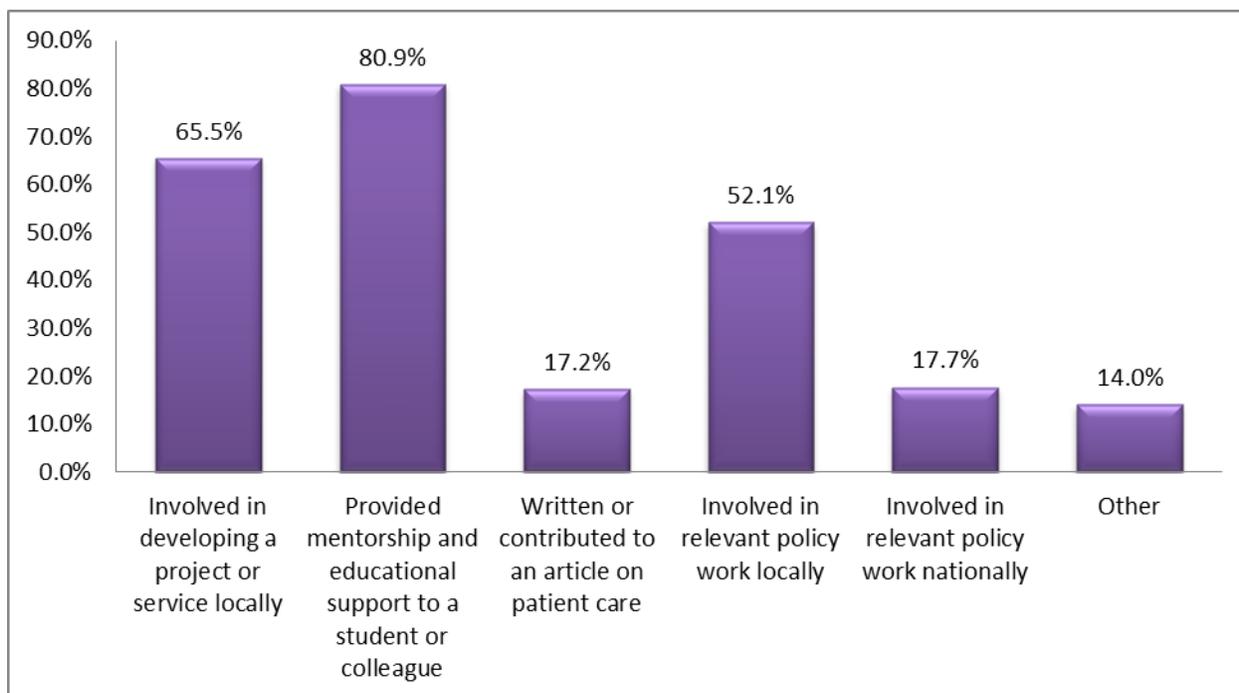


Figure 1 shows the number of QNs in each region.

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 80.9%. Involvement in developing a project or service locally is at 65.5% of survey respondents and this was closely followed by involvement in relevant policy work at a local level with 52.1% of survey respondents.

QNs provided detailed information about the difference they made in 2016; a small sample of responses is listed below:

- I have been involved as a member of the management team in the building of and transfer to a new hospice which we built in Cambridge. This has involved input from the design of the building to transfer of patients on moving day and all the planning beyond. It has been a very busy year! I continue to develop and run an education programme at the hospice which provides end of life care education free of charge to the local community nurses. This is a key focus of my role. I have been involved in developing medicine management, IG, Health and Safety, Education, Study Leave, End of Life Care Policy for the hospice and also a Cambridgeshire data sharing project.*
- At present I am involved in a new project to develop an app for CAMHS. I regularly mentor colleagues at work. I have been involved in the Care and Treatment process*

working with NHS England. I volunteer my time to supervise primary school teachers at a local school.

- *Writing standard operating procedures and managing highly complex discharges in accordance with patient wishes where possible.*
- *Contributed to the launch of first integrated urgent care service in the U.K. From design to implementation.*
- *The development of a new model for Palliative Care as an integrated care organisation. The provision of palliative and end of life education. The updating and writing of policies related to palliative & end of life care.*
- *Assisted colleagues with advice and support in undertaking the SPQ and additionally helping to further develop those who are newly qualified District Nurses.*
- *A significant part of my work is around learning from incidents, and sharing that learning. Over the last 12 months this has included writing, reviewing and ratifying local policies. This has also involved review of systems and processes to improve patient care and reduce patient safety incidents.*
- *Involved in meeting with other local QN's looking at how we can improve patient care .Also looking at how the District nurse service can become more involved with the selection of nursing students. My Trust has under gone huge reorganisation and I'm involved with looking to see how we can improve patient care.*
- *Currently I am involved with my Trust supporting transition (children and young people to adults, developing pathways /processes). I provide leadership and mentorship to aspiring leaders, I am involved with local development programme and rotation regarding frailty with the STP nationally. I am also involved with NHSI around the early warning tool for community.*
- *Redesigned Community Nursing Teams to create a responsive, centralised team for new community nursing referrals and unplanned visits to enable more effective management of daily demand. Led the development of the Diabetes priority service development proposals and contributed to the Respiratory proposals for the CCG Sustainable Transformation Plan 3. Set up a new organisation to support Primary Care with the delivery of primary care based LTC clinics and to support training and education for nurses in Primary Care.*
- *Supported and supervised newly qualified and students. Acted as an expert resource and also shared learning with peers.*
- *Ongoing development of the Primary care liaison service across Devon and continuously promoting the needs of people with a learning disability.*

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).

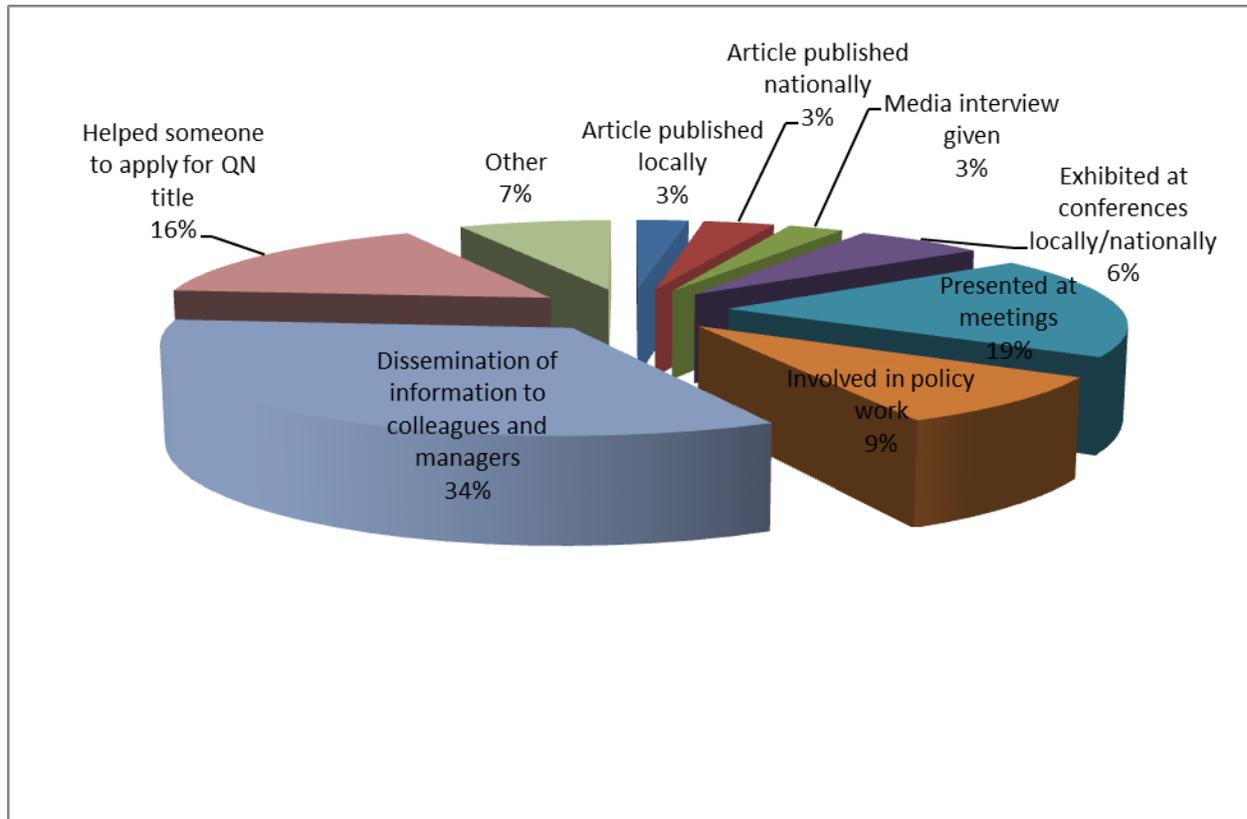


Figure 3 shows that in the last year QNs have employed a range of different methods to promote the QN title. Around 34% of survey respondents promoted the QN title through the dissemination of information to colleagues and managers. Another favoured method was presenting at local nurse meetings with around 19% of respondents. A further 16% of the QNs helped someone to apply for the QN title.

A sample of responses is given below:

- *I always endeavour to uphold and promote the qualities and values integral to wearing the QN badge.*
- *Project presentation in London twice, project presentation in Lisbon EUGMS, presented at local Nursing midwifery forum, presentation/teaching session to nurse prescribing group.*
- *At the end of each training session my last slide promotes the work of the QNI and QN's. I have supported someone to apply to become a QN.*

- *I am supporting a colleague with the process to apply for the QN title. I regularly talk about the QNI at meetings and share information with nurses who are interested.*
- *Promoted QNI at team meetings and Kent Surrey and Sussex safety collaborative.*
- *I have attended the QNI 2 day conference and discussed the content with colleagues.*
- *I am part of the NHSI work around community nursing and early warning for caseloads. I regularly talk about the QNI at local leadership events to encourage and support applicants and encourage my team to support and submit posters/applications for QNI events.*
- *I am an advocate for the work of the QNI in my role as a university lecturer with colleagues, clinical practitioners and students. I am also a member of the ADNE and promote the work of the QNI with this organisation.*
- *I wear the Queen's Nurse lanyard at work, and take the opportunity when introducing myself to explain the role of the Queen's Nurse in driving forward quality and innovation in community nursing.*
- *Raising awareness of the role the QNI plays in research and informing on community issues. Sharing of reports and research written by the QNI to others especially those undertaking study.*
- *I was a member of the CCG executive and promoted QNI work on integration locally and used the QNI information and references.*

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)

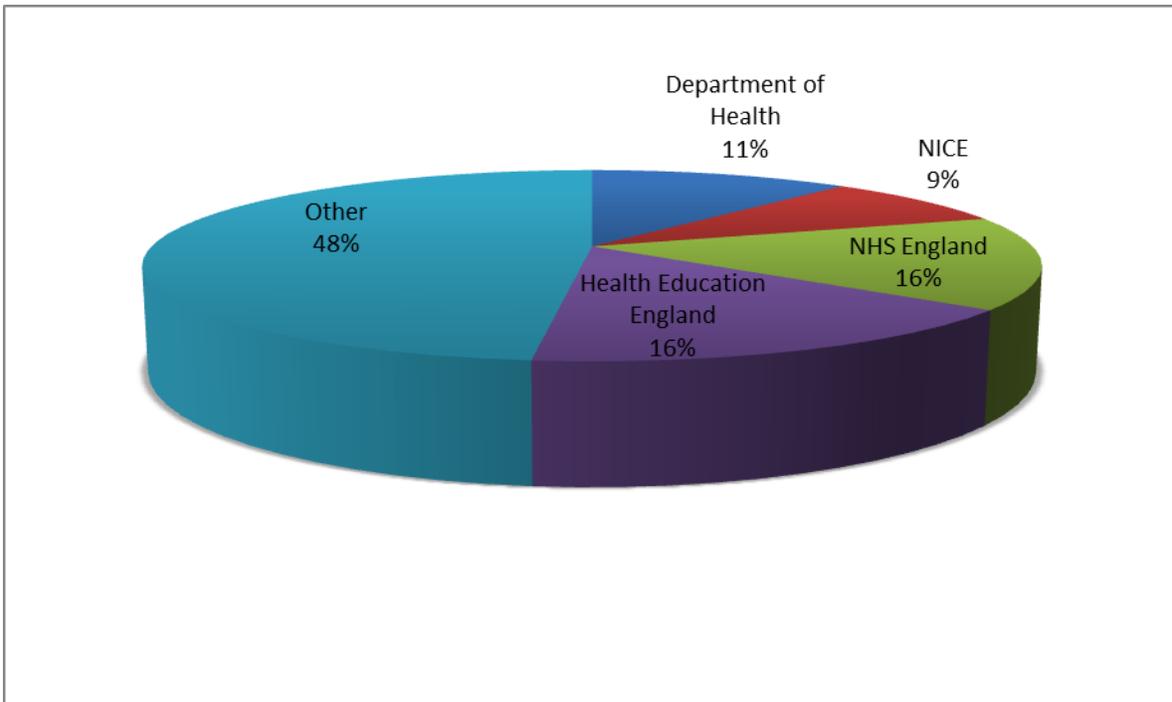
Answer Options	Response Percent
Opportunity from QNI to contribute to policy work	16.2%
Professional development opportunities (such as workshops)	26.9%
Networking with other QNs	69.2%
General support from QNI	33.5%
Raising my professional profile	57.7%
Increased my confidence	56.4%
Recognition of my role	57.3%
Other	6.9%

In 2016, the benefits to survey respondents of being a QN were considerable. Figure 4 shows that 69.2% benefitted from networking with other QNs, closely followed by 57.7% raising professional profile and recognition of role. There is no doubt that nurses value the QN title, a sample of the responses is given below:

- *Networking with other Queen's Nurses and participating in surveys has raised my confidence and encourages me to raise the profile of the service.*
- *My title is held in high regard by my managers and colleagues alike. Students coming through aspire to my title and are the next to take up the mantle for the next generation.*
- *The local meetings have been wonderful when I can meet up with QNs and share information. There are now 3 QN from my area and we attend the conferences together and have been involved in promoting the QNI at events with stands. The title of QN has enabled me to develop my profile and was important in my decision to become involved with the CTR process and NHS England as a clinical reviewer.*

Figure 5 – Have you represented the QNI at any advisory/working group at the following organisation? (Respondents could tick more than one box).

Over 120 respondents to the survey provided details about representing the QNI at advisory/working groups.



Involvement in other activities as a QN

Over 230 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 recently given a talk to the commissioners about my service and the changes that I have made. I also highlighted that I became a Queens Nurse and they were very pleased.*
- *As an RCN rep and QN I was delighted to be invited to the inaugural forum for extending the safer staffing bill in Wales for community nursing. I have been informed that I will be invited to continue this work regarding safer staffing in district nursing in wales.*
- *I have integrated two teams and I am now the lead which has doubled my caseload and manage twice as many staff. I often represent the Senior Nurse for meetings and support other team leaders in her absence*
- *As a local Community Councillor I am respected for my professional status including being a QN and asked to represent my community to voice concerns/opinions on any development in matters relating to Health and Social Care.*
- *Being a Queens Nurse gave me the confidence to take on a secondment as a senior nurse position, joint working with an Integrated care team within Adult Social care focusing on reducing risk of admissions to hospital and enabling earlier discharge when admission*

was necessary. The post facilitated an Education and Advisory service for those working with older ladies and gentlemen who experience the problems associated with dementia.

- *Supporting team leads and organisation in process of change and new revalidation process.*
- *I use the recognition of the title to help when I am acting as advocate for staff and patients, as I feel it acknowledges my nursing experience and enhances its robustness.*
- *I have been doing more with regards to mental Health in the young people and am very keen to continue with this.*
- *I am actively supporting the continuation of the district nursing course in our area as the course is under threat of closure by the university.*
- *I have regularly attended the local Queen's Nurse meetings and contributed to the ideas put together to run our first local queens nurse conference.*
- *I am involved in our local Dementia Transformation board where we are introducing a long term plan for better Dementia care in our area. I am also involved in a local group called Synergy where we are trying to improve the care delivered by my employing Community trust, volunteer agencies, our Local council and a large residential village purpose built for residents over 55 years of age. I have created 517 Dementia Friends since the national programme began.*
- *Developing opportunities for students and pre university students within care by linking and signposting to work experience. Development of study materials for wider disseminated use.*

Support from the QNI

Around 300 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:

- *As my new role develops I might like to network with other QNs who might be doing the same sort of work within general practice.*
- *I am more than impressed by the opportunities presented to me by the QNI.*
- *It will be interesting to see how the leadership initiative develops. Further development work with Health Education England in relation to the proposed review of the SPQ would be a great support to me.*
- *Leadership, professional development and identification of a mentor.*
- *Perhaps more remote learning/forums as am unable to get released from work to attend meetings due to demands of the team I currently work in.*
- *I enjoy the website and the resources on there.*
- *Please continue your great work.*
- *Further opportunity to engage with national policy.*
- *I would welcome the opportunity to get involved in or lead on a national work stream for the QNI.*
- *I would like to speak to fellow mental health nurses that have secured the title of Queen's Nurse.*
- *The QN title remains to this day one of my most cherished achievements. I wear my badge with immense pride every day at work as it represents a very practical and clear commitment to developing best practice for patients at the end of their lives in the community.*
- *Valuable support through networks. I would welcome the coming together of commissioner provider senior nurses to work in an integrated way and share understanding in relation to service redesign and pathway development.*

The National Garden Scheme

Figure (6) - Have you heard of the National Garden Scheme?



The National Garden Scheme is QNI's longest running financial supporter and in particular funds the Queen's Nurse Network. Figure 6 shows that around 98% of the respondents had heard of the National Gardens Scheme, which is a 2% increase from last year.

The respondents were asked whether they had visited a National Garden Scheme garden over the past year. Around 27% of them have visited a garden with a good portion also indicating their desire to visit a garden this year. This is an increase from last year.

A sample of the responses is listed below:

- *Planning to visit when the weather changes and more gardens will be open.*
- *Really interested in the benefits of gardens and health.*
- *Always like to support and attend the NGS each year locally.*
- *Enjoyed the National Garden Scheme presentations at conference and annual meetings. I shared this information to colleagues and public.*
- *I am thinking about trying to involve a local garden to open their gates.*

- *I attended Frogmore gardens and am a regular visitor to my local National Garden Scheme garden.*
- *I didn't manage to go to the garden this year which is unusual as I do usually get to at least one, often more than one.*
- *Visited several local gardens and took photos for the QNI collection.*
- *I often take my grandchildren to view these beautiful gardens.*
- *Visited a garden in Norfolk with my mum. Also loved the talk at conference by the Chief Executive of National Garden Scheme.*
- *Attended local garden Centre and tweeted photo to raise profile of the National Garden Scheme.*
- *I have visited Frogmore and several other gardens in the surrey area with my partner and wore my QN badge when I visited.*
- *I have attended a village Tysoe in Warwickshire where lots of gardens were open, I took my family we thoroughly enjoyed the day. I sent a photo to the QNI.*
- *I am a regular visitor at Dingle Farm in Warrington and also Norton Priory and took part in open gardens weekend in June 2016.*
- *I raised funds by making cakes scones when my neighbor opened her garden.*