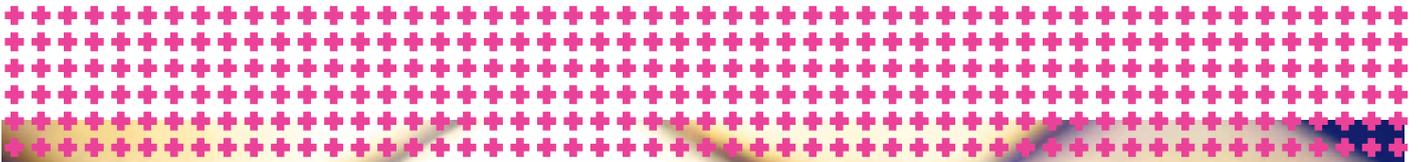


# Queen's Nurse Annual Report 2020





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## Overview

This report presents the findings from the Queen’s Nurse Annual Update Survey, which was conducted for the year 2020. Queen’s Nurses 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 Queen’s Nurses and enables the QNI to identify appropriate people when requests are received from external organisations for expert professional contributions, for example the Department of Health and Social Care, or from journals and working groups for general professional opinion.

## Summary of key findings

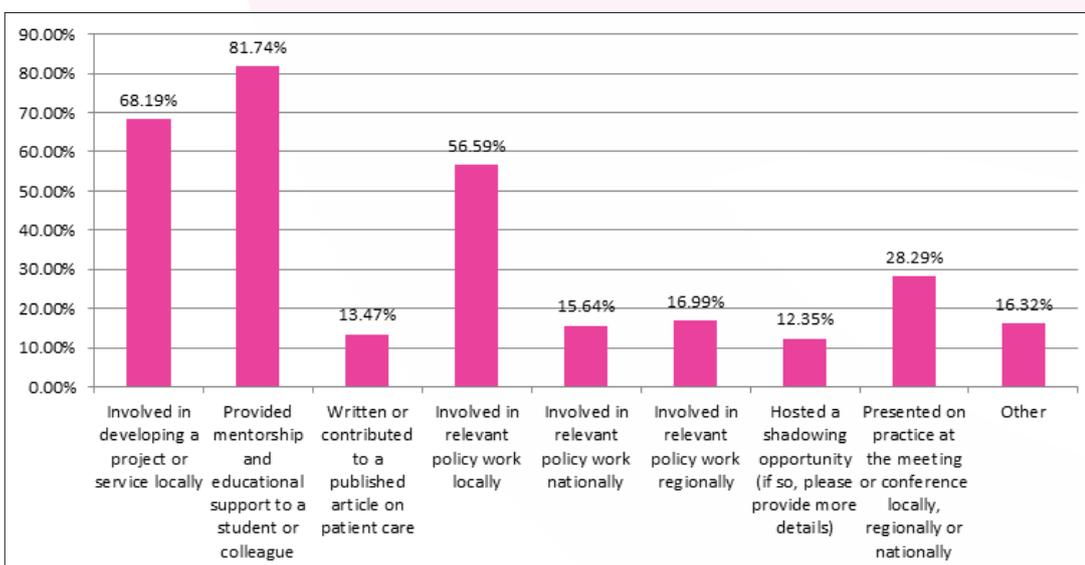
The QNI received 1367 responses to the survey from a current total of 1376 Queen’s Nurses, representing approximately 99% of the Queen’s Nurse Network at the time. The outstanding 1% will be followed-up, although the QNI has relaxed the annual update and revalidation completion in response to Covid-19.

Overall, the findings show that:

- ✦ Queen’s Nurses are keeping busy with developing projects locally, improving patient care and involved in policy work.
- ✦ Queen’s Nurses are benefitting enormously from the QN title - feedback highlights that the Queen’s Nurse Title has helped in recognition of individual roles as well as increased self-confidence, raising professional profile and networking with other Queen’s Nurses.
- ✦ Queen’s Nurses are demonstrating a high level of participation in QNI activities and promoting the QN network.
- ✦ Despite the enormous pressures on their workloads, Queen’s Nurses are promoting the QNI by disseminating information to their colleagues more than ever.
- ✦ Queen’s Nurses are representing the QNI at high-profile external advisory/working groups.

## Contributing to improving patient care

Figure 1 – In the last year, how have you contributed to improving patient care?



‘The QNI received 1367 responses to the survey from a current total of 1376 QNs, representing approximately 99% of the QN Network at the time.’



In the last year, Queen's Nurses made a significant contribution to improving patient care. As figure 2 shows, over 80% of Queen's Nurses provided mentorship and educational support to a student or colleague; 68% had been involved in developing a project or service locally and around 56% were involved in relevant policy work at a local level.

Queen's Nurses provided detailed information about the difference they made in 2020; a small sample of responses is listed below:

- *Over the past year I have been involved in leading significant changes in the wound care services across Staffordshire and Stoke on Trent CCGs. This has meant presenting at Integrated Care Partnership meetings and leading the CCG Clinical Wound Care Forum and working with colleagues on the Clinical Improvement Group.*
- *Within the role of CM/ANP, I have successfully maintained mentorship and shadowing of district nurse colleagues during the covid pandemic whilst adhering to policies and procedures as set out by our Trust. It is imperative to continue the educational support to our students to ensure they continue to learn, gain experience and be competent within their future roles.*
- *Initiated a local Covid 19 homelessness task force, comprising the Local Authority, Police, Public Health, primary health care, addictions and voluntary sector partners. This forum met twice monthly and has enabled safe responsive, person-centred care to be delivered.*
- *I have published four national articles on patient care and delivered numerous educational webinars on the delivery of diabetes care to include adapting during Covid-19. I presented at the National Diabetes UK Professional Conference on the 'Who, What, When and Where of Diabetes Nursing during Covid-19' and delivered another national conference presentation on 'Nursing into the 21st Century and Beyond'.*
- *I was involved in the development of a local policy for undertaking forensic examination on potentially COVID positive patients at a time when it was unclear what we were dealing with. This was refined on an almost case by case basis but was quickly embedded in our practice.*
- *Prior to Covid 19 pandemic we worked with a local college and provided students undertaking health and social care foundation degree the opportunity for work experience with the community. Due to these students being 17 they undertook a shadowing opportunity 1 day a week with the team. This enabled them to experience the role of a nurse, introduce them to community nursing and provide them with the foundations of what is entailed prior to applying for their nursing degrees.*



## Promoting the Queen's Nurse Title

**Figure 2 - In the last year how have you promoted the Queen's Nurse Title?**

(Respondents could tick more than one box)

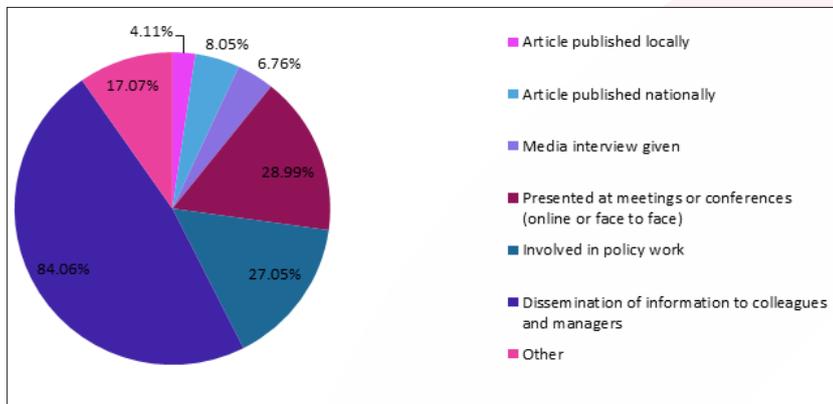


Figure 2 shows that in the last year QNs have employed a range of different methods to promote the QN title. 84% of survey respondents promoted the QN title through the dissemination of information to colleagues and managers. This shows a marked increase upon last year's results. Another favoured method was presenting at meetings and conferences, with around 29% of respondents. 27% of the QNs were involved in policy work.

A sample of responses is given below:

- *I have been interviewed for three nursing professional journal articles on the challenges and opportunities for community nurses during the Covid-19 pandemic.*
- *I have spoken on a number of radio stations (LBC, Times Radio) and podcasts on various topics around immunisations, coronavirus and nursing locally and nationally as well as for a nursing colleague during the 2020 Year of the Nurse and the Midwife.*
- *An article was published in several local papers both on line and in print following my presentation of the Queen Elizabeth the Queen Mother Award for Outstanding Service.*
- *I have been an ambassador for the QNI locally by informing others how they can get involved or apply. I was also on the local and national news as one of the first to have the Pfizer BioNTech vaccine. I was proudly wearing my Queen's Nurse badge that was in clear view on the close up. A number of people asked what this was, and I was pleased to say that we promote high standards of care and leadership.*

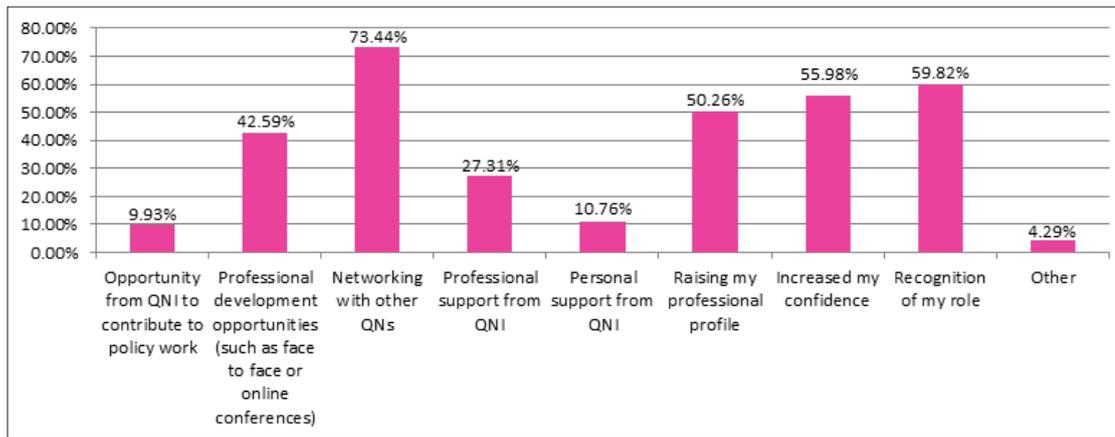
'Over the past year I have been involved in leading significant changes in the wound care services across Staffordshire and Stoke on Trent CCGs.'



## Benefits of being a QN

**Figure 3 - In the last year, what have been the benefits to you of being a Queen's Nurse?**

(Respondents could tick more than one box)



In 2020, the benefits to survey respondents of being a QN were considerable. Figure 3 shows that around 73% benefitted from networking with other QNs, closely followed by 59.8% in recognition of role. Increased confidence, raising professional profile and professional development also ranked high within the options shown in figure 3.

The responses indicate that nurses value the QN title at this difficult moment in time, with a sample provided below:

- *Being a Queen's Nurse gives me the recognition that I am an experienced and knowledgeable nurse, with a solid background in community nursing. I am often the voice of health and nursing in multiagency and commissioning meetings and feel confident in speaking up and demonstrating my skills and knowledge to ensure the nurses' and patients voice is heard throughout all decision making.*
- *Networking with other QNs is very important to me. I feel privileged to have an immediate connection with an inspiring group of nurses and I use my contacts through the QN network to learn from and to help contribute to my own thinking about implementation of service improvements.*
- *I feel the QNI have been incredibly supportive during what has been an incredibly tough year when at times I didn't even know what day of the week it was as I was so tired. I noticed lots of posts on social media which really brought community nursing to the attention of the public which was great. We have certainly had more enquiries from people asking about District Nursing.*
- *I very much appreciate the regular updates from the QNI and links and network to colleagues through the CNEN. The Queen's Nurse title has helped me to raise my professional profile internally and externally to the organisation and given clear recognition of my commitment to community nursing as part of my Chief Nurse role.*
- *Being a Queen's Nurse is the best accolade for any nurse in recognition of our achievements and support network to others.*



## How has the QNI inspired you?

Almost 1,300 respondents to the annual survey provided details about how the QNI has inspired them. This information is vital for future planning to ensure we continue to support QNs in a relevant and appropriate way.

A selection of these activities, as described by respondents, is detailed below:

- *QNI's relentless work throughout the pandemic, highlighting the pivotal role community nursing services play in supporting people in their own homes and care homes. This was particularly pertinent due to government policy to keep people out of hospital wherever possible, and to keep people safe in care homes and prevent hospital admissions.*
- *The QNI is inspirational to me as I aspire to be the best I can be. I look up to all the Queen's Nurses as they deliver the best evidence-based care to patients and their families. I see Queen's Nurses as role models.*
- *I am continually blown away by the quality, the reliability and the commitment shown by the QNI in improving patient care. There is a continual flow of publications that have shown how different areas of community nursing have developed promoting how individuals are fully committed in implementing positive change. The QNI will listen and are always willing to discuss any aspects that are important to me.*
- *By having contact with so many enthusiastic and committed community nurses, I continuously feel inspired to make a difference every single day to every single person I encounter.*
- *It has been great to have the QNI involved at the highest levels with the decision making around the NMC reviews of Specialist Practice and inspirational to hear Crystal and her team speaking about this. This has inspired me to continue to promote the Specialist Practice qualification and to raise awareness of the advanced practice involved in those with this qualification.*
- *The professionalism that is associated with the QNI has inspired me to promote the work I do and share this innovative way of working to a wider audience.*

## How has the QNI made a difference to your practice with individuals and their families/carers?

A small sample of the responses is listed below:

- *I have found my patients are very interested in the title. It gives me a chance to explain what it is and spread the word about professional standing, maintenance of standards, advocacy of our patients and making sure nursing is at the forefront of any changes that are made in the NHS.*
- *I regularly use the published articles as examples of best practice. I have shared Standards for General Practice Nurses and Care Home colleagues to raise awareness of the QNI's work and inspire them to work towards the recommended standards to improve the quality of care their patients receive.*
- *The QNI enables me to have confidence that community nursing needs to cater for specific needs for individuals and knowing that one size doesn't fit all. The networking forums help you within your own speciality and see what is happening in the broader scope of the NHS especially in these challenging times.*

'I feel the QNI have been incredibly supportive during an incredibly tough year when at times I didn't even know what day of the week it was as I was so tired'.



- *The QNI feels like being part of a family of like-minded professionals who strive to provide the very best quality of safe care and support to patients, carers and their families. It has increased my confidence and belief in what I can do for and on behalf of others.*
- *It reinforces a collaborative approach. This year it has felt especially important to keep in touch with families and carers to see how they have been coping in light of the Covid restrictions. Sometimes I have been the only professional checking that they are okay. Also sharing the difficulties and problem-solving situations regarding the individuals I support with carers has helped to share worries, concerns and resources.*
- *Through various professional networks, including the QNI and QNs, I have been able to develop inclusive services which meet the needs of marginalised groups.*

### **What one action could the QNI take to influence improvements in nursing care in the community?**

Recurring themes in the responses to this question were raising the profile of community nursing, specific areas of practice and the QNI; funding and staffing concerns in community nursing; diversity and inclusion; and regional issues.

A small sample of the responses is provided below:

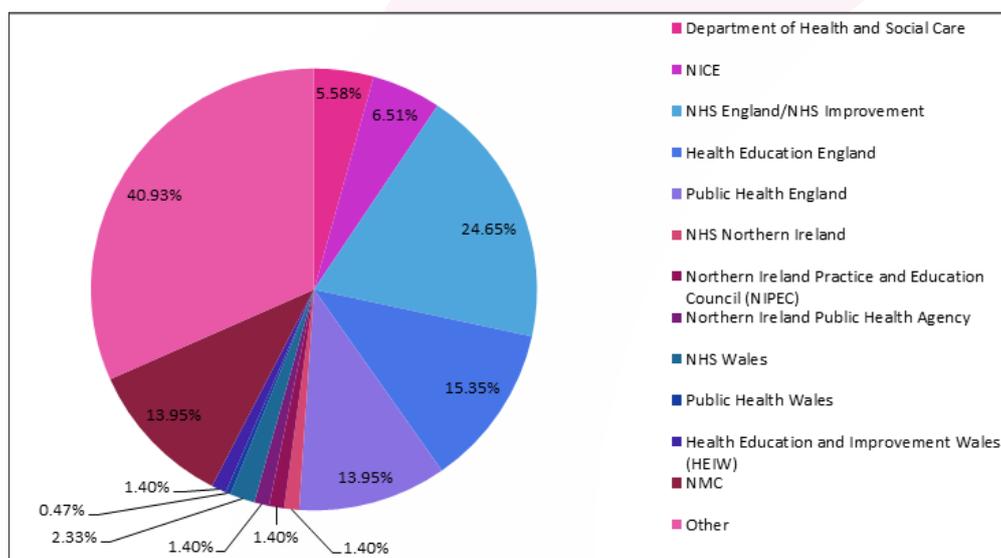
- *Help to raise the profile of how community nurses have been affected, and how we have adapted during the pandemic. The media is very hospital orientated and community staff have faced similarly difficult challenges, especially when caring for residents in care homes where the risks were high to themselves, and the death rate among residents was devastatingly high too.*
- *Continue to express the importance and the impact of having the community specialist practice qualification.*
- *During this pandemic time to be able to offer emotional support by email or phone to the wider community nursing service.*
- *I think the QNI is instrumental in influencing improvements in nursing care in the community but staff on the front line are not always aware of the opportunities.*
- *Raise the profile of Health Visiting and School Nursing as key to health and wellbeing to children and families - the services have been depleted.*
- *By becoming more aware of the role of the Occupational Health Nurse within the community setting.*
- *Campaign for community nursing to be resourced adequately.*
- *More comprehensive safe staffing levels guidance for community nursing teams.*
- *To continue the important work of raising the profile of supporting the health needs of the homeless. This is a group often overlooked and this may increase with rising unemployment due to Covid.*



- *I think we all need to work together to encourage BAME colleagues to apply. It would be good to continue to promote the work the QNI are doing around Race, Equality & Inclusion but maybe running events related to health inequalities in the group and the role BAME colleagues can play in promoting health services in their community in partnership.*
- *Better visibility of local ambassadors and closer links into local organisations.*

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

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



**Is there any other way you feel the QNI could help support you as a QN?**

Recurring themes in the responses to this question were expanding and continuing the QNI's provision of online opportunities; ensuring accessibility of events and resources; maintaining emotional support through TalkToUs; providing regional support; and assistance with education and training.

A small sample of illustrative responses is provided below:

- *More online webinars would be useful during the Covid pandemic preferably in the evening to allow attendance.*
- *Would benefit me if further conferences are accessible online as has always been difficult to attend when held in London due to distance and travel costs.*
- *Continue to provide online opportunities for networking, conferences, raising awareness to issues and continue publishing stories from community nurses about how they have continued to provide quality patient care during the Covid-19 pandemic.*
- *I feel the online access is essential for me. I work full time and as a single parent I find it hard to physically get to conferences. I live far from parents and family to help with child care so I do struggle to get to events sometimes. I have found that this year has been easier as I can still contribute in a different online way but still feel part of the network.*

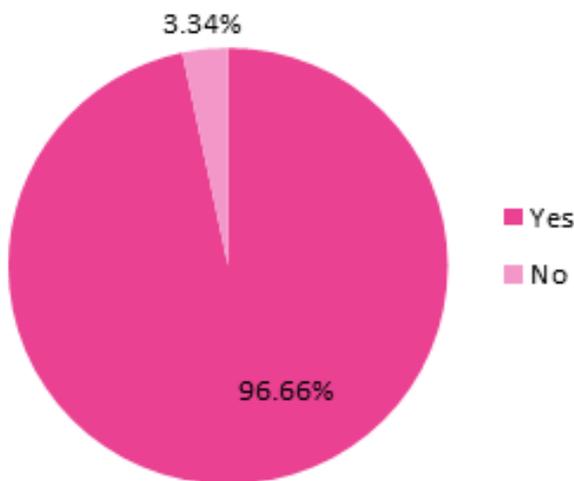
‘The media is very hospital orientated and community staff have faced similarly difficult challenges.’



- *I am very impressed with the new QNI listening service at such a difficult time for community nurses it is so important that we all have access to a service that allows us to debrief and gain support that is confidential and independent.*
- *It will be good when the regional meetings are set up again, giving an opportunity to discuss all areas of work including from the results of the pandemic, offering support where able.*
- *Information on courses available nationally that are not too expensive, as they are most likely to be self-funded.*

## The National Garden Scheme

**Figure (6) - Are you aware that the National Garden Scheme (NGS) funds the Queen's Nurse Network and all associated QN activities?**



The National Garden Scheme is QNI's longest running financial supporter and in particular funds the Queen's Nurse Network. Figure 6 shows that over 96% of the respondents are aware that the National Garden Scheme funds the QN network and only around 3% of the respondents were not aware of this.

A selection of additional comments is displayed below:

- *To be privy to the benefits of some of this funding makes me even more proud to be part of the QNI, and it gives me a determination to continue to put into practice everything I have learnt and continue to learn along the way.*
- *I learned this at the recent conference however have not been able to access any schemes or events due to the current pandemic and work commitments.*
- *The National Garden Scheme is amazing, and the gardens are all beautiful. Their generosity is invaluable to the work of the Queen's Nursing Institute.*
- *I enjoyed the presentation given at the Queen's Nurse Award Ceremony online in 2020 and their input into the conference.*



- *I love attending the Garden schemes and now that I am semi-retired I hope to attend more once the Covid pandemic allows us to.*

### **What could The QNI do to promote our link to the NGS further?**

658 QNs answered this question, with responses tending to emphasise the role of social media and local press along with some distinctive suggestions. A selection of responses can be found below:

- *Local press and local social media coverage to promote the NGS.*
- *Continue to use social media, especially Facebook.*
- *I think they could promote at care homes as I would be happy to take residents (when permitted) to gardens.*
- *We could spend a day doing blood pressure of people visiting the garden like a mobile health check.*
- *Perhaps set up a virtual gardening group for nurses with hints and tips on gardening for pleasure and for health.*
- *Promote the link with gardens and well being for all, supporting mental health and emotional well being.*

### **Do you have any patient testimonials you could share with us?**

745 QNs responded to this question and offered moving testimonials which give a sense of how their work is impacting others. These included the following:

- *'[My QN] is knowledgeable, she always follows through with any plans or referrals quickly with exceptional communication. The advice and support that \*\*\*\* has given to us as a family has been a lifeline. \*\*\*\* is quite a complex character and to meet someone who really wants to understand him and not try and fit him into a box, which should never happen to any child, especially a special needs child, is such a breath of fresh air and it has made such a difference to \*\*\*\* and our family's quality of life.'*
- *'It is absolutely fabulous that your knowledge, dedication and passion have been recognised by the QNI. You are our own Queen's nurse....so proud.'*
- *'[My QN] spent 20 minutes talking to my son, who has Down's Syndrome, answering all his questions about the Covid vaccination, taking the time and patience to ensure him that he would be safe to have it. He was so proud when he'd had it as he was so scared. Thank you for taking the time in a busy clinic to make him feel special and safe, truly patient centred care.'*
- *'Just a quick note to say a huge thank you for the wonderful care and support you gave our father. It has been a difficult period but you were so kind and ensured that he was as comfortable as possible, as well as providing myself and my brother with some much needed reassurance and support.'*
- *'[My QN] explained beautifully...end of life... She then further gave insight into the nature and sense of perspective for critically ill end of life patients - this was articulated in a way that I had never seen before in any previous discussion with palliative care teams or patients. Her insight and words gave the family so much peace.'*

*'Just a quick note to say a huge thank you for the wonderful care and support you gave our father. It has been a difficult period but you were so kind and ensured that he was as comfortable as possible, as well as providing myself and my brother with some much needed reassurance and support.'*



## What can the QNI do to encourage more applications from nurses from a BAME background?

896 QNs responded to this important question, with suggestions reproduced below:

- *Ensure there is good representation of BAME nurses in all QNI publicity and information leaflets/posters etc.*
- *Engage with existing networks and events.*
- *Actively recruit nurses from BAME backgrounds.*
- *Promote the QNI through undergraduate nursing, as BAME colleagues say that hospital staff tell them community nursing is likely to cause them to be de-skilled. Then you can highlight the fantastic work of the QNs and how we need more BAME colleagues. That not only is community nursing forward thinking and innovative but being a QN will open many more doors and help BAME nurses achieve a lot more than they would anticipate.*
- *Possibly via the networks that help to support BAME colleagues within community organizations.*
- *Working with universities to promote the community as a positive choice for nurses from a BAME background to build their career.*
- *Ask local organisations to promote at their BAME staff network meetings.*

## How could you contribute and encourage applicants from a BAME background?

A promising figure of 982 QNs responded to this question, which indicates a level of interest in taking personal steps towards increasing diversity amongst our networks. A selection of indicative responses is displayed below:

- *Explaining what the QNI is and how to become a Queen's Nurse, support the process and direct to website.*
- *I can make sure the QNI information is shared with our Equity, diversity and inclusion group.*
- *I work within a diverse community of nurses from a variety of BAME backgrounds. I am also from a minority ethnic background so understand the challenges faced. I believe it is important to give positive affirmations to staff in appreciation of their hard work this in turn boosts their confidence and morale. Promote the work of the QNI and encourage applicants from BAME backgrounds.*
- *I will continue to share the opportunity to BAME colleagues and friends and share how wonderful being a QN has been to my career.*
- *Talk directly to BAME colleagues. Use a possible focused campaign from the QNI to encourage BAME nurses to apply as an 'opener' for the conversation.*
- *By providing an inclusive environment where ALL staff feel valued and are fairly treated. Ensure colleagues from a BAME background realise how important their contribution to the QNI would be sharing their experiences both positive and negative would be a huge benefit to all of us.*



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