

Queen’s Nurse annual report 2013

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.

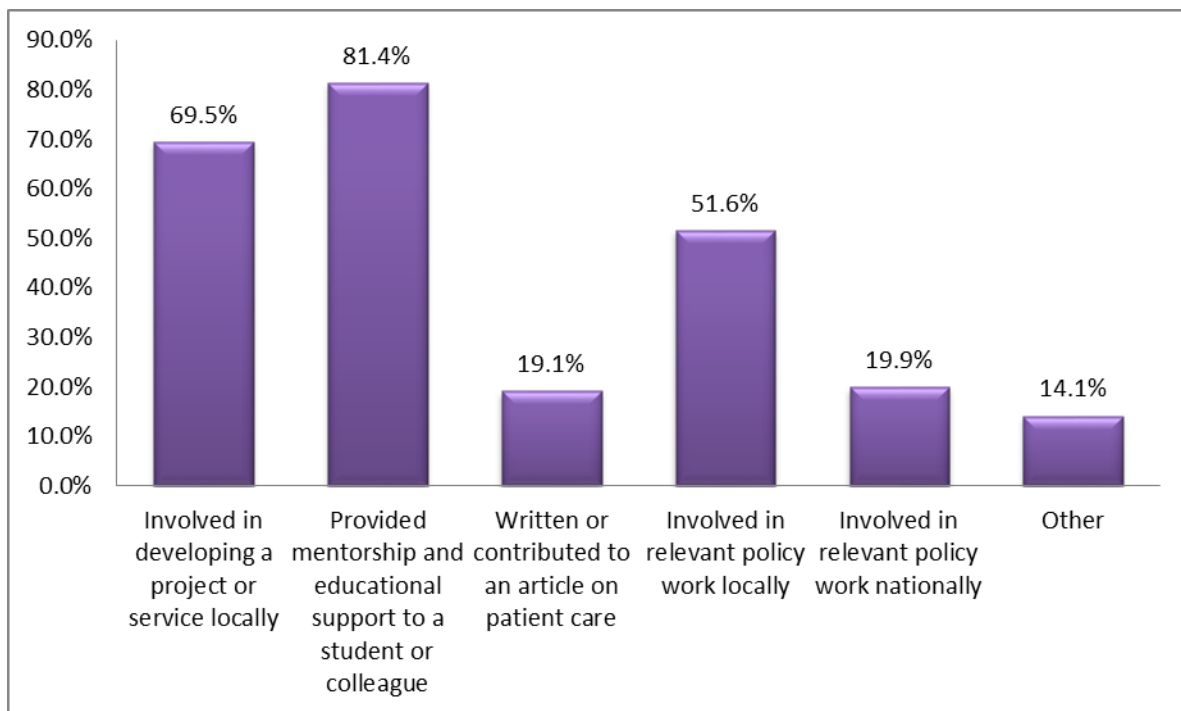
Responses from the annual update are invaluable in helping QNI plan future development workshops and also in ensuring the most appropriate type of support is provided. We are also able to identify particular requests and concerns and ensure they are followed up.

This year there was an 84.3% response rate (403 out of 478). The remaining 75 will be contacted individually and encouraged to submit an update. The information is collected using an electronic survey. The comments provided represent a very small sample of the total comments received. The full results are available should anyone require this.

Contributing to improving patient care *(respondents could tick more than one box)*

Figure (i)

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



QNs are very proud of how they make a difference to patients; a small sample of responses is listed below:

"Medicines management policy - I was involved in revising the acute and community policies to merge them into one policy within the integrated organisation. I was also involved in developing the medicines administration errors policy which stipulates the actions required following an error to learn from the error and reduce the risk of recurrence. I am also currently involved in piloting the medicines safety thermometer in the North West. This involves co-ordinations and communicating with staff to ensure accurate data is collected and submitted."

" Developing a very person-centred approach to care of older people within our care home. Trying new ways of working that are quite radical but are proving very successful and beneficial to individuals."

"Have been voluntarily teaching at Greenwich University both pre and post registration students on Dementia."

" Involved in the development of a 24hr Specialist Palliative Care Advice Line Service for professionals to access."

"Undertaken a project to improve partnership between hospital and community nurses; ensuring better discharges. Mentoring students and nurses with sound knowledge and skills."

" I have led a project implementing electronic health records in our team. I also provided information towards and submitted a poster to the British Pediatric Neurology Association. I am a mentor to Genetic Counselling students and have carried out a teaching session for the students."

"Mentorship support to student nurses/sign off mentorship/ Involved with recruitment of student nurses at the University of Chester/ Involved with local safeguarding/policy work/ New project for implementation of IPad minis with a view to moving towards paperless working for community services."

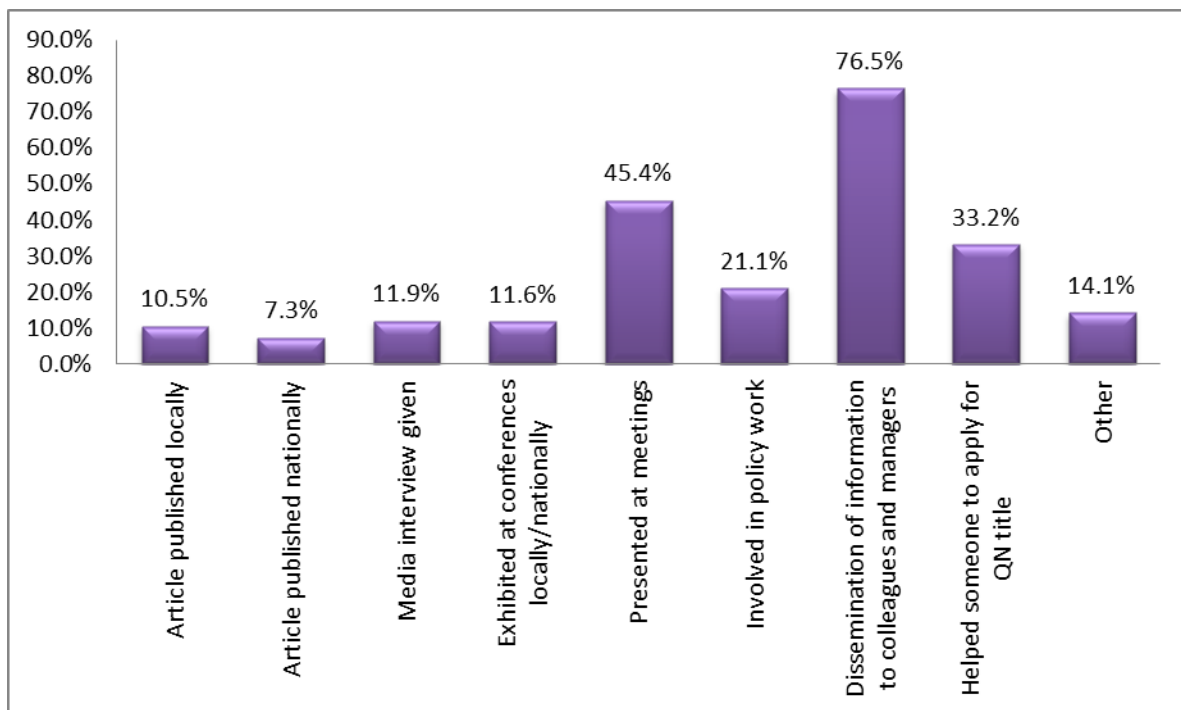
" Developing a young person's sexual health drop-in clinic. Aims to prevent unwanted pregnancy and improve sexual health."

Promoting the Queen's Nurse title

All QNs are encouraged to promote the title to colleagues as evidenced in figure (ii). QNs are aware that resource materials promoting the QN title are available from the QNI. Samples of these resources are sent to them as part of their induction pack when they are notified they have been successful.

Figure (ii)

In the last year how have you promoted the Queen's Nurse title?



A sample of responses is given below:

" I promote the value of the QN title for individuals by sharing the written information and talking about it with practitioners and student Health Visitors, School Nurses and District Nurses."

" In my new role as Lecturer I have brought the work of the QNI to the attention of community nurses working towards the Specialist Practice award."

" Attended locally held meetings, Talked to patients and staff from other agencies about the Queen's Nursing Institute."

“ I helped one of my team managers to apply for the Queen’s Nurse title and she was successful. At our team meetings I inform the staff about the work of the QNI and encourage staff to apply. I have also been involved in local policy work.”

“I have done an interview for the local paper.”

“ I have written a blog for my trust which was included in the newsletter where I discussed the process of applying and encouraged others to do the same.”

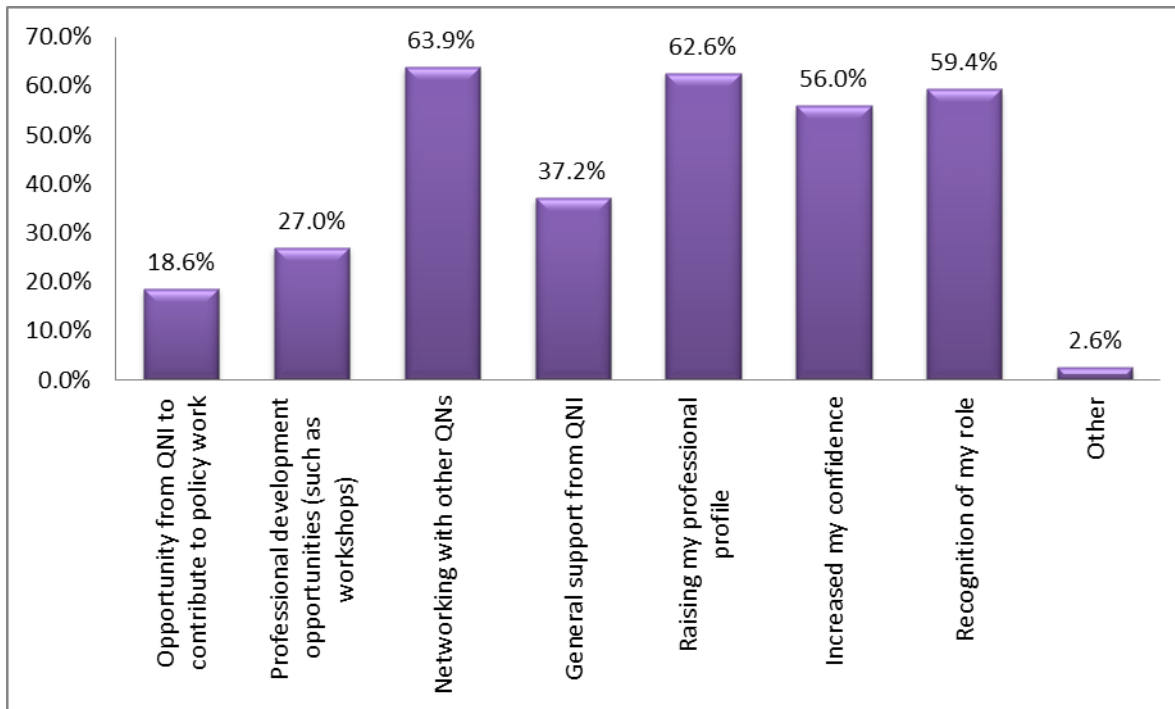
“ I have published a paper in the Journal of Health Visiting in which the QNI was acknowledged for awarding me the Maureen Acland bursary. In my presentation at the annual CPHVA conference I talked about being very proud of being a QN, and also sign-posted people to the QNI stall. I am always promoting the QNI within my own organisation and so far I have supported 3 members with their applications for the QN title. I am currently in the process of helping a colleague to apply for the QN title.”

“ I wear the Queen’s Nurse lanyard so am asked about the title. I also shared and communicated the work of the QNI with colleagues and the Executive team - particularly regarding the work on workload profiling. I encouraged a number of people to apply for QN title - explained what it was and how to go about it though they haven't applied as yet.”

Benefits of being a QN

Figure (iii)

In the last year, how have you benefitted from being a QN?



There is no doubt that nurses value the QN title:

“Just knowing you are a Queen’s nurse makes you feel as if you represent quality in nursing. It is so important in the present climate when compassion in nursing and quality of nursing care has been questioned and scrutinised in the media.”

“Being awarded the title enabled me to refocus my career and remind me why I had entered community nursing. This increased my confidence level enabling me to push forward with service development.”

“ This year our service is being redesigned and we are consequently having to apply for new roles within the organisation. Having the title of QN has helped boost my confidence and added weight to my application.”

“I have been accepted on the CNO BME Advisory Group Committee which has given me insight into Nurse Leadership at a level I have not experienced before.”

"I feel that being a Queen's Nurse is a privilege and an achievement which I am very proud of and the publicity appears to have raised our profile and further funding has been provided to increase the team by two nurses starting in February and the possibility of two more nurses by December and a further two in 2016, which is a fabulous success."

"The benefits of becoming a QN has enabled me to be involved in national work for the QNI. The Gloucestershire QNs meet on a regular basis to share information and peer-support. Over the past year my confidence has increased. An example being I attended the EXPO 2013 in London .Prior to being a QN I would not have travelled to London to attend an event on my own."

"I have received huge support from my QNI colleagues both in their practical assistance such as answering queries, and in the opportunities to network with other nurses who share my values and standards of care."

" I feel that holding the QN title has made me more confident, it was something I applied for myself as I feel that there are far more times in the work situation that only negatives are recognised."

"Colleagues, Managers and Commissioners have been interested in the Queen's Nurse title, it has enabled me to raise my profile as a professional and helped to add weight to my role as a Family Nurse."

" Networking with other QN's at the conference in Manchester last year; looking forward to meeting up at regional meetings this year.'

Involvement in other activities as a QN

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

"Inspiring Community Nurses and possibly developing a website as a resource for evidence-based practice for Community Nurses and also developing a patient dependence tool or early warning scoring system applicable to community nursing."

"I would welcome support but the distance is too far to access QNI events and employers aren't happy to lose staff for a day to attend a two hour workshop, nor pay expenses. Please can we have more Skype meetings/ training?"

"I think we need support engaging commissioners on the demand/capacity issue for nurses in the community, to help them understand how to commission properly."

"My Line Manager reluctantly gave me a study day to attend a conference but it is not easy to get time off for what is not seen as important. I would like some guidelines for Managers on the work of QNI and the expectations for the QNs. Perhaps I should write something. Is there any support for this?"

"I am so new to the QNI, I feel very supported and I will seek their professional support and guidance readily over the coming years."

All of the comments in this section are in the process of being reviewed so that we can act on them and offer the relevant advice and support to QNs.