

# Queen's Nurse Annual Report 2015

## Overview

This report presents the findings from the Queen's Nurse Annual Update Survey, which was conducted during December 2015. 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 organizations for professional contributors, for example the Department of Health groups on professional pathways.

## Summary of key findings

The QNI received 755 responses to the survey out of 820 Queen's Nurses, representing approximately 92% of the Queen's Nurse Network at the time. Overall, the findings show that:

- For many, the benefits of being a QN have been considerable. Apart from the wonderful tangible benefits, feedback highlights a renewed confidence – they are being listened to, valued and respected.
- 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 continue to demonstrate their commitment to improving patient care, with many illustrations of innovation and leadership as well as providing mentorship and support to students and colleagues.
- QNs are demonstrating a high level of participation in QNI activities.
- Going forward, QNs are seeking more opportunities to: participate in national and local decision-making processes; showcase their expertise through writing articles and making presentations; and participate in the QN network.

## QN regional groups

Figure 1 – QNs by region

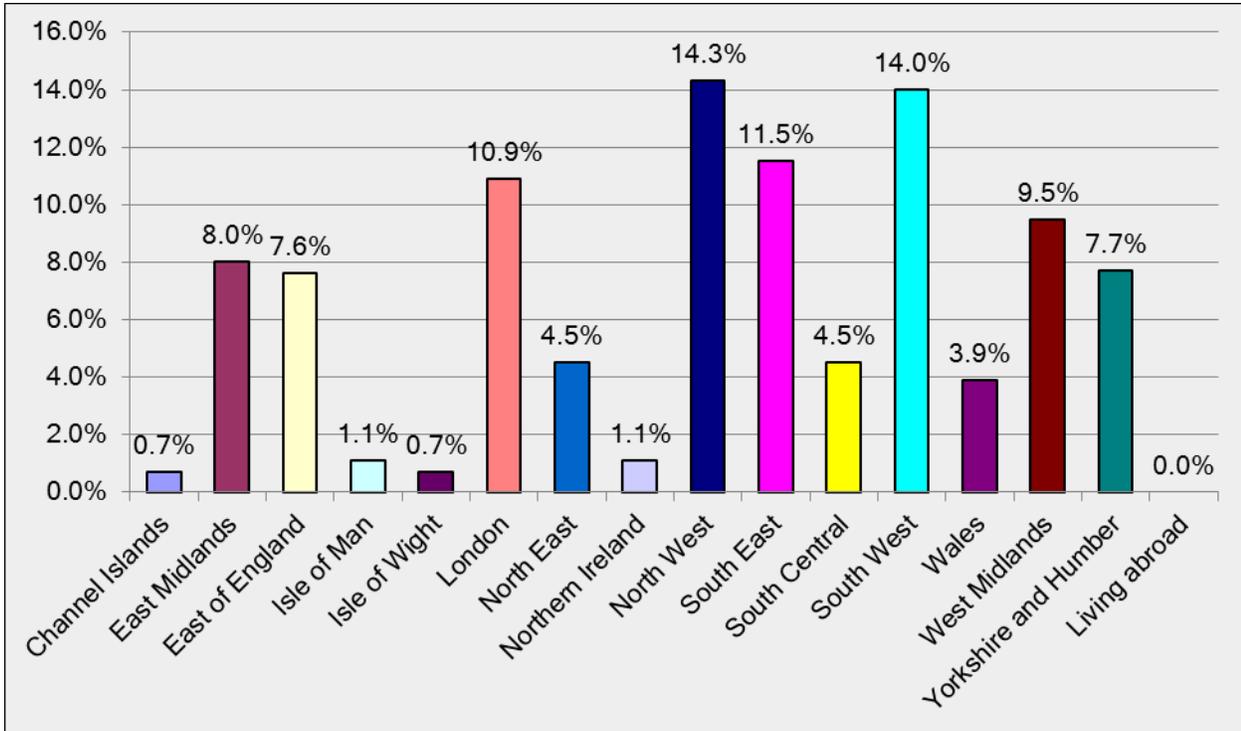
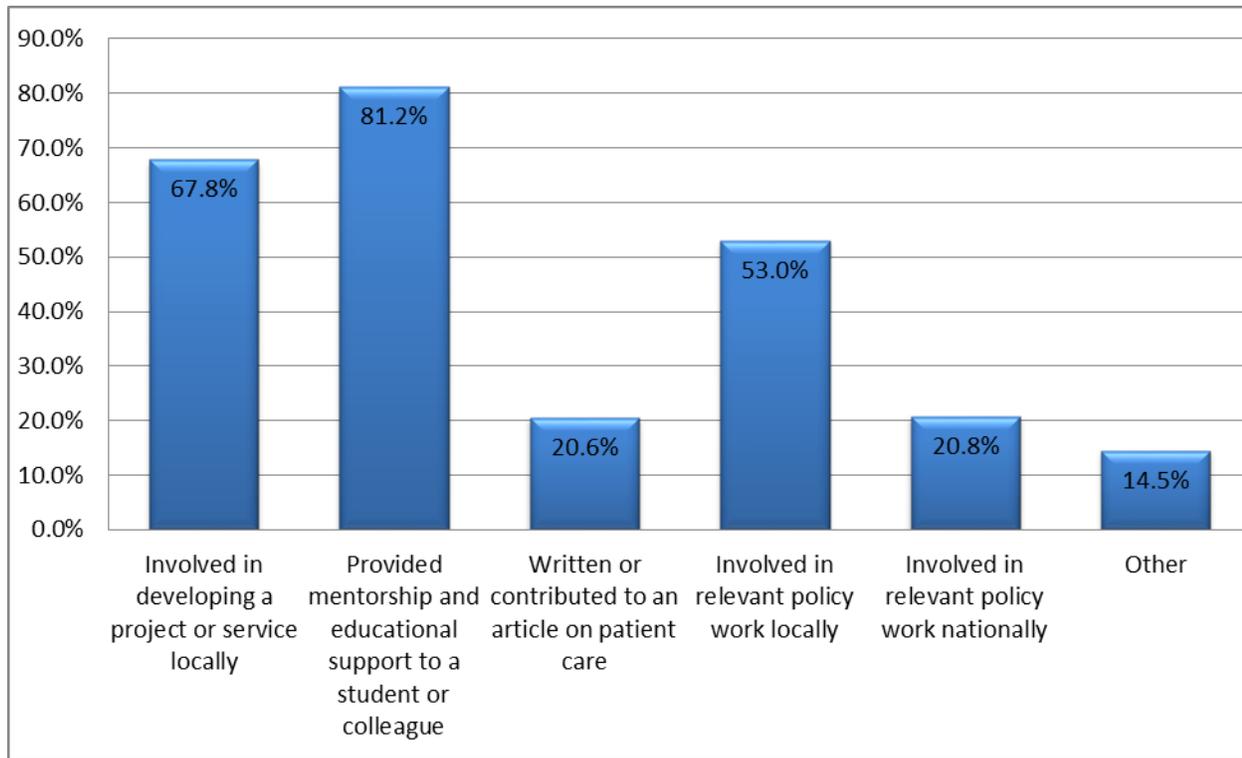


Figure 1 shows the number of QNs in each region. QNs in the North West, South West, South East and London represent 50% of the network - followed by West Midlands, East Midlands, East of England and Yorkshire and the Humber representing 32.8% of the network.

## 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 81.2%. Involvement in developing a project or service locally is at 67.8% of survey respondents and this was closely followed by involvement in relevant policy work at a local level with 53.0% of survey respondents.

QNs provided detailed information about the difference they made in 2015; a small sample of responses is listed below:

- *Taking the GP service out into the community by having regular nurse led ward rounds at the two local residential homes.*
- *Developed nurse led service in looking after needs of frail elderly patients with dementia in local residential home. This has resulted in reduction in admissions, allowing patients to die at the home in a planned way and reducing sedation. This has involved educating staff about the adverse effects admission can have on patients with dementia and informing them on how sedation can be harmful and explaining other strategies to use with aggressive or anxious behaviours.*

- *Clinical and professional leadership in the design and development of an integrated service model for 0-5 services including Health Visiting, Social Care and Early Years workers.*
- *Mentored nursing students. Took part in an interview panel for applicants wanting to undertake the Nursing Degree Course. Whilst the Trust was changing its patient record database; made sure the team's needs were included in the mapping process.*
- *Been involved in reorganizing DN service locally in view of moving to an integrated service.*
- *Contributed to training medical students at a training practice.*
- *Mentored and monitored competencies for 2 new practice nurses and a health care assistant.*
- *Mentorship for Doctoral Nursing students. Development of new CNO national strategy for nursing, midwifery and care staff CNO BME Advisory Group NED on NHS FT Board.*
- *Contributed to the development of a local policy on prevention of neglect in the borough of Southwark as well as public health review of improving health for teenagers/young parents.*

## 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)

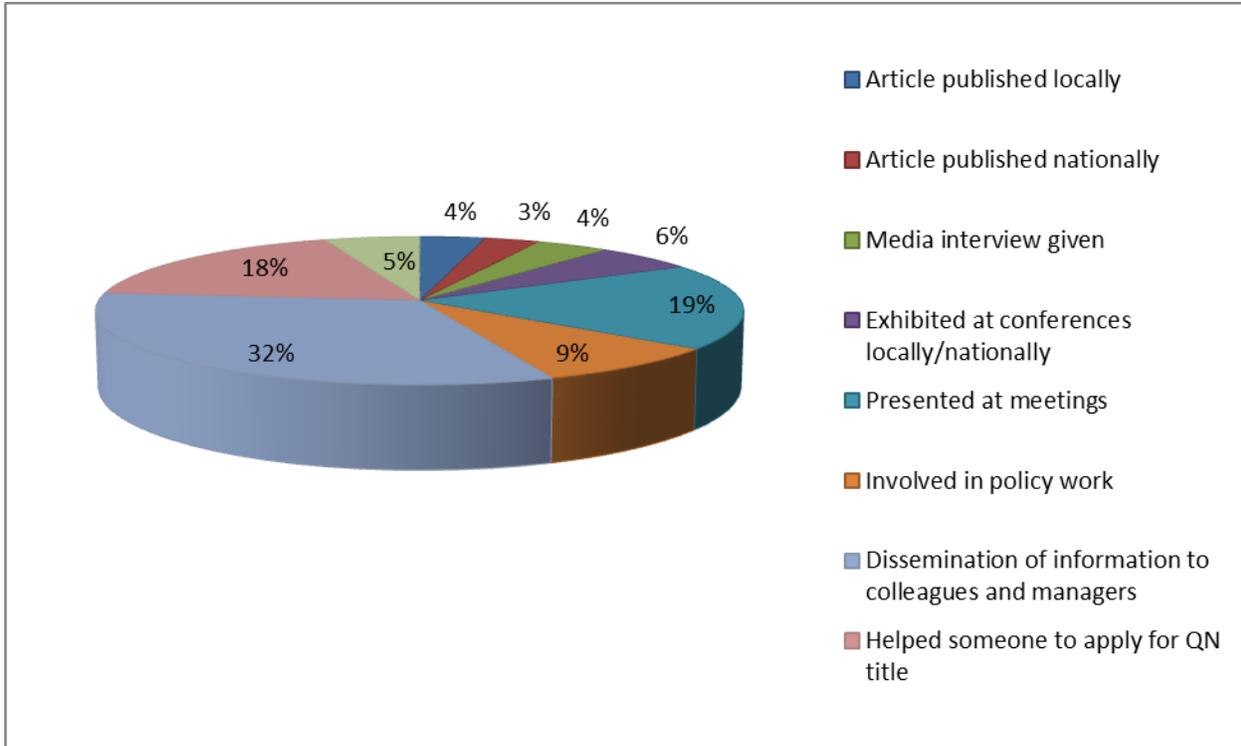


Figure 3 shows that in the last year QNs have employed a range of different methods to promote the QN title. Over 32% of survey respondents promoted the QN title through the dissemination of information to colleagues and managers. Another favoured method was presenting at local nurse meetings with around 19% of respondents. A further 18% of the QNs helped someone to apply for the QN title, which is a 3% increase from last year.

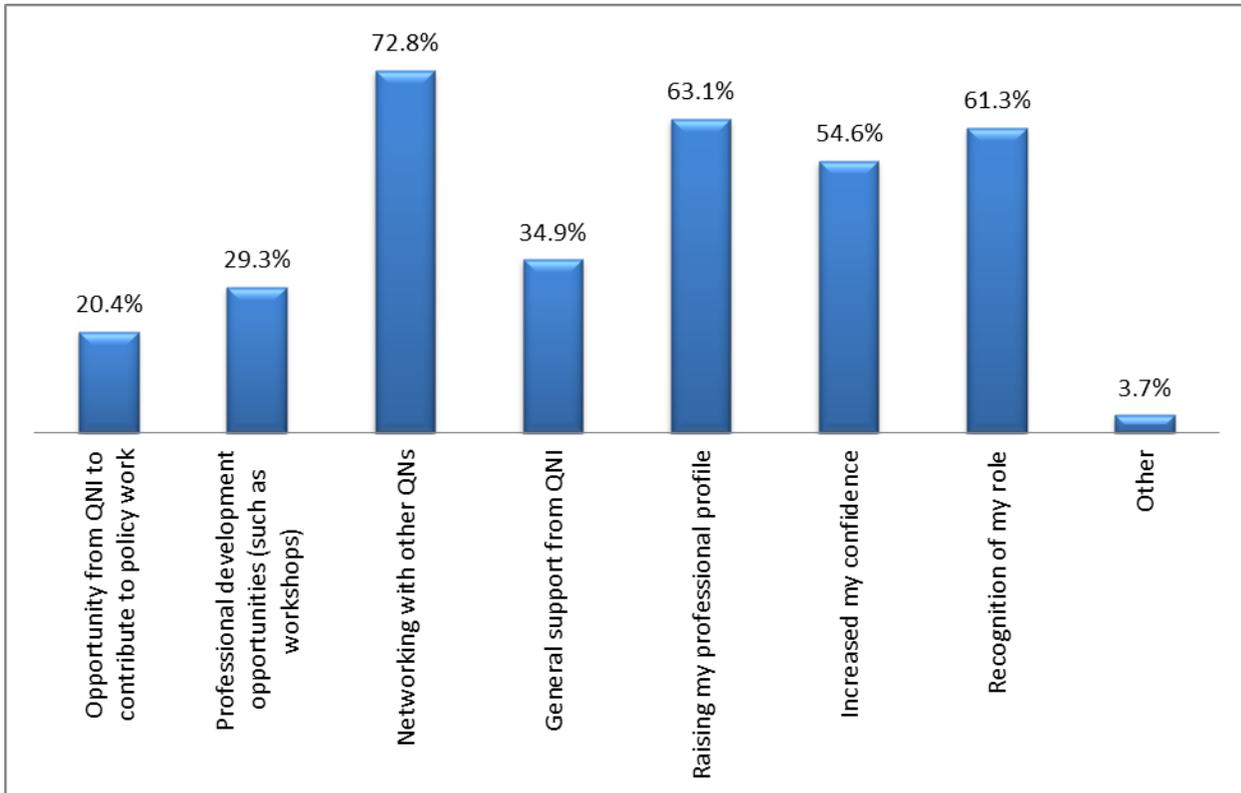
A sample of responses is given below:

- *Discussion of latest news and events at team meetings.*
- *Information disseminated to local colleagues verbally but also at educational meetings described above as part of a speaker biography.*
- *Promote the value of the role through my editorial piece in the Journal of Health Visiting. Discussion with colleagues and students.*
- *Always wear my Queen's Nurse badge on my uniform prominently and am frequently asked about the QNI.*

- *Frequently encourage work colleagues to apply for the title of Queens Nurse, I feel we provide an excellent nursing service within our practice and the prestigious title of Queens's nurse would be well deserved.*
- *Guardian interview regrading my role. Exhibited as an organization at the QNI conference and promoted the charity at every training event.*
- *Instrumental in colleague applying to become a Queen's Nurse*
- *Manned a stand at the Celebrating Success conference in Lincoln to promote the QNI. Discussed the QNI with staff and encouraged staff to apply for the QN title. I also contributed in LCHS QN and HV Fellow meeting to look at improving services locally.*

## 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 2015, the benefits to survey respondents of being a QN were considerable. Figure 4 shows that a "staggering" 72.8% benefitted from networking with other QNs, closely followed by 63.1% 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:

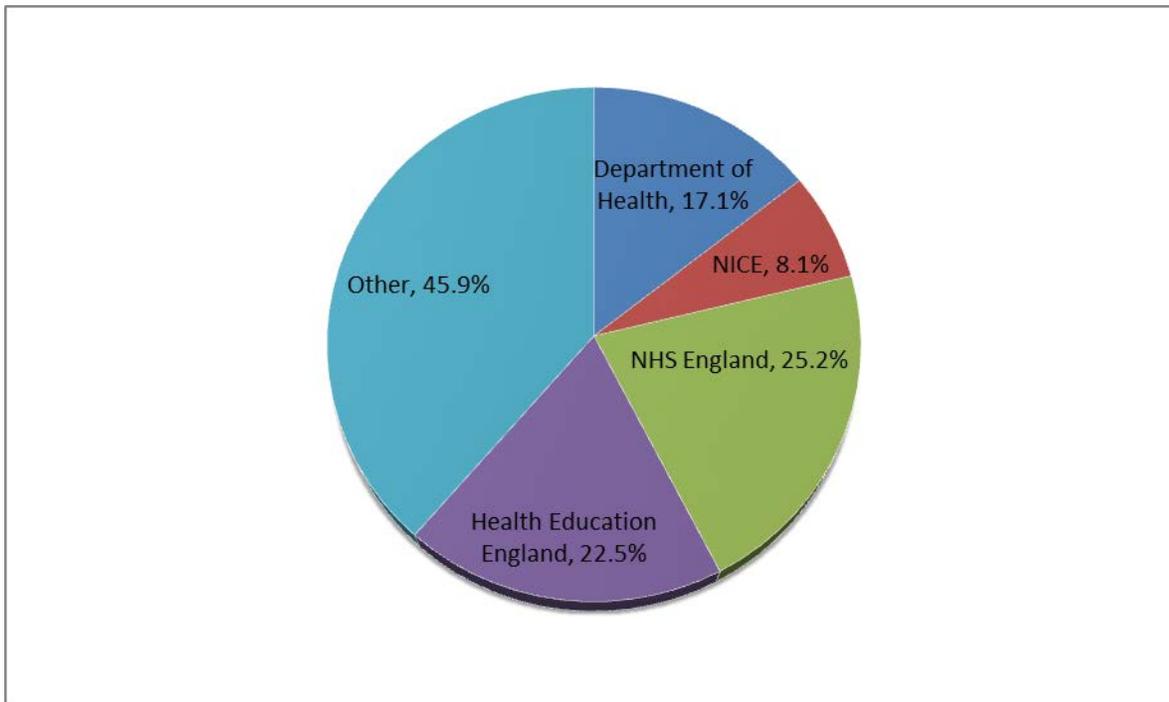
- *Information from QNI is useful. My confidence as a QN has increased - people notice the badge and ask about it.*
- *Networking with other QNs at Bucks New University function. Will be attending the all QN meeting in April 2016.*
- *The QN title has provided me with ongoing confidence to continue my work and drive local services forward even though some aspects of the service were constantly under threat. In October I was fortunate enough to be able to attend a meeting with other Queens Nurses at Waterman's Hall in London. This provided with the opportunity to network with other nurses (much overdue) who shared similar values to me. It also enabled me to find out about some*

*of their roles and responsibilities and how this fitted in with current national policy and project work.*

- *I know I can trust a fellow QN in the knowledge they have the experience, passion and commitment to care for patients in their own home. I find QN's are always ready to share their good practice to the benefit of others.*
- *Reminding myself that I have QN status has helped me to feel more confident about challenging and influencing practice development both within Powys and on an all Wales level.*
- *As a Queen's Nurse I am recognized as a nurse working to improve standards of patient care and have been accepted into the NHS teams we support.*
- *The Queen's Nurse title has certainly raised my professional profile and my confidence. I am now in another role which is a promotion, a new venture for me into quality assurance for patient safety which I would not have applied for before receiving the title.*
- *I felt valued for all the hard work and dedication, it gave me more self-confidence and a boost at a time when services are so stretched and would be easy to become demoralized which I then instilled in my team.*

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

Over 110 respondents to the survey provided details about representing the QNI at advisory/working groups.



**Involvement in other activities as a QN**

Over 200 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 am currently liaising with our Community Pediatrician with regards to the changes in delivery of hepatitis B to "at risk" children. I identified a shortfall in the provision as we were only picking up children opportunistically. I therefore felt it required some co-ordination, and am currently awaiting a further meeting.
- A film crew from Channel 4 has been to my place of work and interviewed the school nurses within my team to learn more about the role of the school nurse. I have contributed to the QNI community nurses roles (school nursing) undertaken by Anne Pearson, Director of Programmes, QNI.

- I was involved in focus groups regarding SPQ and discharge planning.
- I was interviewed by local and national press after helping with the refugee crisis on the Greek island of Lesbos with my husband (a fellow QN) and our children.
- I have promoted the work of the QNI with Pre- Registration students. It's important that future staff are aware of the QNI and the core principles of the organization.
- I am involved with NHS England as part of the Neurology Strategic Clinical Network which works to ensure that services to people with neurological conditions are receiving the best possible care where and when needed, also to establish effective commissioning of services.
- Introduced a new hospice liaison role into our acute hospital - this role is funded by the hospice and goes into the acute hospital to find patients that would benefit from the variety of services from the hospice and ensure referral and information is given.

### **Support from the QNI**

Over 270 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.

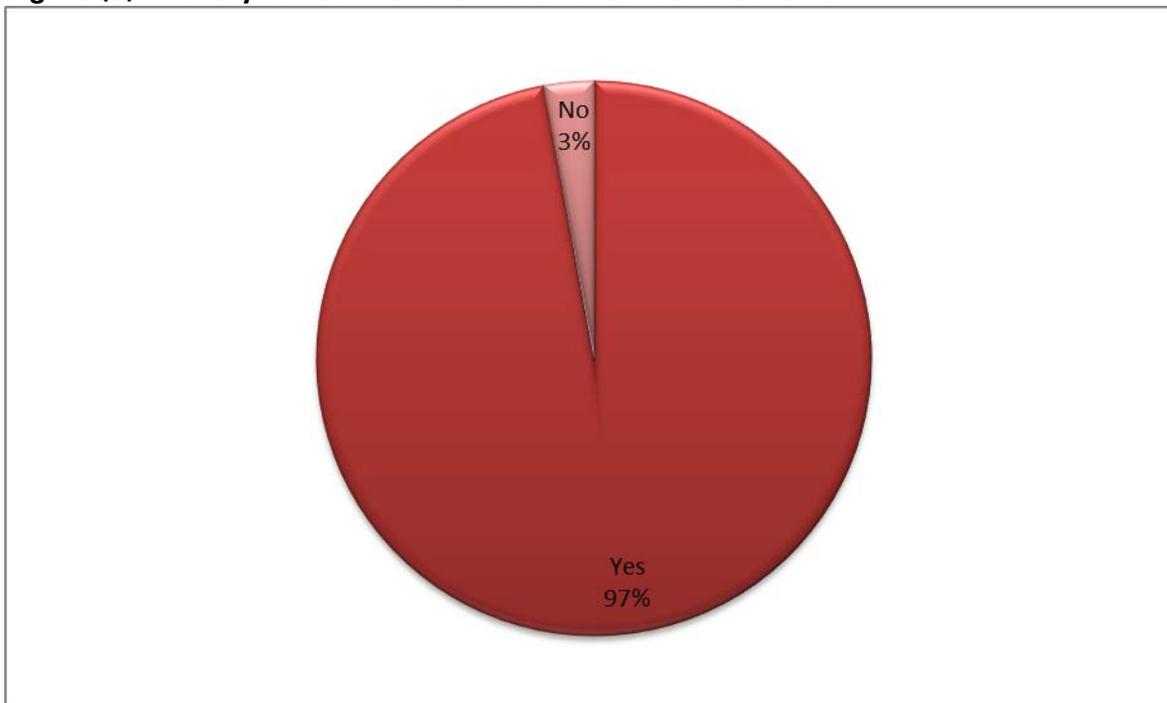
A small sample of the responses is listed below:

- *I would like to have more meetings and workshops run locally as it would enable me to attend.*
- *Excellent ongoing support is already available.*
- *The regular updates are vital to ensure we provide the best possible care at home for patients.*
- *I would be interested in meeting other QNs who work within the memory service, or care for dementia. I am looking forward to setting up a new group focusing on dementia education to children at schools.*
- *As well as regional groups, it would be beneficial to have role-specific groups, such as palliative care, or pediatrics. This is something I have asked about before. Sometimes it is hard to justify taking time out to spend on a QNI-related activity when not all of the content is relevant to my work.*
- *I feel the constant support and encouragement is amazing. I always feel inspired and motivated through the QNI to continue improving service delivered and support other Queen's Nurses seeking to improve service by completing any surveys or offering support to be involved.*

- Possible introduction of forums depending on field of practice.
- It would be great if there was innovation and development funding opportunities for a QN, I have already benefited from the Leadership bursary.
- I am currently undertaking my prescribing module. A grant that was available for textbooks would really help. I'm a single parent with 2x small children, working full time. Borrowing from the library is restrictive. If QNI had its own book bank for popular modules, or access to a grant, would really help and promote further education.
- I am very happy with the support that I get from the QNI. I know I only have to pick up the phone or email and I get an immediate response. I look forward to the Workshops next year.
- Provide Masterclasses and support in leadership.

## The National Gardens Scheme (NGS)

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



The National Gardens Scheme is the QNI's longest running financial supporter and in particular funds the Queen's Nurse Network. Figure 5 shows that around 97% 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 an NGS garden over the past year. Around 25% of them have visited a garden with a good portion also indicating their desire to visit an NGS garden this year. This is a 7% increase from last year.

A sample of the responses is listed below:

- *I have been in contact with the local lead for NGS with a view to opening my garden in 2017. I am hopeful that this proposal will be accepted as it will be a great opportunity to raise the profile of Queens's Nurses and NGS.*
- *We have one local however I missed the opportunity due to being away on holiday. I do intend to visit this year. The photos of other QNs visiting gardens last year were lovely.*
- *I visited a local garden wearing my badge and spoke to the owner who was most appreciative of the care given to his wife by the community nurses who had provided palliative care at home enabling her to continue enjoying her beautiful garden.*
- *Took part in the open weekend and had my picture taken wearing my badge. I let all gardens visited know I was a QN and thanked them for their support which was greatly received and appreciate.*
- *Have visited several gardens in and around Cheshire.*
- *The NGS had a stand at the local country show and I made a donation. I told the people on the stand that I was a QN and they did not know what that meant, so I explained the role and the meaning in connection with the NGS.*
- *I visited 3 gardens within the Vale of Glamorgan and identified to the owners of the garden that I was a Queen's Nurse and took my QN badge to identify this. The reactions of the owners were really positive and they greatly appreciated that I had identified that I was a Queen's Nurse.*
- *Not yet but family members have been encouraged by me.*
- *In June I spent the day at my friend's open garden serving tea and cakes, which I thoroughly enjoyed. I submitted a photo of me carrying my QNI cloth bag (which had held the cakes I had made to sell on the stall) by the house name to the QNI - which has been included in the 2016 calendar- a lovely surprise!*
- *Visited Whatton Gardens, also went to the Chelsea Flower Show and had a long chat with George Plumptre at their stand!*
- *I received the booklet and was able to take my family to a local garden.*

- *My husband and I attended the NGS at Melbourne Hall in Derbyshire. The gardens were beautiful and very tranquil and the cream tea was delicious. Will look forward to attending more gardens next year.*
- *Will be doing so next year as following the awards ceremony and talk on the scheme I discovered I have one at the end of my road!*

### **QNs were asked 'How could QNI support you in the future?'**

- 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.
- More meetings and workshops run locally as it would enable me to attend
- Regular updates are vital to ensure best possible care at home for patients
- Continue to send updates and any workshops which QNs may be able to attend to enhance practice.
- Possibly create a retired QN network
- Impressed with all the support received so far. Aware that the QNI can be contacted at any time for support.

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