

## Queen's Nurse Annual Report 2017

### Overview

This report presents the findings from the Queen's Nurse Annual Update Survey, which was conducted for 2017. 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 external organisations for expert professional contributions, for example the Department of Health, or from journals and working groups for general professional opinion.

### Summary of key findings

The QNI received 1048 responses to the survey from a current total of 1076 Queen's Nurses, representing 97.4% of the Queen's Nurse Network at the time. The outstanding 2.6% receive 3 follow-up emails and letters but if no response is received, their name is removed from the active QN list and a notification letter is sent to the QN.

Overall, the findings show that:

- QNs have contributed to improving patient care by providing mentorship, being involved in developing projects or services and involvement in policy work, to name a few.
- 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 and promoting the QN network.
- Going forward, QNs are seeking more opportunities to participate in national and local decision-making processes and participating in the QN network.

Queen's Nurses have received much recognition and awards throughout the year, some of which are listed below:

- Brookes Teaching Excellence Fellowship award
- Parkinson's disease Nurse Association Parkinson's Nurse of the Year for services to Parkinson's
- HSJ Award



- Outstanding Entrepreneur Award from The Nigerian Achievers Awards
- Awarded RCGP Honorary Fellowship
- Awarded MBE in the Queen's birthday honours list in 2017

**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)**

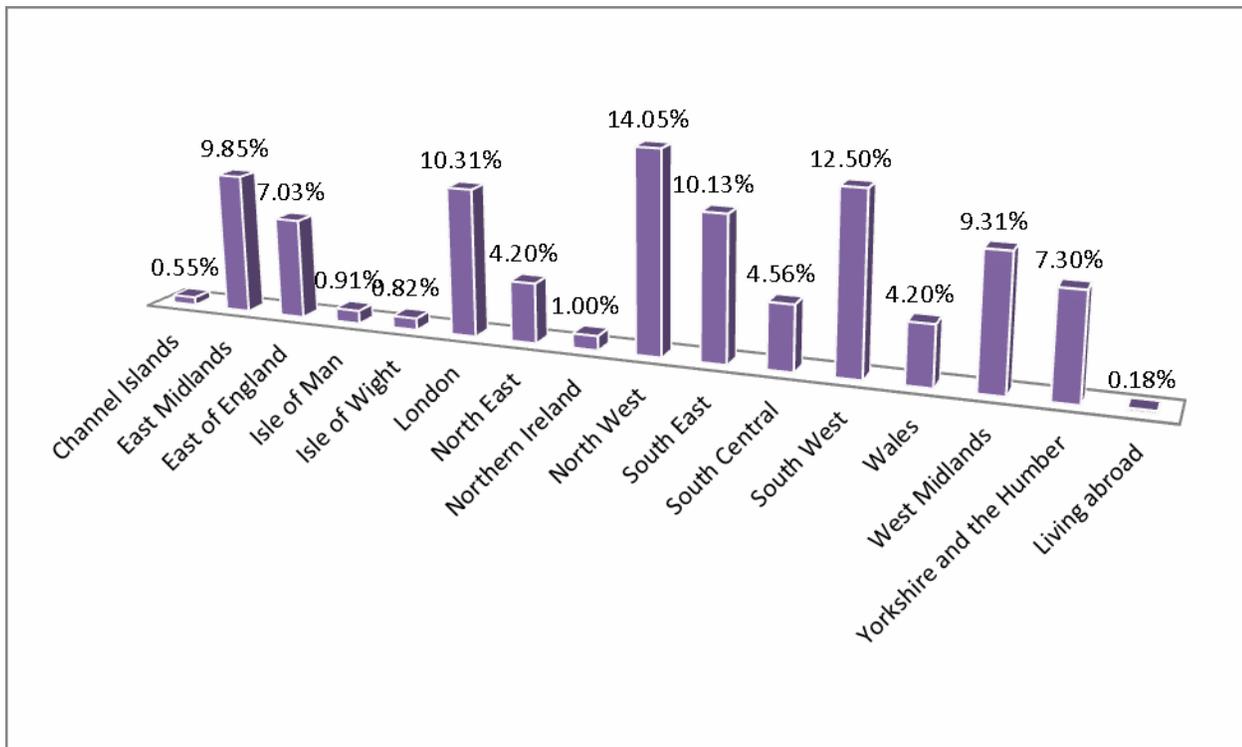
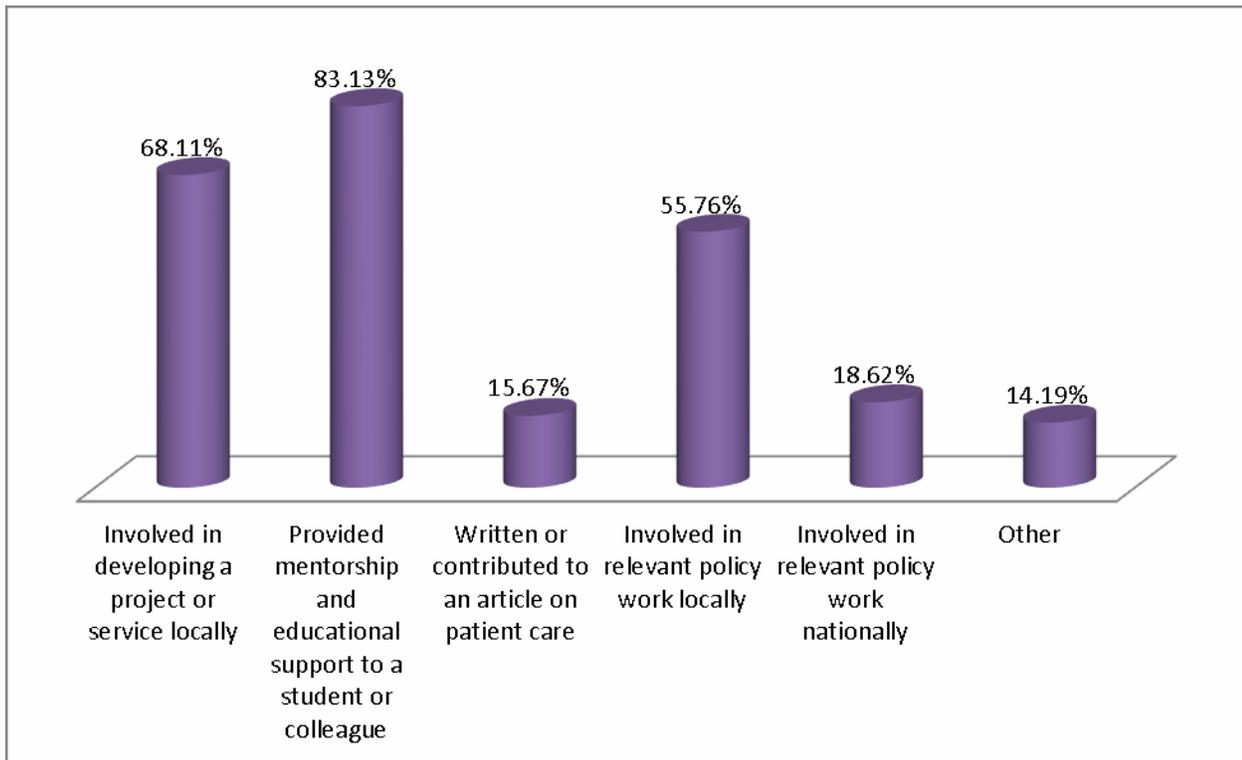


Figure 1 shows the number of QNs in each region.



## 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, 83.13% of QNs provided mentorship and educational support to a student or colleague; 68.11% had been involved in developing a project or service locally and 55.76% involved in relevant policy work at a local level.

QNs provided detailed information about the difference they made in 2017; a small sample of responses is listed below:

- *Worked locally on service development bringing two services together to create a 0-19 service.*
- *I contributed to QN project on palliative care. I am also going to publish an article on hydration health.*
- *I completed an advice leaflet to be of use in residential homes to understand the importance of good fluid balance and its impact on health.*
- *I have supported new staff in innovative positions in an attempt to alleviate the National GP shortage, Associate practitioners, urgent care practitioners and Physicians' assistants.*



- *In the last year I have mentored 3 student nurses successfully, who now have qualified. I have been involved with teaching sessions with the GP surgery, especially with inhalers and techniques. I have provided for patients a drop in clinic to ensure inhaler technique is correct.*
- *I have been commissioned to improve the quality of care at my Trusts prison healthcare unit developing services and policies.*
- *As well as reviewing policies at local and national level, I have been involved in workshops with RCN developing good practice guidelines. I have also given talks to new students around the project work I have done with the QNI.*
- *I am currently working on a secondment to promote admission avoidance, with the aim of patients having a recognised contingency plan which with a multidisciplinary approach will prevent admission to hospital and A&E attendance. This will enable patients to remain in their own home if and when a crisis occurs. Preventing unnecessary trauma and upset for both patients and their carers.*
- *I am part of a pilot in developing personal health budgets for people in the last 12-18 months of life. I am also involved in developing the local guidelines in developing a frailty pathway.*
- *Involved in developing the introduction of a new computer system in the trust including developing new assessment forms and recovery care plan. Mentored and assessed qualified nurses undertaking physical assessment skills. Written local policies for phlebotomy service and continued to train and lead on administering intravenous antibiotics in the community.*
- *Setting up a Community Clinic as part of Primary Care Home pilot.*
- *I have won funding for an emotional health tool to be rolled out in my NHS Trust. I designed and developed this tool to be used with young people. I am currently piloting the tool and will write a report early next year. So far the feedback is very positive. I am also the Emotional health lead in my NHS trust now for School Nurses and part of a National School Nurse Leadership Programme run by Public Health England.*
- *I have written a paper on non-medics prescribing in Children's palliative care, that has been published in JPN. I have supported two students through the NMP Course. I have written a proposal to expand the community children's palliative care service for Yorkshire and the Humber, including the introduction of the CNS and tripling the size of the existing team. I chair the workforce and development committee and sit on the executive board of the Yorkshire and the Humber Children's Palliative Care Network.*
- *Developing a service for young people with learning difficulties/disabilities who sexually harm others, contributed to NHS improvement's strategy for people with learning disabilities whose behavior harms others.*



**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)**

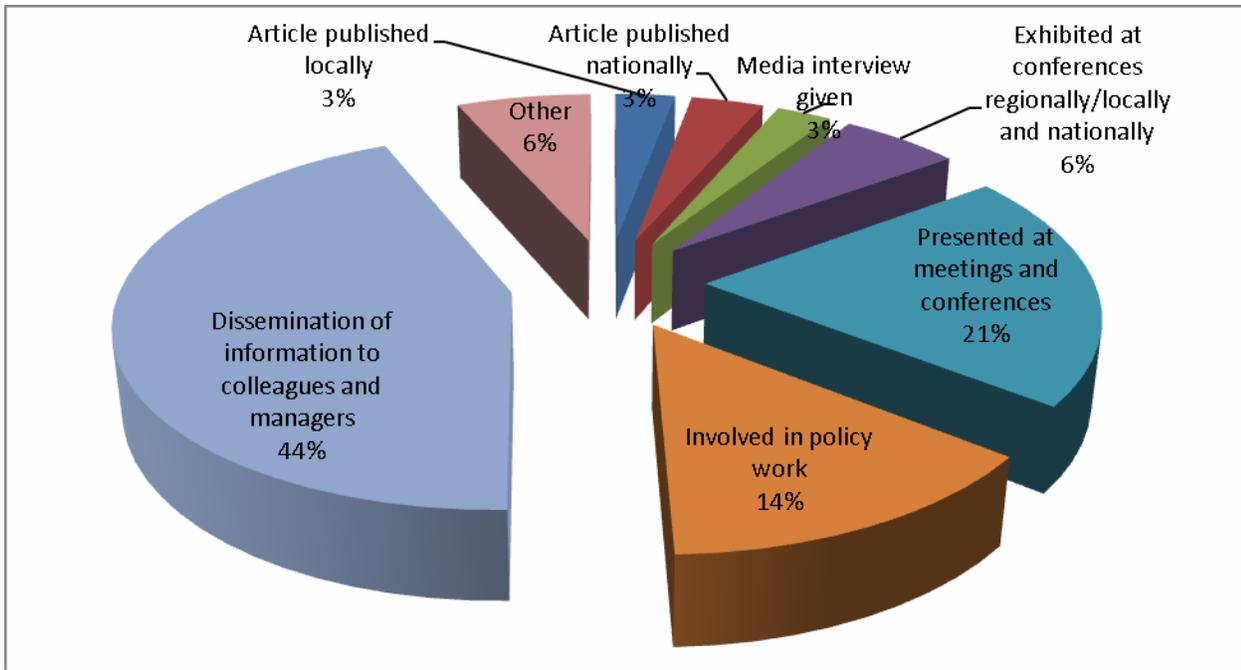


Figure 3 shows that in the last year QNs have employed a range of different methods to promote the QN title.

44% of survey respondents promoted the QN title through the dissemination of information to colleagues and managers. Another favoured method was presenting at meeting and conferences with 21% of respondents. A further 14% of the QNs were involved in policy work.

A sample of responses is given below:

- *I regularly present at conferences and meetings and always promote the QN title. This often provides an opportunity for discussion which enables me to explain the title, how through my role I am improving patient care especially at the end of their life. When asked about how and why I received the title I am able to explain this which appears to provide them with more confidence in me.*
- *I work closely with Health Education England (Kent, Surrey and Sussex) representing the educational/workforce needs of practice nurses. I have been able to contribute to the QNI general practice and advanced practice consultation papers and have disseminated these across the practice nursing workforce of Mid-Sussex and beyond. Along with my other workforce tutor colleagues across Sussex we delivered a practice nursing conference. I work closely with my other Queen’s Nurses within the field of practice nursing. I present regularly at strategic meetings, introducing myself as a Queen’s Nurse, be it at universities, Health Education England or clinical commissioning groups.*

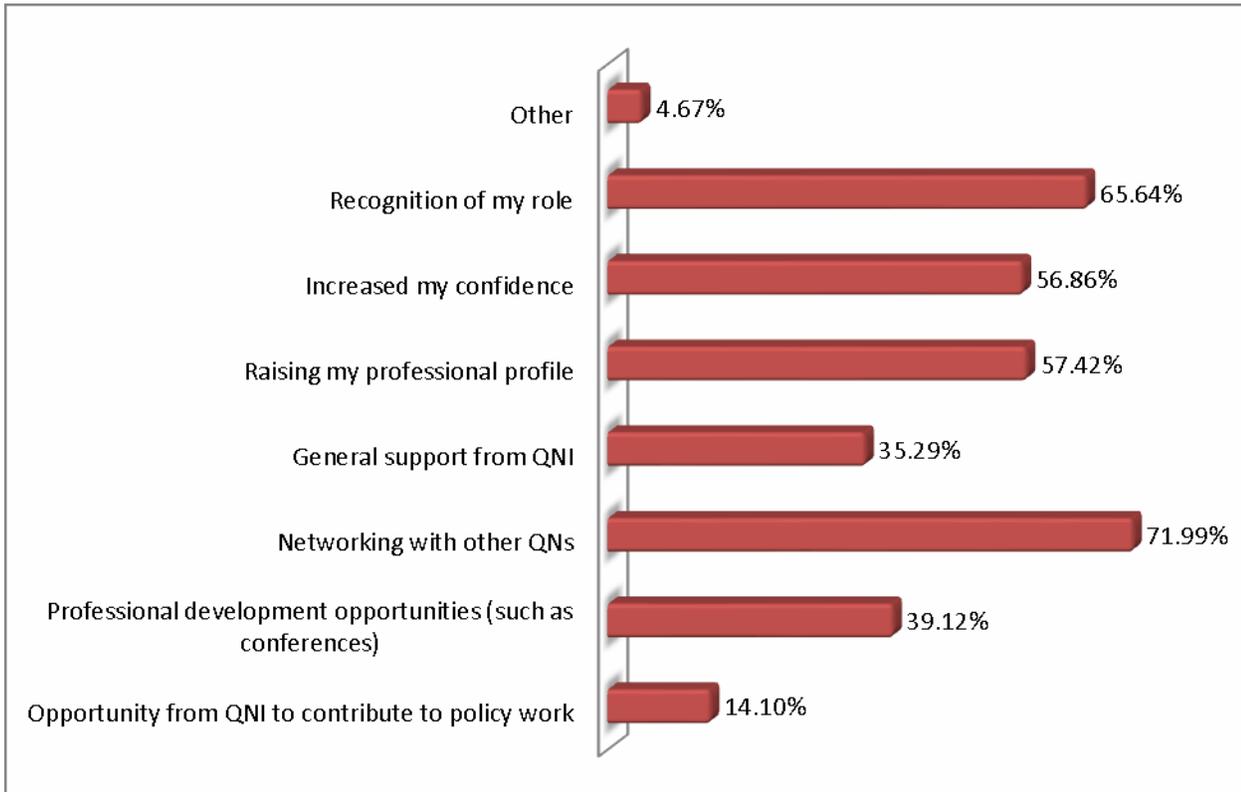


- *I have presented at meetings and events within NHS England, PH England, Kings College, the GLA, at advisory meetings with CCGs and with colleagues from Birmingham, Manchester and Dorset on health& homelessness.*
- *I provided a local radio interview emphasizing the role of QNI and QNs in raising and maintaining standards of community nursing. I have written an article on QNI for CWP publication news letter and local newspaper. I have disseminated information on QNI.*
- *I take every opportunity to discuss the role of the QNI and also encourage colleagues and community staff to apply for recognition as a QN. I have particularly highlighted this to practice nurses, where I am currently working as a link lecturer for several GP practices to support students in community placements. One colleague has successfully been awarded the QN title following my encouragement.*
- *I have presented at meetings locally and educated junior staff members on the role of the QNI and its importance. I have been involved in policy at a local level.*
- *I have directed colleagues to the QNI transition documents, which they found extremely useful when changing their role. I constantly try to encourage colleagues to apply to become a QN when they have demonstrated continued commitment to improving patient care in the community. I promote the values of the QNI by acting as a role model for QN.*
- *Working with Director of Nursing at NHS England for Transformation; arranged for him to shadow a local DN team and I have contributed to proposals for DN SPQ apprenticeships. I talk to colleagues, Trust staff and students to promote the QN title and the QNI. Links to the QNI and their publications are embedded in the virtual learning space for DN students and I encourage students to apply to become QNs.*
- *Patients usually comment on my Queen's Nurse badge and I am able to explain about the values of the QNI.*



## 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 2017, the benefits to survey respondents of being a QN were considerable. Figure 4 shows that almost 72% benefitted from networking with other QNs, closely followed by 65.64% in recognition of role. The response indicates that nurses value the QN title, a sample of the responses is given below:

- *I have been particularly impressed with the support from the QNI nationally. The role is certainly more widely recognised within my organisation. It remains my proudest achievement to date in my 20+ years of working in the community.*
- *I have been able to expand my role by being accepted within NHS out of hour care provision in addition to my permanent post.*
- *Being a QN continues to add weight and validity, a degree of kudos when I am promoting Respiratory and wider community services within the Trust, where focus can at times be on in patient services. Having been a district nurses and being a QN I feel that I need to have that voice as community nursing is often under represented and not understood. It also provides a point of conversations with patients and staff.*



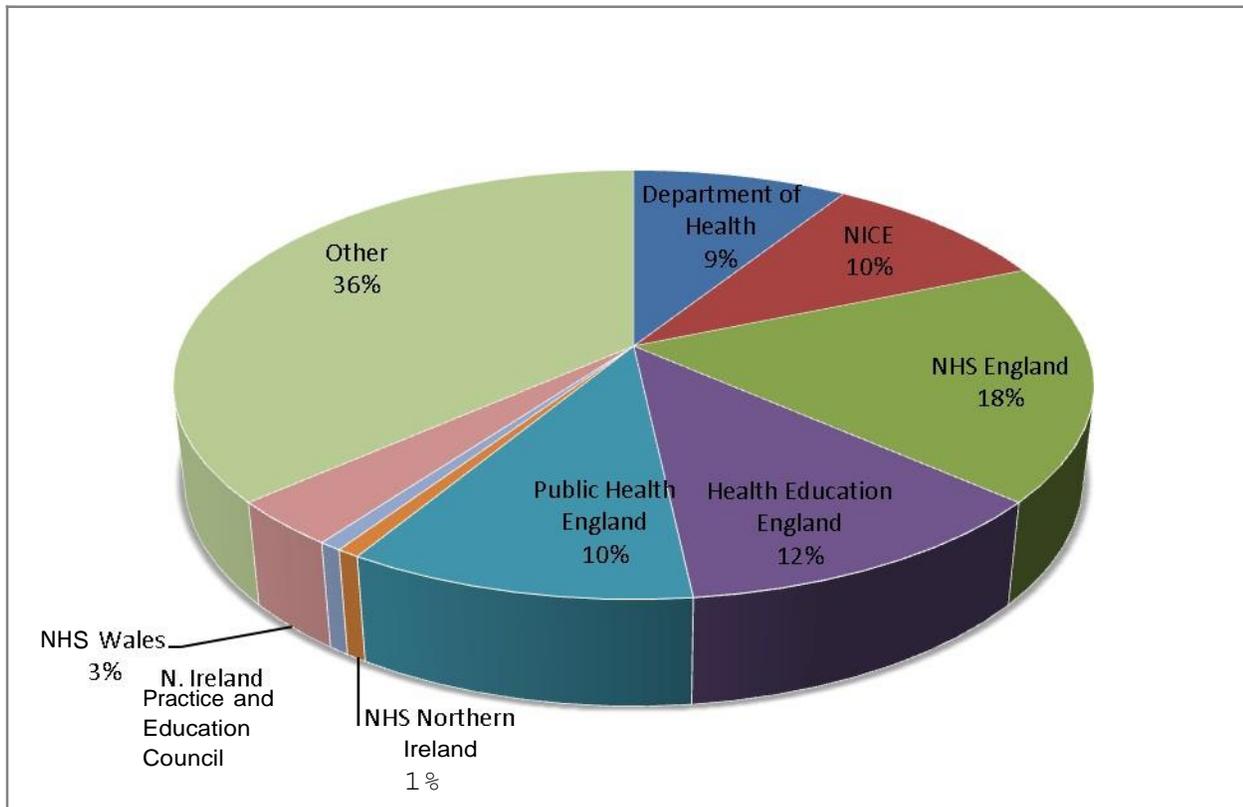
- *I am immensely proud of my title and recognise that it has raised my professional status. Professional credibility within the medical dominated world of the CCG and my close association with Health Education England is essential. I consider that the QN title has opened many doors for me and exposed me to opportunities that otherwise I would not have been able to be involved in. In turn I feel that my title has been hugely influential in my career.*
- *During the interview for my current role my interviewers asked about my QN role.*
- *I have been offered opportunities as a result of being a QN for example with The Kings Fund and also continue to volunteer for WeGPNs on Twitter.*
- *Moving to a new post and speciality has been a steep learning curve this year. I do think my QN title leant weight to my application for this sought after post. Being able to describe why I was awarded the title largely for the improvements I had made for patients and families in opening and developing 2 successful heart failure services in Buckinghamshire and Wiltshire, provided strong evidence of my leadership and commitment to improving services in the community.*
- *I am so proud of wearing my Queen's Nurse lanyard and it has generated a number of conversations. I also have my Queens Nurse title on my email signature and again generates a lot of questions. I really enjoy being able to share with colleagues my skills, knowledge and accolades which enabled me to be awarded with the title.*
- *My patients are very proud of my achievements in gaining the Queen's Nurse title. They feel confident that I will always deliver the best evidence based care for them.*
- *Opportunity to meet and network with leaders in primary care. The year I became a QN I met Jane Cummings and raised awareness of the Faculty of Occupational Health Nurses and one of their recent position papers. As a result she disseminated this information to CNOs in other parts.*
- *I feel as though my work will be favorably considered as the QNI promotes excellence and offers chances to improve and build a network of likeminded people.*



**Figure 5–Have you represented the QNIat any advisory/working group at the following organisation?**

*(Respondents could tick more than one box)*

Around 200 respondents to the survey provided details about representing the QNI at advisory/working groups.



## **Involvement in other activities as a QN**

Over 330 respondents to the survey provided details about NHS national body advisory / working groups they had been involved in as a QN.

A selection of these activities is detailed below:

- *I am on several working groups within my area of practice and as part of my role as District Nursing Sister and hold the responsibility of Key Worker for Palliative Care patients on my caseload.*
- *Along with 3 other QNs in my area we are looking into the current provision for the homeless with a view to improving the health of this population.*
- *I am involved in the planning of a new joint thematic inspection looking at Sexual Abuse and Rape Services (SARS) provided for children and young people who have suffered from sexual abuse.*
- *Really value the role Crystal Oldman plays in attending the national District Nurse network, this offers a chance for real two way conversation and ensures the actual on the ground issues are escalated and known at national level.*
- *Myself and my team were recognised for the "impact in the community" awards. We were successful in achieving the award for our specific work with young people. It was a multi professional award and enabled us to raise the profile as nurses and also as a Queen's Nurse.*
- *Just to reiterate being part of the QNI Executive Leadership Programme has been an honour and has already made a positive impact on my leadership performance.*
- *I am part of a General Practice Nurse Evidence Based Practice Group in conjunction with the CCGs and Keele University. I am currently supporting a project with the AHSN and NHS England regarding digital health innovation.*
- *I have been offering supervision on a voluntary basis at a local primary school to the safeguarding lead teachers. This is a pilot project with a view to developing the skill base from within the staff team to promote reflective practice. The initial review has identified benefits to the staff involved and development of best practice.*
- *Working to develop the future workforce, engaging with Career fairs, Introduction welcome pack, new probationary period policy. Corporate recruiting across Community Nursing Services and revision of Manager role and responsibilities to get Community Nursing working together across rather than in their isolated localities. Clinical inductions for new staff week including venepuncture, catheters, wound care once competencies signed off second clinical induction week incorporating IV's, Syringe pumps and more technical skills.*
- *I have volunteered my time to be part of the "Keep in Touch" telephone weekly call to a retired Queen's Nurse.*



## 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 continue to support QNs in a relevant and appropriate way.

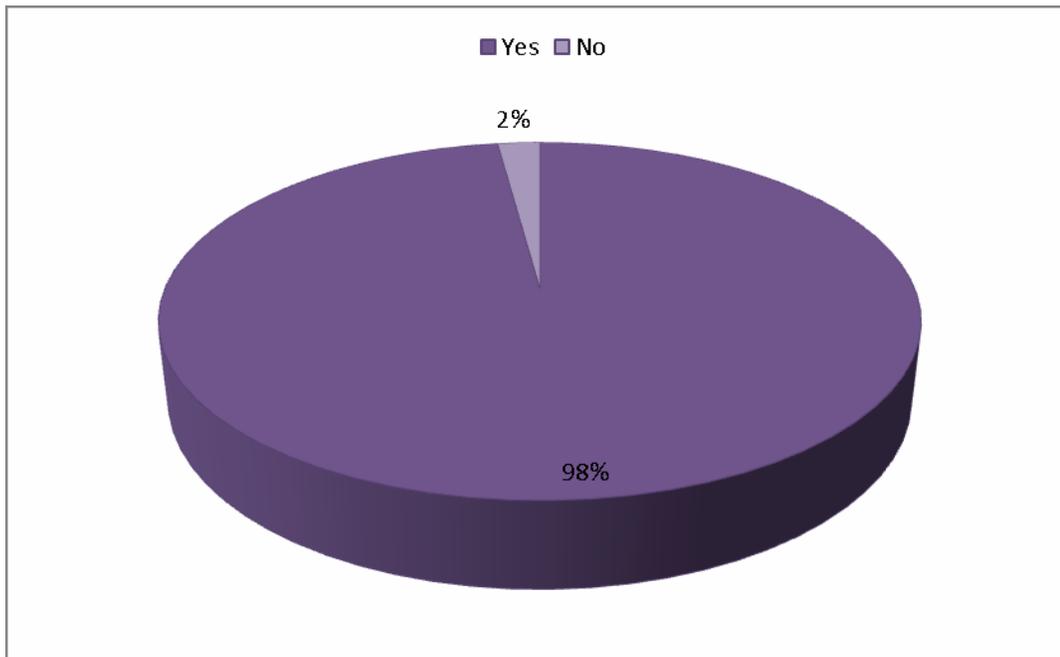
A small sample of the responses is listed below:

- *No but please keep doing what you do - you are great support and fabulous ambassadors of the varied and diverse work of community nursing.*
- *More meetings locally would be good as travelling to London would mean losing time from work.*
- *I really enjoyed the conference, the opportunity to network and meet fellow Queen's Nurses was great, I feel the organisation is very supportive.*
- *I am hoping to gain funding through the QNI to undertake a module on masters programme as have struggled to obtain funding through my Trust for this.*
- *I would like more regional events as it's expensive to attend London in current economic climate and disparity of employers allowing time to attend. I would advocate more support for well defined pay scales and holiday entitlement/ sick leave for primary care nurses which varies from practice to practice.*
- *Just knowing that you are there to help and support is great. Thank you.*
- *I would like some feedback on certain policies and organisational expectations as I am sometimes unsure who I can ask.*
- *Very interested in the QN leadership programme. I was unable to apply this year but hope to do so for the next cohort. As the number of nurses grows I wonder if it is time to have committees locally to support the leads with support/training events for them to help keep local meeting interesting and beneficial. A committee of three people would help each region to be proactive with contributions from members.*
- *I think the QNI supports the QN's very well. It might be helpful to have a leadership programme for nurses not ready for executive level but wanting to progress.*



## The National Garden Scheme

**Figure (6) - Are you aware that the National Garden Scheme 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 around 98% of the respondents are aware that the National Garden Scheme funds the QN network and only 2% of the 1096 respondents were not aware of this.

Below is a sample of some of the responses:

- *I do now as it was highlighted at our award ceremony and I will definitely be attending the gardens next year.*
- *I very much appreciate that this scheme supports us.*
- *Information received at awards ceremony and study day.*
- *I am trying to encourage a friend who has a large immaculate garden to join the scheme.*
- *I regularly attend NGS open days.*
- *It's one of the things that really attracted me to apply for the QN title.*
- *Enjoy hearing from George Plumptre at conferences.*



The respondents were asked the following:

**'How many NGS open gardens have you visited in the last year? Did you speak to any garden owners to share your experience of being a QN and thanking them for their contribution to community nursing?'**

A sample of the responses is listed below:

- *2, I was with my Dad and he spoke to them thoroughly enthused by the garden and proud of me.*
- *I have attended 10 and have opened my own garden to the public as part of the scheme so opportunity to spread the word then.*
- *Only one, but we did talk to the owner (in fact she opened specially so that we could visit her garden, studio & home that day). We did of course thank her for her contribution and kindness. We had a lovely afternoon.*
- *Yes. I am good friends and a neighbour to a regular contributor and attend every open garden day she has.*
- *I have attended 4 garden opening.*
- *I attended 3 open gardens last year, I always ensure I wear my badge and speak to the garden owners, always thanking them for their contribution and time.*
- *I went to 6 open gardens in Oxfordshire and Gloucestershire and made my self known to the owners and thanked them for their support of the QNI. Many were delighted I identified myself as a Queen's Nurse visiting their gardens.*
- *I attended Cholmondeley Castle Garden and did speak to a number of people regarding the work of the NGS and their unwavering support of the QNI.*
- *Enjoyable experience visiting the gardens with my family and meeting the owners that contribute to the QNI.*
- *I have mentioned this to patients and families in the area I support (East Suffolk).*
- *Cornwall QNs attended a NGS garden to support the work that they do. The garden owner has been in contact and provided further dates for 2018 open days.*
- *Visited 5 gardens.*
- *With a group of QNs, we visited the Half Acre Garden in Boscastle and had tea with Carol Vincent the cement sculptress. Inspiring lady, fascinating garden full of examples of her work. We talked about QNs and thanked her for her support.*
- *Our practice supports the NGS very much, and we have a few garden owners with beautiful gardens that are open to the public. I have a wonderful relationship with these patients, and they are*



*particularly proud that their practice nurse is a QN. I have always thanked them for their support and contribution to community nursing. We also share our charity concerns. We support the homeless at Christmas, and have contributed to spending time with the elderly and housebound. Next 'open garden day', I will invite patients who I know will benefit from this special day, and arrange transport to and from the garden and spend time with them.*

- A neighbour in my street opens her garden annually to support the scheme. I hope to be more involved in the organisation during the forthcoming year.*
- I have attended 2 open gardens and have discussed the work of the QNI with the owners.*
- I have been to 2 and I did indeed speak to the garden owners about the QNI and thanked them for their support of the QN Network.*
- 2 - I visited a patient who opened their garden for the NGS and discussed/shared the experience of being a QN with them.*
- 5 - Spoke to most of the owners and explained about the QNI.*
- I have attended 1 and intend to visit more next year - it was a lovely day out, I wore my badge and was asked about my current role and how I became a Queen's Nurse.*
- Attended with other Queen's Nurses in the summer and discussed our roles within the community. We thanked them for their contribution.*
- 1. No owners on this occasion but I have patient's who have gardens open for NGS and they know I am a Queen's Nurse and how much their contribution is appreciated. Especially since a second nurse at their Practice became a Queen's Nurse and a third is now applying.*
- I attended 3 gardens in the last year. I wore my badge and identified myself to 2 owners. The wardens at Windsor recognised me as I am a nurse at the castle also.*
- I have visited 2 gardens this year. I always wear my QN badge and this has generated a lot of interest with owners and other visitors. The experience on the Gardens for Health day really brought home to me the importance the owners place on QN's visiting and the wonderful work the owners do in opening their gardens to help support all of us.*
- 3 in Northamptonshire Attended open day at Frogmore Gardens.*

