

# Queen's Nurse Annual Report 2019





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## Overview

This report presents the findings from the Queen’s Nurse Annual Update Survey, which was conducted for 2019. 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, or from journals and working groups for general professional opinion.

## Summary of key findings

The QNI received 1215 responses to the survey from a current total of 1313 Queen’s Nurses, representing 92.5% of the Queen’s Nurse Network at the time. The outstanding 7.5% 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, to name a few.
- ✦ 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.
- ✦ Queen’s Nurses are promoting the QNI by disseminating information to their colleagues.
- ✦ Queen’s Nurse are representing the QNI at external advisory/working groups.

## Queen’s Nurse regional groups

Figure 1 – Queen’s Nurses by region

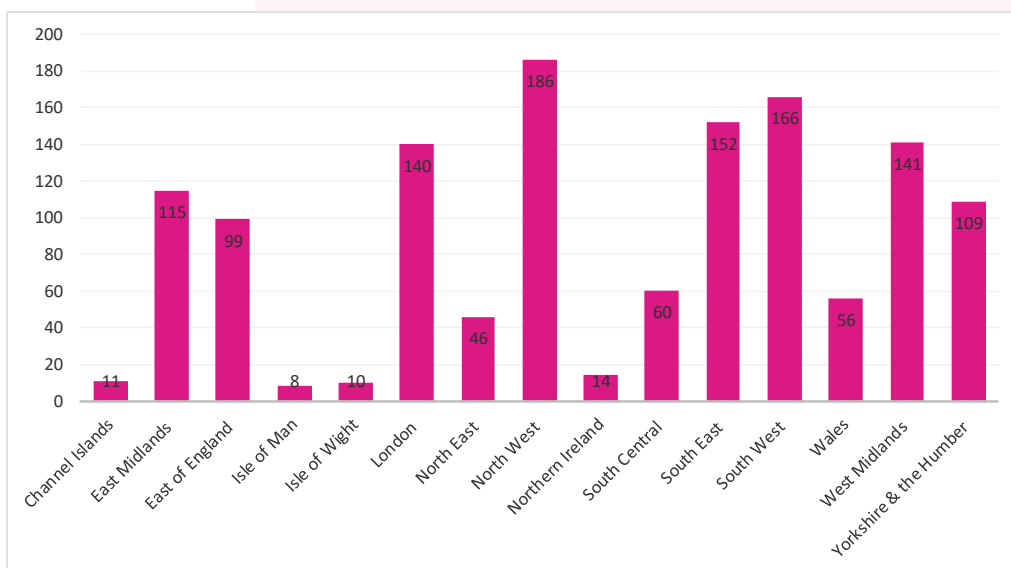


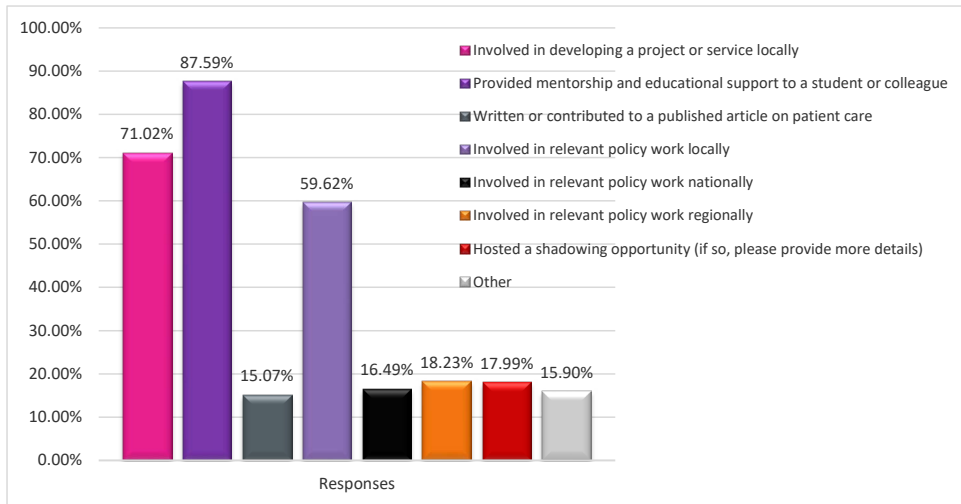
Figure 1 shows the number of Queen’s Nurses in each region.

‘The QNI received 1215 responses to the survey.’



## 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, Queen’s Nurses made a significant contribution to improving patient care. As figure 2 shows, around 88% of Queen’s Nurses provided mentorship and educational support to a student or colleague; 71% had been involved in developing a project or service locally and around 60% were involved in relevant policy work at a local level.

Queen’s Nurses provided detailed information about the difference they made in 2019; a small sample of responses is listed below:

*‘I am now supervising students in their masters dissertations, these students are clinicians and working to improve patient care and experience. This year one of students published her dissertation, and I was honoured to assist and co-author.’*

*‘I have supported the development of the personalised care policy for my organisation. I have led on the development of the electronic record for community services. I am currently supporting a District Nurse student and have contributed to the development of the District Nurse apprenticeship standard as part of the trailblazer group.’*

*‘Contributed to the ongoing development of an end of life champions group within the trust which supports excellence in end of life care. Mentored and supported a District Nurse student. Evaluated a delegation and end of life policy and standard operating procedure. Continued development of community nurses within the preceptorship programme.’*

*‘Working on expanding parent education sessions for pediatric constipation. Worked on home working plan to ensure patient safety during COVID-19 restrictions.’*

*‘Current ongoing project I am leading on which involves introducing falls prevention screening, assessment and interventions to a district nursing caseload to prevent falls, address delays in them getting this service and prevent avoidable admissions to hospital or care homes. Ongoing support/coaching to a colleague. Ongoing involvement in students who are currently in the team.’*



*'I am now involved in developing the leg ulcer training, policy and pathway within my community practice. This I have developed and taken on since October 2019. I deliver training and education in leg ulcers, wound care and pressure ulcer care to all colleagues and students working within my trust. I am currently involved in reviewing our local leg ulcer policy and pathway.'*

*'I have been successful in bidding for funding through NHSE/I to improve outcomes for people with a Learning Disability under the Transforming Care Programme . 15K was awarded to support the development of two conferences for Halton and Warrington carers and professionals. This included commissioning a training company and writing the script with them to support learning from avoidable deaths. Ongoing support and supervision for named professionals in key organisations. Development of Primary Care Safeguarding Guidance for GP Practices. Successful in engaging NHSE/I with a document which I developed around forensic medical assessments which will now be part of a work stream activity.'*

*'I have been assisting with development of local policies and development of wound care formulary. I have been teaching in local nursing home on wound care and manual handling and mentoring staff.'*

*'I have had Student Health visitor and Public Health Nurses shadow me over the past year.'*

### 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)

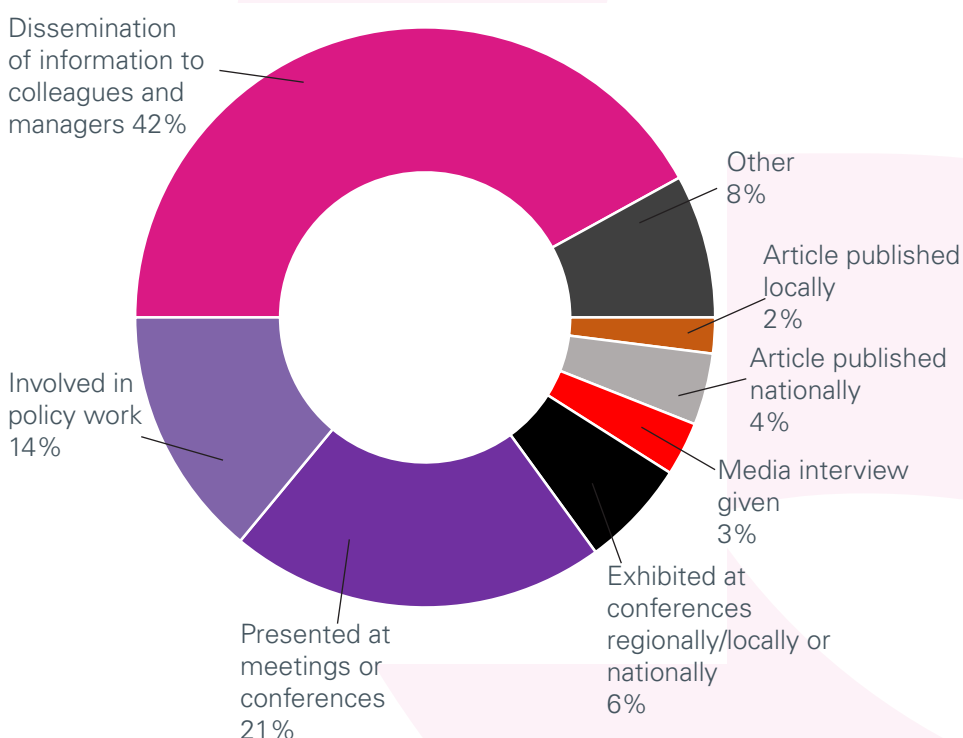


Figure 3 shows that in the last year QNs have employed a range of different methods to promote the QN title. 42% of survey respondents promoted the QN title through the dissemination of information to colleagues and managers. Another favoured method was presenting at meeting and conferences with 21% of respondents. A further 14% of the QNs were involved in policy work.

*'I am currently involved in reviewing our local leg ulcer policy and pathway.'*



A sample of responses is given below:

*'I have presented at meetings with external partners around the role of community nursing teams. I have presented at internal events around the importance of clinical leadership and also around our trust new management structure.'*

*'Always promote QNI in my daily work and in teaching.'*

*'My QN title was instrumental in me obtaining the lead nurse role in within a lung health check project.'*

*'I have presented at meetings with colleagues/CCG Care Home Forum/Nursing Home Forum/Relatives Forum for frail elderly. I am going to be working with the British Geriatrics Society to influence how we change the offer for frail patients living at home or in a care home in response to the Long Term Plan. I am responsible for the dissemination of any current national and local policy changes, QNI information and other professional bodies in my field of specialism.'*

*'The QNI is recognised at my university as an important part of raising quality in nursing standards. The university is now expanding to deliver pre-registration and nursing associate programmes and I have been involved in promoting this expansion. We are also currently re-approving our SCPHN course with the NMC using the new supervision and assessment standards.'*

*'I have discussed the QN title with colleagues and patients. I use material and guidance from the QNI to support learning and develop policy within our practice. I have invited others to attend QNI on tour and supported those who have been applying to be a QN.'*

*'I have shared QNI Outstanding Models of District Nursing project with district nursing teams, through locality and team meetings. I regularly promote the importance of understanding the difference between the roles of district nurses and community staff nurses, especially to the student nurses.'*

*'I wear my badge with pride and patients and staff often ask about it. So I explain to them what being a Queen's Nurse is about and about the opportunities that the QNI provide for us. I also usually tell them about the local garden openings and explain how QNI is involved.'*

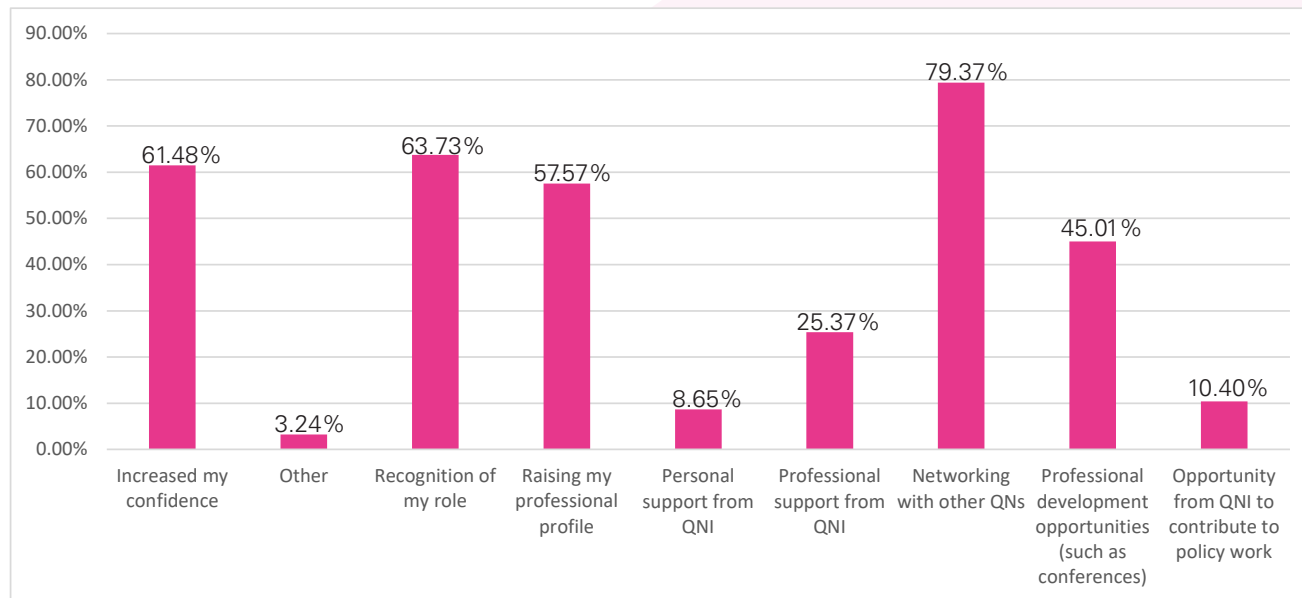
*'I have promoted the Queen's Nurse Title to colleagues and managers (within my department & externally) as a channel for promoting best practice for patient care. I have encouraged a colleague to consider applying for the title herself.'*

*'I have been a guest on the local radio station talking about Community Nursing and the title of Queens Nurse and what the title stands for 'Commitment to improving standards of care in the community and to learning and leadership. I have also had two articles in the local papers covering the same.'*



## 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 2019, the benefits to survey respondents of being a QN were considerable. Figure 4 shows that around 80% benefitted from networking with other QNs, closely followed by 63.7% in recognition of role. Increased confidence, raising professional profile and professional development also ranked high within the options shown in figure 4.

The response indicates that nurses value the QN title, a sample of the responses is given below:

*'Being a QN has opened doors for me as people are curious what a QN is and they are willing to listen. It has increased my confidence to speak about my work and given me confidence to challenge more. In community terms my role is new and I have had recognition of my role through being listened to as a QN. The Trust has also recognised that having QN's is beneficial to them.'*

*'I believe the QN title shows an ongoing commitment to community nursing. I have promoted this title to the Director of Community Services and the Chief Executive of my employing trust and this has led to development opportunities.'*

*'I have found that having the Queen's Nurse title has enabled me to be recognised as an experienced nurse in the community, and someone who has a voice to advocate for others and support colleagues to provide the standards expected.'*

*'I feel privileged to be part of a network of inspiring nurses and to have access to the opportunities (e.g. meetings & conferences) to continually develop and have my thinking challenged and broadened. The resources that have been developed & made available on the QNI website have been immensely useful. The work that the QNI does on behalf of us all to maintain the profile of community and general practice nurses and to raise the issues at a national level is fantastic. A strong, united voice. Thank you.'*

*'I was very fortunate to have a place on the Executive Nurse Leadership Programme which was a fantastic development opportunity and I now keep in regular contact with one of my colleagues from the course. I wear my lanyard with pride and will always share with staff what this means.'*

**'My QN title was instrumental in me obtaining the lead nurse role in within a lung health check project.'**



*'I feel the Queen's Nurse Title is a great privilege which has given me the confidence to promote the increasing importance of the role of community nursing.'*

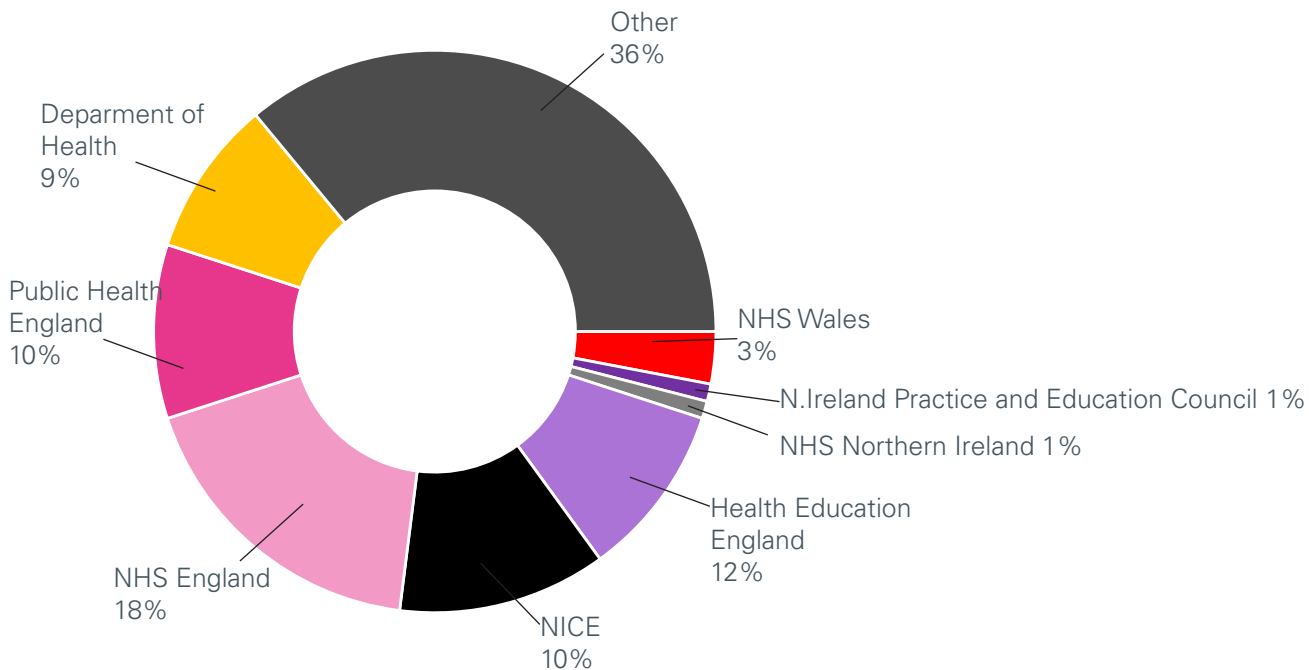
*'Increased my confidence with the person centered care workshop and looking at personal care budgets and working alongside social workers for complex cases. Attending the all QN Meeting and presenting the poster allowed me opportunity to discuss what is happening in my trust and how we have developed this way of working and allowed me to discuss how other trusts are working.'*

*'This year I have taken the opportunity to network with other QNs and gain support from them in relation to some changes I am making to my service. Within my own organisation I have a growing confidence as I use the QN title to raise my professional profile.'*

*'Attending the annual conference was a fascinating mix of topics and the opportunity to network with colleagues and see their work was wonderful. After the conference I linked with nurses in Wales having seen their poster presentation. During the local meeting I also heard from some fascinating speakers regarding health visitor work and the importance of speaking up to ensure people are aware of the work we all do.'*

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

Around 295 respondents to the survey provided details about representing the QNI at advisory/working groups.



**How has the QNI inspired you?**

Around 1140 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 is detailed below:

*'It [ensures] community nursing remains high on the agenda for policy makers, it recognises the value of community nurses and it makes me proud to be a District Nurse as well as a nursing manager.'*

*'The opportunity to network with other QN's at the Executive Nurse Leadership programme was truly inspiring - to see the variation in roles and experiences, the common challenges and how together we can make a difference.'*

*'The QNI has inspired me as I feel supported as a nurse in the community and gives me the resources and encouragement to continue to strive to be the best nurse I possibly can. I feel proud to be a Queens Nurse.'*

*'Professionally it has provided an opportunity to identify possible career pathways; interact with other QNs; Local meetings are useful for learning; attending the QNI conferences results in ideas that can be implemented in my team. The result being inspiration for my projects this year and my embarkment on an MSc.'*

*'The persistent and relentless pursuit of recognition at a national level of the issues facing the community and General Practice. Giving us all a voice. Being inclusive and listening to front line clinicians.'*

*'I believe it provides a focus to share and celebrate good practice in community nursing, setting very high standards for us all to continue to strive to achieve.'*

*'Previous attendance at the QNI conference (2018) and attendance at the Awards Ceremony has inspired me to take action - to know the power of our voice and to ensure that it is heard for the benefit of patients.'*

*'The QNI has inspired me to continue to push my professional boundaries to ensure I keep myself up-to-date with developments in my field and further to ensure I offer the highest possible care that I can with integrity and candour.'*

### **How has the QNI made a difference to your practice, your patients and their families/carers?**

A small sample of the responses is listed below:

*'The QNI has assisted me to look for opportunities (where there may seem none) challenging and influencing changes in practice that have a significant impact which makes things better for everyone. The QNI has encouraged me to reflect more which has led me to be kinder to myself.'*

*'It has made a difference as it has provided resources and contacts to share good practice, ultimately enabling me to do the very best I can for my patients, in as safe a way as possible while being inspired by them every day. By holding the title I know I have to consistently be working at the highest possible level to ensure the best outcome for my patients.'*

*'Community Nursing Video is fabulous and it is a great way to promote this role. I have shared this my Trust's Recruitment Team so it can be played at recruitment events. It reflects what we do so well and will inspire other to join this wonderful arm of the nursing profession and in turn ensure we can deliver safe and effective care to people in their own homes.'*

*'I hold very dear my Queen's Nurse Title and I have always worked hard to give my patients/family members and carers my utmost commitment to their care. Being a QN instils this further and makes me so proud.'*

**'I feel the QN title is a great privilege which has given me the confidence to promote the increasing importance of the role of community nursing.'**



*'The acknowledgement of being a QN amongst my peers has given me the confidence to develop my skills/abilities and to put myself forward for areas of nursing i.e. management roles, public speaking and presenting work that I previously would not have felt confident in doing.'*

*'The inspiration gained from being a QN gives me the confidence & motivation to influence fellow community nurses to maintain the highest standards of care for our patients.'*

*'I currently use many of the QN articles in my practice with my teams. I use the transition to community practice for all new staff to community nursing and it is now included in the student packs. This ensures that staff are aware and have a better understanding of community care, particularly focused around the patients, families and carers.'*

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

A small sample of the responses is listed below:

*'have found the transition to general practice document incredibly useful when guiding and trying to inspire General Practice Nurses. I would ask for more documents such as these as well as up to date information around nursing numbers in the community and the enormity of the workforce issue we are facing. These documents with up to date facts are incredibly useful when influencing key people around the need for things like funding nurse education, better terms and conditions.'*

*'As an older experienced nurse, especially as we have a shortage of nurses, the QNI could develop a mentorship programme of nurses nearing retirement. I am sad to be retiring and not able to pass my experience onto more nurses.'*

*'The QNI needs to continue to have a high public presence in the media to ensure that the public are aware that the community sectors of the NHS are under as much if not more pressure than the acute. Encourage more newly qualified staff to go straight to the community – more programmes and support to help them do this.'*

*'Commission further films into other community nurse roles.'*

*'More involvement with student nurses to promote community work early on.'*

*'To continue to support nursing care in care homes.'*

*'Continue to provide great leadership programmes.'*

*'Use influence to continue to highlight the importance of technology to support the ever evolving role of community nurses.'*

*'Continue to lobby the Government regarding the NHS staffing shortage. Specifically in the community a safe-staffing level is required to prevent organisations hiding the skeleton staff they have budgeted for.'*

*'Continue with the commitment to maintain the Specialist practice role and ensure the education required to achieve this remains current and includes the development of skills to develop a practitioner that can meet the ever changing challenges of the community role.'*



*'Continue presence on social media. I have found this a great platform to keep up to date with improvement in practice and research opportunities.'*

*'I would like the QNI to continue to raise awareness on the lack of standardisation in General Practice Nurse education. Reduced access to educational opportunities and support directly influences patient care and the services provided within primary care.'*

*'The film has been an excellent resource for use in University. More around community nursing as a career choice from qualifying would be beneficial for nursing students.'*

*'Continue to build the strength of the QN network, share best practice and in the words of Crystal Oldman - 'be at the table' rather than 'on the menu' of the healthcare agenda.'*

*'Becoming more involved in student training and raising profile there to encourage students to come into community setting and apply to become QNs.'*

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

A small sample of the responses is listed below:

*'As my interest is around dementia I would love to see more for those of us who work in this field, maybe a forum or group where we could share ideas. As I have a district nursing background rather than mental health it would be good to have a group where we could share ideas and good practice between the two sectors.'*

*'I am extremely grateful to the QNI for everything they do for us as Queen's Nurses and the voice they give to community nurses.'*

*'I feel very supported and valued.'*

*'I would like to look at some of the senior nurse leader training courses that would be available through the QNI.'*

*'A forum for prison nurses possibly as a prison is a closed community setting.'*

*'I believe the QNI is in a strong position to continue to influence the current changes to education for new nurses. This is extremely important, although we are seeing a new model of practitioners being developed to adapt to the ever changing health care system, it is essential that we ensure that this is done with strong leadership and not to the detriment of healthcare systems of community and primary care providers.'*

*'You have funded a course for me in the past and I remain truly appreciative of that contribution.'*

*'It would be good to be able to have access to the conference via digital methods, it can be difficult to travel to London or maybe move the venue each year to give improved access.'*

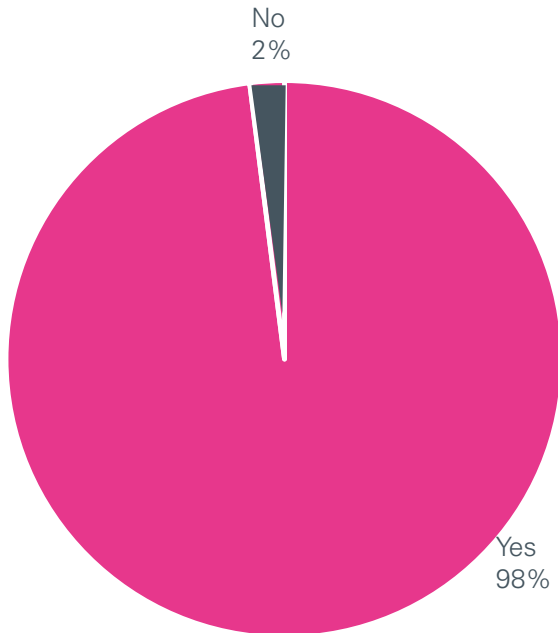
*'I feel if I needed more support, the website is comprehensive and easy to navigate. I enjoy the contact I have with the local QN group, and our local Practice Nurse group, and find that, currently, that is sufficient for my needs.'*

**'I have been aware of the NGS for many years and thoroughly enjoy visiting the gardens and contributing towards the QNI in this way.'**



## 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 98% of the respondents are aware that the National Garden Scheme funds the QN network and only 2% of the respondents were not aware of this.

Below is a sample of some of the responses:

*'I have visited and paid entrance fees to gardens every year since I have been a Queen's Nurse.'*

*'Very grateful to NGS.'*

*'Really enjoy visiting local gardens and I always explain that I am a QN.'*

*'I am hoping to support a fellow QN when her garden opens.'*

*'A QN colleague of mine has had her garden accepted for the scheme and I will be part of promoting the work of the QN network then.'*

*'I was introduced to the NGS by my parents who were aware of the link with QNI prior to my becoming a QN.'*

*'I have been aware of the NGS for many years prior to becoming a QN myself and thoroughly enjoy visiting the gardens and contributing towards the QNI in this way.'*



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