

The People We Serve

Queen's Nurse Annual Meeting

Monday 27 March 2023, 9.30am - 4pm- via Zoom



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General Information

Zoom

Please make sure that you have the latest version of zoom installed on your device.

For a video tutorial on how to do this, please go to: <https://support.zoom.us/hc/en-us/articles/201362233-Where-Do-I-Download-The-Latest-Version->

For log in details, please check your confirmation email.

If you have any queries on the day please contact the QNI mobile on: **07732 887 687** which will be monitored at all times.

Please note this is a meeting for Queen's Nurses only.

Hashtag for the Queen's Nurse Annual Meeting is: **#QNDay2023**.

National Garden Scheme

The National Garden Scheme is the QNI's single biggest funder, supporting the QNI's Queen's Nurse programme and all 2000 Queen's Nurses. We enjoy a shared history as the National Garden Scheme was created in 1927 at a QNI council meeting by Trustee, Elsie Wagg, who proposed it as a fundraising idea. Since then, the National Garden Scheme has raised millions of pounds, not just for the QNI, but for other nursing and caring charities too.

To find out more and visit an open garden near you, go to www.ngs.org.uk

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Welcome



A very warm welcome to the 2023 'Queen's Nurse Day'.

We plan to provide you with updates on current issues in community nursing, with a focus on supporting the workforce, delivering care, managing services and teaching learners. The theme this year is, 'The People We Serve'.

I am very grateful to our speakers for giving their time to present to you today.

We will be hearing from Consultant Nurse for Frailty, Naomi Purdie and her fantastic project on Tai Chi. We hope the practical Tai Chi lesson will create harmony in both your mind and body.

We are delighted that Rodney Morton from NHSE will be giving the Annual Margaret Olivia Heyes lecture on how important it is to put sustainability at the centre of person, family and community-centred health and wellbeing.

After lunch, we will hear from some incredible nurse-led projects in our innovation showcase. Ranging from district nursing to care home nursing, diabetes care to tuberculosis, general practice to gardening, we present a huge range of projects that have changed the lives of the communities they serve.

The National Garden Scheme's Chief Executive, George Plumtre, will talk to us about the work of the National Garden Scheme and the powerful partnership they have with Queen's Nurses. Jasmin Lanzaderas, an Elsie Wagg project lead will also talk about her successful project.

We will close with a very special guest speaker, Heather James, the mother of Dame Deborah James (@Bowelbabe) and the legacy her daughter bravely and inspiringly left behind.

My thanks to all Queen's Nurses; you give so much time and expertise to support the QNI and all that we represent: professionalism, leadership, innovation and learning – and above all, a clear focus on the work that needs to be done to enhance the care of individuals, their families and carers in their homes and communities.

I hope that you will return to your workplace tomorrow energized and inspired - having gained new knowledge and much inspiration from the day.

A handwritten signature in black ink, appearing to read 'Crystal Oldman'.

Dr Crystal Oldman CBE, Chief Executive

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Agenda

- 9.30am** **Welcome & update from QNI**
Dr Crystal Oldman CBE, RN, RHV, QN, Chief Executive, The QNI; Professor John Unsworth OBE RN, DN, QN, QNI Chair of Council, Professor of Nursing, Northumbria University
- 10am** **Tai Chi - creating harmony between your mind and body: a practical lesson**
Naomi Purdie RGN, Consultant Nurse for Frailty, Southern Health; Stuart Purdie, HCSW Urgent Community Response and Student Physiotherapist
- 10.20am** **Compassionate and Authentic Leadership**
Fatima Khan-Shah, Associate Director - Long Term Conditions and Personalisation, NHS West Yorkshire Integrated Care Board
- 11.05am - 11.20am** **Break and time for reflection**
- 11.20am** **The Margaret Olivia Heyes Annual Queen's Nurse Lecture: Putting Sustainability at the Heart of Person, Family and Community Centred Health and Wellbeing**
Rodney Morton, Deputy Director of Nursing For Innovation and Sustainability, Quality, Safety, Improvement, Transformation and Sustainability Directorate, Office of the Chief Nurse, NHS England
- 12.20pm - 1.20pm** **Lunch break**
- 1.20pm** **Innovation Project Showcase**
1. 'Digitalising Clinical Care' - Anita Astle MBE, Managing Director/Registered Manager, Nottinghamshire
2. 'Single Point of Contact' - Llio Griffiths RN DN, Trusted Assessor / Discharge Facilitator, BCUHB Angharad Jones RN DN, Discharge Facilitator / Trusted Assessor, Betsi Cadwalader University
3. 'Digital Diabetes Lifestyle Modification Programme' - Yemisi Osho MBE, QN, RN, RM, DN, BSc, MSc, PGDiP, Founder/CEO Diabetes Action, London
4. 'Stop TB' - Hanna Kaur, Lead TB Nurse Specialist; Julie McLoughlin RN RSCN RHV, Tuberculosis Clinical Nurse Specialist, Birmingham and Solihull TB Service
5. 'Sensory Garden' - Helen Hurst RGN QN, General Practice Nurse, The Orchard Surgery
- 2.20pm** **'Queen's Nurses and the National Garden Scheme - A Powerful Partnership**
George Plumptre, Chief Executive, The National Garden Scheme
Jasmin Lanzaderas, Deputy Manager, Hollins Park Care Home and Elsie Wagg project lead in conversation with Amanda Young, Programme Director, The QNI
- 3pm - 3.15pm** **Break and time for reflection**
- 3.15pm** **The Legacy of Bowelbabe**
Heather James, Dame Deborah James' Mother
- 3.50pm** **Closing remarks**
Dr Crystal Oldman CBE, RN, RHV, QN, Chief Executive, The QNI;
Professor John Unsworth OBE, RN, DN, QN, QNI Chair of Council, Professor of Nursing, Northumbria University

Times and programme subject to change without prior notice.

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Speaker biographies

Anita Astle MBE, Managing Director, Wren Hall Nursing Home

Anita is a Registered Nurse who has 34 years experience of working in Social Care. Anita is passionate about workforce and quality improvement. Moving from the NHS to work in Social Care, Anita was shocked at the level of marginalisation of those working in and those receiving social care. She takes every opportunity to challenge such marginalisation. Anita is a wife, mum and nanny. She thanks her grandchildren for teaching her the importance of work life balance.

Helen Hurst, RGN QN, General Practice Nurse, The Orchard Surgery

Helen qualified in 1990 at West Middlesex University Hospital. She has had a varied Nursing career, spanning over 32 years from Cardiac ICU, becoming a Cardiac Specialist Nurse, then General Intensive Care and moving to General Practice in 2003, to fit in with family life. Helen has worked in different parts of the Country, from London, Bristol, Liverpool, Chester and Wirral, with New Zealand thrown in for a year!

Becoming a Queen's Nurse in 2020, during the pandemic was a highlight of Helen's career and one that she feels very proud to carry on earning her title with the work she does with the Military Veterans in her Community.

Llio Glyn Griffiths, RN (BN) DNSPQ, Trusted Assessor/Discharge Facilitator, BCUHB-Gwynedd and Mon, Wales

Llio qualified as a nurse in 2000, at Bangor University. She has had a varied nursing career working on both acute medical wards in Ysbyty Gwynedd Bangor, University of Wales Cardiff and University of Sydney Royal North Shore hospitals, as well as being a District Nurse in rural North West Wales for 14 years. She completed the DSNPQ in 2018 and was awarded the Philip Goodeve Memorial award for top performing student. Also, part of the team who became Nursing Times Finalists in 2022 'Integrated approaches to care'.

Heather James, Mother of Dame Deborah James

Dame Deborah Anne James DBE (1 October 1981 – 28 June 2022) was an English journalist, educator, podcast host and charity campaigner from London. In 2016, she was diagnosed with incurable bowel cancer and went on to host the You, Me and the Big C podcast on BBC Radio 5 Live about her struggles with her illness.

In her final days, James lived at her parents' house in Woking, Surrey, where she died on 28 June 2022, aged 40, from cancer. At the time of her death, her fundraising website bowelbabe.org had accumulated nearly £7 million to fund 'clinical trials and research into personalised medicine for cancer patients and supporting campaigns to raise awareness of bowel cancer.' Her final message read: "Find a life worth enjoying; take risks; love deeply; have no regrets; and always, always have rebellious hope. And finally, check your poo—it could just save your life."

Angharad Mair Jones RN, DN, Discharge Facilitator / Trusted Assessor, Betsi Cadwalader University Health Board, Wales

Angharad qualified as a nurse from Liverpool John Moores University in 2016, she started her career on the Acute Medical Admissions ward in The Royal Liverpool University Hospital. After a year she moved back to North Wales and pursued a career as a Community Nurse. During this time she completed her District Nurse Specialist Qualification in 2021 from Glyndwr University. She co-lead on setting up a Single Point of Contact in the North Meirionnydd Team and won a Queens Nursing Institute Award to set up the project in 2019. The project was also shortlisted for the Nursing Times Award in 2022. Angharad now works as a Discharge Co-ordinator/ trusted assessor in various community hospitals supporting complex discharges and community resource teams.

Hanna Kaur, Lead TB Nurse Specialist, Birmingham and Solihull TB Service, Chest clinic, University Hospitals Birmingham

Hanna has worked in TB for over 10 years including in London, she is also the Chair of the RCN Public Health Forum and sits on the NICE expert panel. Her background is critical care nursing and occupational health.

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Speaker biographies

Fatima Khan-Shah, Associate Director - Long Term Conditions and Personalisation, NHS West Yorkshire Integrated Care Board

Fatima is known nationally for leading complex change and transformation programmes across systems and geographies. An advocate for Public and Carer Involvement, Compassionate Leadership and Diversity and Inclusion and recently named in the 2021 HSJ top 50 most influential Health leaders from an Ethnic Minority. Fatima leads several agenda's in West Yorkshire Health and Care Partnership leading to changes in legislation and government policy.

Fatima is also a podcaster/blogger focusing on leadership, EDI, and Public Carer Involvement. Fatima is also a member on the NHS Assembly, the King's Fund General Council and a Non Executive Director at Sheffield Children's Hospital.

Jasmin Lanzadera, Registered Nurse

Jasmin Lanzaderas is a registered nurse and has been practicing since 1993 from Philippines. Her background is critical nursing. She has pioneered and opened a hemodialysis unit in the past and has worked in nephrology for years, before migrating to England in 2006. She has always worked in a nursing home whilst in England. She loves and embraces the challenges in dementia care. She is passionate and champions EOL care. Her aim is to make sure that she makes a difference where she works. She has been a beneficiary of the QNI innovation project to promoting well-being and fulfil the lives of her residents, relatives and staff.

Julie McLoughlin, RN RSCN RHV, Tuberculosis Clinical Nurse Specialist, Birmingham and Solihull TB Service

Julie McLoughlin has worked as a TB Clinical Nurse Specialist for the Birmingham and Solihull TB Service since 2007 and is based at Birmingham Chest Clinic. Her current role includes TB liaison within HMP Birmingham, TB patient case management, running nurse led clinics and nurse prescribing. Her back ground is School Nursing and Health Visiting. Julie qualified as a state registered nurse - SRN, in 1983 and a registered sick childrens nurse RSCN, in 1986. Julie has always worked in the Birmingham area and retired in April 2022 but returned to her role where she now works 30 hours per week.

Rodney Morton, Deputy Director of Nursing For Innovation and Sustainability, Quality, Safety, Improvement, Transformation and Sustainability Directorate, Office of the Chief Nurse, NHS England

Rodney is currently Deputy Director of Nursing For Innovation and Sustainability at NHS England. Rodney was previously the Executive Director of Nursing and Allied Health Professions in Public Agency in Northern Ireland and held the position of Deputy Chief Nursing Officer with Department of Health.

Rodney was responsible for co-leading the development of 10-15 year road map for Nursing and Midwifery in Northern Ireland, along with providing professional advice on mental health, learning disability and older people nursing services. In addition Rodney held policy responsibility for Personal, Public, Involvement, and led the development of a new Co-Production Framework for the Northern Ireland Health and Social Care Sector. Rodney has over 34 years' experience in a range of practice, managerial and leadership roles in CAMHS, Autism, Adult Mental Health, Addictions, Psychological Therapies, Older People, Public Mental Health and Primary Care Services. Rodney also led the development of the Regional 'You in Mind' Mental Health Care Pathways Programme, Regional Mental Health and Psychological Therapies Training Programme for Northern Ireland. Rodney is also an improvement science enthusiast and has been promoting and building quality Improvement capability across the Nursing and AHP Services.

Dr Crystal Oldman CBE, QN, RN, RHV, Chief Executive, The QNI

Dr Crystal Oldman CBE joined the QNI in November 2012 as Chief Executive. Crystal worked in the NHS for 18 years, the majority of which was in the field of community nursing, working with some of the most deprived communities in west London.

She has a passion for learning, teaching and research to support best practice and in 1994 joined Buckinghamshire New University as a senior lecturer, to develop a variety of community nursing programmes.

Crystal enjoyed an academic career for a further 18 years, completing her Higher Education career as Dean of Enterprise and Business Management in the Faculty of Society & Health, where her role included the development of partnerships with external agencies to promote research and assist in workforce development.

Crystal's interest in leadership and management inspired her doctoral studies into the knowledge, skills and attributes of middle managers and this research was completed in 2014.

She was awarded a CBE in the Queen's Birthday Honours List in 2017 for services to community nursing and her leadership of the QNI.

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Speaker biographies

Yemisi Osho MBE, RM,RN, DN, DIPHE, BSc, MSc, PGDIP, QN, Executive Director, Avalon Medical Group

Yemisi Osho MBE is a distinguished Midwife & Nurse Practitioner of over 30 years and a Political Leader. Yemisi has been at the forefront of transformational changes both within healthcare and politics. She is an inspirational leader, a role model, mentor & has nurtured so many talented nurses. She has served on CCG boards, Director of Nursing & Operations. Founder/CEO of Diabetes Action CIC, Executive Director of Avalon Medical Group & Board Member/Trustee Capital Kids Cricket. As Former Councillor and Mayor, Yemisi tenacity and dedication in making a difference in people's lives is extraordinary and worthy of emulation. Recipient of several awards including: MBE, QN, Executive Leadership, & Innovative Award.

George Plumptre, Chief Executive, The National Garden Scheme

George Plumptre has led the National Garden Scheme since 2010. The NGS was founded by the QNI in 1927 to raise funds for District Nurses. Today annual donations of the net income raised at gardens continues to be given to a group of nursing charities including the QNI. In 2019, £3 million was donated from funds raised at gardens.

Naomi Purdie RGN, Consultant Nurse for Frailty, Southern Health

Clinical Lead Urgent Community Response North Hants, PhD Student, MSc Advanced Clinical Practice, BSc Adult Nursing. Specialist in Older Adults Care, specialist interest in Older People's Mental Wellbeing

Professor John Unsworth OBE, PhD, LLM, MSc, BSc (Hons), BA, PGCE, NTF, PFHEA, QN, Professor of Nursing, Northumbria University, Chair of QNI Council, International Council of Nurses (ICN) Global Leadership Scholar

Professor John Unsworth is the Interim Deputy Faculty Pro Vice Chancellor at Northumbria University. He has a background in community nursing practice, education, management and research.

Prior to his current post John has worked as the Head of Learning and Teaching, University of Sunderland, Head of Academic Development at the Higher Education Academy and as Director of Nursing Programmes at Northumbria University. He is an experienced NHS manager having been a Nurse Director in a rural Care Trust in Northern England prior to taking up posts in Higher Education. He has experience of workforce redesign in relation to developing the community nurses' role around admission avoidance. John is also an International Council of Nurses (ICN) Global Nursing Leadership Scholar 2020.

John has extensive experience of developing nursing, medical and higher education internationally having worked to develop teachers and practice in China, Thailand, Vietnam, Ghana, Bahrain, Hungary, Ukraine and Grenada (West Indies). John trained as a nurse in Sunderland and worked in a variety of acute ward settings before moving into district nursing. He completed his specialist practitioner qualification in district nursing in 1997 and he has worked in a variety of roles including district nursing, as a specialist nurse and nurse consultant. He has a PhD from Robert Gordon University which specifically examined the influence of health care organisations on innovation and development. John is an alumni of the QNI Innovation and Creative Practice Awards and is a Queen's Nurse. John was awarded an OBE for services to community nursing and community nurse education in the Queen's Birthday Honours in 2022.

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The National Garden Scheme

Easter Gardens

The National Garden Scheme offers friends and families, garden and nature lovers, horticulturalists and people just looking for inspiration or a breath of fresh air, affordable days out in often exclusive gardens at great prices with children under 16 going free at many gardens. Money taken from admission, teas and cakes, and plant sales all contribute to our fundraising for some of the UK's best loved nursing and health charities including the QNI.

They even offer gardens 'By Arrangement' which means you can talk direct with the garden owner to find a day that works for you all and enjoy a completely private visit with friends, family or your interest group.

The full list of gardens opening 1-16 April can be found here: <https://bit.ly/NGSEasterGardens>



Your kind of garden

If you would like to visit a garden in a group, or prefer family-friendly gardens, dog-friendly gardens, cottage gardens, town gardens, gardens with bed and breakfast, 'grow your own' gardens, tulip gardens or many many more, you will find one that's just right for you! To find out more visit: <https://ngs.org.uk/garden-types/>



Open your garden with the National Garden Scheme

You'll join a community of individuals passionate about gardens and help raise money for many of the UK's most loved nursing and health charities. Whatever its size or style, if your garden has quality, character and interest we'd love to hear from you.



Call us on 01483 211 535 or email hello@ngs.org.uk



TalkToUs

The QNI Listening Service



The Queen's Nursing Institute (QNI) operates a listening service, TalkToUs, which offers emotional support by phone to registered nurses working in the community.

The service is operated by trained listeners who are available for any nurses working in community or social care, including those supporting care homes, and nurses working with people who are homeless. TalkToUs is intended as a friendly ear for nurses who would like to talk to someone in complete confidence about any aspect of their work or personal life.

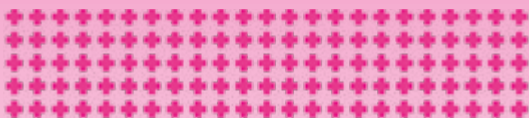
How to contact us:

- ✦ Please email TalkToUs@qni.org.uk giving your first name, your phone number and a preferred date and time for a call. Call backs are usually made between 9am and 5pm Monday to Friday.

We aim to get back to you within 48 hours (72 hours at the weekend). This email inbox is only monitored during the working week. If you need to speak to someone urgently, please visit www.samaritans.org or call them on 116 123.

“ Talk about your home life, your work, Long Covid, anything. We're hear to listen.

TalkToUs listener



To book your call, email:
TalkToUs@qni.org.uk

www.qni.org.uk

Charity number: 213128

