



The
Queen's
Nursing
Institute

IMPACT REPORT 2023



How we helped



About the Queen's Nursing Institute



The Queen's Nursing Institute is a charity dedicated to improving nursing care for people at home and in the community.

Every year, millions of people of all ages need professional nursing care, in or close to home. People today live longer, often with complex health conditions, and they are discharged from hospital more quickly. Those patients can make a better recovery, and can avoid unnecessary hospital re-admissions, if they have the support of skilled community nurses.

We work with nurses, managers and policy makers to make sure that high quality nursing is available for everyone in their homes and communities.

Our aim is to ensure that people receive high quality care when and where they need it, from the right nurse, with the right skills.

Rhagair gan Brif Weithredwr y QNI, Dr Crystal Oldman CBE



Rwy'n falch iawn o gyflwyno ein Hadroddiad Effaith ar gyfer 2023.

Mae'r ystod enfawr o waith a wnaed gan Sefydliad Nyrsio'r Frenhines yn cael ei ddangos yma gan fy nghydweithwyr sy'n rhan o dîm dawnus Sefydliad Nyrsio'r Frenhines.

Rydyn ni wedi parhau i hyrwyddo rôl nyrsys sy'n gweithio yn y gymuned, ym maes gofal sylfaenol a gofal cymdeithasol, ac wedi gweithio i godi eu proffil gyda chomisïynwyr, gwneuthurwyr polisi, y cyfryngau a'r cyhoedd.

Mae gennym dystiolaeth gynyddol bod ein gwaith yn cyfrannu at roi mwy o gydnabyddiaeth i rôl ac effaith anhepgor nyrsys cymunedol ym mhob maes ymarfer: mae nyrsys cymunedol yn hanfodol os yw'r gwasanaethau iechyd am reoli anghenion cynyddol gymhleth y cymunedau a wasanaethir.

Un darn mawr o waith yn 2023 oedd cydweithio â chynrychiolwyr o sefydliadau iechyd a gofal cymdeithasol o bedair gwlad y DU i ddatblygu Safonau Maes Penodol ar gyfer naw maes ymarfer mewn nyrsio cymunedol. Rwy'n falch iawn fod chwech o'r naw Safon wedi'u cyhoeddi y llynedd: Nyrsio Gofal Cymdeithasol i Oedolion; Nyrsio Plant Cymunedol; Nyrsio Iechyd Meddwl Cymunedol; Nyrsio Ardal; Nyrsio Ymarfer Cyffredinol a Nyrsio Iechyd Cynhwysiant. Cyhoeddwyd y tri olaf - Nyrsio Iechyd a Chyfiawnder, Nyrsio Anableddau Dysgu Cymunedol a Nyrsio Gofal Lliniarol a Diwedd Oes - ym mis Chwefror 2024. Mae Safonau Maes Penodol Sefydliad Nyrsio'r Frenhines yn cynnig buddion gwirioneddol i nyrsys, cyflogwyr a chleifion. Bydd gan nyrsys sy'n graddio o raglenni Cymhwyster Ymarferydd Arbenigol a gymeradwyir gan Sefydliad Nyrsio'r Frenhines sgiliau a gwybodaeth a gydnabyddir, sydd wedi'u mapio yn erbyn yr holl safonau cenedlaethol perthnasol, gan eu galluogi i ymarfer ac arwain timau ar lefel uwch, a gwella gofal i gleifion, teuluoedd a phreswylwyr ag anghenion cymhleth mewn lleoliadau cymunedol.

Mae'n dangos ymhellach natur hyblyg ac ymatebol Sefydliad Nyrsio'r Frenhines, wrth i ni addasu ein hadnoddau i gyflawni ein hamcanion allweddol, gan gefnogi nyrsys sy'n gweithio ym mhob lleoliad cymunedol ym mhob ffordd y gallwn ni.

Mae'r adroddiad hwn yn cyfleu rhai o uchafbwyntiau ein hymdrechion i ddarparu cefnogaeth ystyrlon a hoffwn achub ar y cyfle i ddiolch i'r holl nyrsys cymunedol am eu hymroddiad a'u hymrwymiad i'r cymunedau y maen nhw'n eu gwasanaethu.

Dr Crystal Oldman CBE
Prif Weithredwr

“ Mae'r adroddiad hwn yn cyfleu rhai o uchafbwyntiau ein hymdrechion i ddarparu cefnogaeth ystyrlon a hoffwn achub ar y cyfle i ddiolch i'r holl nyrsys cymunedol am eu hymroddiad a'u hymrwymiad i'r cymunedau y maen nhw'n eu gwasanaethu.

Dr Crystal Oldman CBE, Prif Weithredwr

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2023 - highlights



1. Dr Crystal Oldman CBE on the BBC's 'Antiques Roadshow'; 2. Professor Dame Elizabeth Anionwu giving Sekayi Tangayi her Aspiring Leaders Nurse Programme certificate at the Awards Ceremony; 3. Queen's Nurses at Eton College gardens which opened for the National Garden Scheme; 4. Commemorating the anniversary of Edith Cavell in London; 5. the QNI's Head of Communications Matthew Bradby at his garden opening for the National Garden Scheme with the QNI's CEO, Dr Crystal Oldman CBE; 6. Fawn Bess-Leith, winner of the NGS Elsie Wagg Innovation Scholarship in her project garden; 7. the September cohort of nurses on the Executive Nurse Leadership programme; 8. New Queen's Nurses lining up to receive their badge and certificate at the Awards Ceremony; 9. Jasmin Lanzaderas, another NGS Elsie Wagg Innovation Scholarship winner, at her care home with a patient; 10. Michelle Bateman, the first winner of the William Rathbone X Award for Executive Nurse Leadership launched in 2023.

Queen's Nurses



The Queen's Nurse programme brings together community nurses to develop their professional skills and deliver outstanding patient care in the community.

The title of Queen's Nurse (QN) is available to individual nurses who have demonstrated a high level of commitment to patient care and nursing practice. All nurses, health visitors and midwives with five years' experience working in the community are eligible to apply.

There are currently nearly 2500 Queen's Nurses in England, Wales and Northern Ireland.

“ The title of Queen's Nurse has a history and a value. The original Queen's Nurses were the best trained nurses of their day. They held a special place in their communities. By their practice and their conduct, they represented not only nursing as a profession, but the reputation of the QNI. They carried forward the aims and ideals of community nursing, that William Rathbone and Florence Nightingale had developed together; ideals that the Institute was, and is still today, committed to uphold.

So, the Queen's Nurse title is to be given and received with honour and dignity. It is not an end in itself, but the beginning of a process of practice improvement, leadership and growth. And, most importantly, it requires action from Queen's Nurses - to benefit patients, residents, clients, their families and carers - and to enhance the profession.
Dr Crystal Oldman CBE, QNI Chief Executive



New Queen's Nurse Rukshana Ali at the QNI's Award Ceremony in December 2023.



The Queen's Nurse Annual Meeting 2023 took place on Monday 27 March. A meeting solely for QNs, the theme of the day-long conference was, 'The People We Serve'. It featured a large range of speakers, see the summary here: <https://qni.org.uk/wp-content/uploads/2023/01/Delegate-Guide-for-Queens-Nurse-Annual-Meeting-2023.pdf>

564 new Queen's Nurses received their Queen's Nurse badge and certificate at the Awards Ceremony in London in December 2023. This brings the number of QNs to nearly 2500.

TalkToUs, the QNI's listening service, continues to be staffed by Queen's Nurses.

“ Thank you for an innovative thought-provoking inspiring day I feel privileged to be a Queen's Nurse and have the opportunity to take part in such a great meeting.
Queen's Nurse feedback from the Queen's Nurse Annual Meeting

“ I was inspired to apply for the Queen's Nurse title in part by a Community Matron & Queen's Nurse who cared for my Father in the last year of his life, she exemplified excellence in care and professionalism and I am so proud to be following in her footsteps.
Queen's Nurse feedback from Awards Ceremony

“ Thank you to QNI and everyone involved what a lovely ceremony today - I am very proud to be a new QN and look forward continued work and support with new colleagues!
Queen's Nurse feedback from Awards Ceremony

Homeless and Inclusion Health programme



The QNI supports community nurses to achieve outstanding levels of care for people experiencing homelessness.

With the right support to tackle enduring medical, personal and social problems, it is possible for people experiencing homelessness to secure positive health – a foundation for rebuilding more secure and stable lives. The Homeless and Inclusion Health (HIH) Programme is a national network to improve the health of groups who are facing multiple disadvantages, particularly:

- ✦ People experiencing homelessness
- ✦ Gypsy, Roma, Traveller, Boater and Showman communities
- ✦ Vulnerable Migrants
- ✦ Sex Workers



“ The network is a helpful place to share best practice and get advice and support.

HIH Network Member

“ Superb network - brilliantly organised and really helpful meetings - and a great (and very welcoming and knowledgeable) team who run them.

HIH Network Member

“ In a role which is mostly lone-working, it's good to be part of a group that is not only supportive but keeps you in the loop with updates and innovative work that others are doing around the country (and beyond).

HIH Network Member



The HIH network now has over 2300 members.

The annual survey showed that 99% of respondents would recommend the Homeless and Inclusion Health Network to colleagues.

The monthly meetings are attended not just by nurses and Health Visitors but by other professionals working in Inclusion Health such as Case Workers, Local Authority staff (Housing, Social Services), solicitors, academics. Attendance has increased to 45-69 attendees per meeting.

Examples of topics covered include: outreach work with street-based sex workers; working with homeless families; veteran health and homelessness; a women's GRT support group. Feedback has been positive - people not only find the presentations useful but find the meeting helpful in terms of networking.

A monthly newsletter is sent out with news, updates, research, training opportunities and job vacancies.

“ It is so helpful to share practice and learn from other colleagues working with these client groups. It is also a place to bring requests for more information, specific training, as well as peer support.

HIH Network Member

“ I have just set up a new service as a Health Visitor for Homeless Families and am finding the meetings really beneficial.

.HIH Network Member

Infection and Prevention Control Network



The Infection and Prevention Control network was set up in 2021 for staff working in Adult Social Care across England.

The IPC Champions Network builds on measures already in place to maintain and continuously improve standards across the care sector. Lessons learned from the pandemic are rolled out through the network to help minimise the future spread of infections, including acute respiratory infections, to protect people living in care homes and receiving home care. The champions will share best practice through a series of virtual meetings, a newsletter and discussion forum.

The IPC network is supported by Chief Nurse for Adult Social Care Deborah Sturdy CBE and backed by a grant from the Department of Health and Social Care.



“ I am delighted to be able to work with the Queen’s Nursing Institute to establish this network which will build on the excellent work already being undertaken by colleagues across social care to continue protecting those who need support.

It is vital we apply the lessons learned during the pandemic and harness the best practice developed to keep people safe in the future and connect colleagues to share their work.

The network will help support frontline clinical staff in maintaining and improving standards.

Chief Nurse for Adult Social Care Deborah Sturdy CBE



There are now over 1700 network members. Membership includes staff working in Adult Social Care from across England including but not limited to Nursing Homes, Care Homes, Domiciliary Care and Supported Living and IPC practitioners and leads that support staff working in Adult Social Care.

The network has provided a link between providers and the Department of Health and Social Care. It has become a link to and for providers to share and request information.

The network gives timely and up to date changes in national guidance.

Four events took place in 2023 and the themes ranged from 'Staff Resilience and Wellbeing'; 'IPC policy and guidance update'; 'Training and Education in IPC'; 'Oral Care'. Attendance was 100 delegates per event.

“ This is all I needed for my organisation and have been looking for, for a long time now.
Thank you for this session. It is a great initiative!
IPC Network Member

“ Thank you, excellent presentations, very informative.
IPC Network Member

Long Covid Nurse Group



The QNI established the Long Covid Nurse Group (LCNG) in 2021 to examine issues and practice related to the management of Long Covid in community, primary care and social care settings.

The network:

- ✦ Provides an online network of nursing colleagues.
- ✦ Coordinates and facilitates bimonthly meetings; with experts for learning, opportunities for networking, sharing experience and to provide clinical supervision, summaries available online.
- ✦ Provides regular newsletter bi monthly with information on the meetings and other resources.
- ✦ Created the QNI Long Covid Nurse Group Community of Practice web resource to highlight key support for nurses working in community and primary care.
- ✦ Facilitates support across the membership for individual members
- ✦ Liaises with other groups supporting Long Covid
- ✦ Represents nursing at the Community Rehabilitation Alliance (CRA) a multidisciplinary group with AHPs and charities associations involved in long term conditions.



“ Long Covid and post viral illness presents further challenges and nurses are at the forefront of supporting individuals and communities with this. The QNI Long Covid Nurse network provides a much-needed forum and community of practice to enable this work.

Helen Donovan QN, Long Covid Programme Lead, The QNI

“ Really good talks - the info really resonates both personally and professionally.

Long Covid Nurse Expert Group feedback



The Long Covid Nurse Group held 6 events in 2023; topics included, Long Covid and Neurobic Exercises, Long Covid and Health Inequalities, Long Covid Research Development Projects, Long Covid and Occupational Health Challenges, Long Covid and Women's health, Long Covid and Community Rehabilitation Alliance Standards. 254 members registered for the events.

NHSE initially funded the network until April 2023, when QNI trustees agreed to fund the programme until the end of 2023. In 2024, the National Garden Scheme took over funding.

The QNI Long Covid website pages have had around 13,000 views since the launch in October 2021.

Over 2023, the network has grown to over 717 members.

“ Thank you so much for the presentation. Very interesting and enjoyable and very well presented.

Long Covid Nurse Expert Group feedback

“ Found this session extremely useful and informative. I was also shocked by the information/statistics.

Long Covid Nurse Expert Group feedback

“ Thanks all, really enjoy these meetings and gain from them.

Long Covid Nurse Expert Group feedback

Community Nursing Research Forum



The Community Nursing Research Forum was created in July 2022 and is for community nurses who are undertaking or considering carrying out research.

The aim of the forum is to strengthen the capacity of community-based nursing research through peer support, mentorship, and supporting personal development and research opportunities. Research led by community nurses is needed to generate high-quality evidence to advance patient-centred care.

The research forum is open to nurses and midwives working in any community settings and academia, including social care, public health and primary care, from all UK countries.

“ Thank you so much. this is extremely interesting and useful session. Excellent presentation. My colleague and I have started collecting qualitative data and will be using reflexive thematic analysis.

Feedback from delegate of the first CNRF webinar

“ This is an excellent session. I’m so glad we have had the opportunity to attend. It makes so much sense with the practical application.

Feedback from CNRF webinar

“ Great content, delivered brilliantly.

Feedback from CNRF webinar



The Forum is a platform to collaborate with partners including the Queen's Nursing Institute Scotland, NHS England, National Institute of Health and Care Research (NIHR), International Collaboration for Community Health Nursing Research, and colleagues from many different health and social care providers, universities, organisations and charities.

9 CNRF events took place in 2023 and included themes on 'Critically Appraising Qualitative Research Papers'; 'Writing about your research for publication'; 'Reflexive Thematic Analysis'; 'Working with Underserved Communities'; 'Introduction to Quantitative Data Analysis' and much more.

There are now 807 members of the Community Nursing Research Forum.

“ This is an inclusive Forum where colleagues can share ideas, network and build research capacity in community nurse-led research. Research led by community nurses is needed to generate high-quality evidence to advance patient-centred care. The Forum welcomes any nurse wishing to develop their research skills, including critically evaluating research papers, research methods and publishing.

Dr Ben Bowers QN, community nurse and end-of-life care researcher at Primary Care Unit, University of Cambridge and Community Nursing Research Forum Lead, The QNI

“ Thank you for an excellent session highlighting these underserved research topics. It's definitely inspired me to undertake a research project and to also inspire my community nursing colleagues to as well.

Feedback from CNRF webinar

Community Children's Nurse Network



The United Kingdom Community Children's Nursing Network (UKCCNN) was created in 2020 and supports the community children's nursing (CCN) workforce through collaboration and best practice development.

The aims of the UK CCNN are to raise the profile of community children's nursing workforce and the complex care CCNs deliver every day; to provide a network of support across the UK to CCNs, enabling discussions and opportunity to share questions and experiences; to build best practice and evidence-based guidance, reducing inequality across the UK in service provision; to influence national policy around Babies, Children and Young People (BCYP) with complex health needs in community settings; to raise the Voice of Community Children's Nursing Workforce on behalf of our Babies, Children and Young People.



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“ Our mission is to ensure Babies, Children and Young People (BCYP) with complex health needs in the community setting are supported to live their best possible life alongside their peers, with best practice, evidencebased care and a workforce equipped with complex skills required to manage their needs and keep them in the community where ever possible. It has been great to see the network continuing to grow and develop over the past 12 months.

Rebecca Daniels, QN, Community Children's Nurse Network Lead

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“ I no longer feel like I'm working in a very small specialist area but CCNs now have a voice especially with NHSE, ONI and RCN colleagues joining us.

UKCCNN member



The UKCCN Network held 6 main events in 2023 with 46-77 members in attendance. Topics included Martha's Rule; PEWS; Workforce and safer staffing; National supply challenges & solutions; Social prescribing and research areas.

Network members have increased to over 500 from across the four countries within the UK. Monthly newsletters are sent to subscribed members.

Network members have contributed to development in key areas for CYP in the community setting including: scoping on research priorities for CYP; Long COVID project; joint review and feedback of 'Best practice guidelines for professionals - Toilet training children with learning disabilities and developmental delay' and Development of the QNI field Specific Standards for CCN Specialist Practice Qualification (SPQ) – launched in July 23.

The network has multiple sub groups, helping to connect CCNs with an interest in each field. These include a further 19 meetings in 2023 covering the following areas: Blended Diets; Supporting CYP with SEND and health needs in education settings (joint with SAPHNA); Equipment and Consumables and a new group in 2023: Children's continuing care.

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“ Becky thank you so much as ever, a really informative meeting.’
UKCCNN member

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“ Thank you so much, so interesting.
UKCCNN member

.....
“ Thanks so much, so fab to have this group.
UKCCNN member

Care Home Nurses Network



The Care Home Nurses Network was created in 2020 and is a national network of nurses working in care home settings. It is a network for nurses to share ideas, innovations and research about care homes as well as raising the profile of care home nursing.

The Care Home Nurses Network was originally funded by the RCN Foundation, the Chief Nursing Officer England, and the QNI, but is now solely funded by the Department of Health and Social Care.



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“ It is not always appreciated how many people live in care homes, but the latest estimate is over 410,000 people in the UK. Nurses working in these settings work with a range of other professionals and family members to manage acute episodes of care as well as supporting residents with complex, multiple long-term conditions and of course, end of life care. When the QNI created our resource to support nurses moving into the Care Home sector we learned how isolated they can feel in their roles and how much they would benefit from being part of a national network of nurses working in the same setting. They also become part of the wider family of nurses working in the community through the support and professional development opportunities offered at the QNI.

Dr Crystal Oldman CBE, QNI Chief Executive

There are currently 2215 members of the Care Home Nurses Network, 881 of these are on the QNI's dedicated Facebook group.

5 webinars were held in 2023. The themes included, 'Staff Wellbeing and Resilience', 'National IPC Policy and Guidance Update', 'Digitally enabling wound care transformation', 'Oral care' and 'Learning Disability Nursing in Care Homes'. On average, 200 delegates registered for each webinar.

A joint event with the Infection Prevention Control network focusing on health and wellbeing took place earlier in 2023.

Over the past twelve months the QNI have built on the NMC Standards of Proficiency for community nursing specialist practice qualifications (NMC 2022) and have developed QNI Field Specific Standards for Adult Social Care Nursing. These were launched in July 2023.

“ Brilliant presentation delivered by someone very knowledgeable and passionate about this area.

Delegate at CHNN webinar

“ Provided some useful ideas to go away and look at further – thank you.

Delegate at CHNN webinar

“ Very empowering!

Delegate at CHNN webinar

Association of Academic General Practice Nurse Educators



The Association of Academic General Practice Nurse Educators (AAGPNE) is for academics who lead General Practice Nurse education programmes at Higher Education Institutions in the UK.

It is members-only. To apply for membership (free), academics need to complete on an online application form.

The overall aims for this forum is to:

- ✦ Encourage consistency in GPN education and best practice through a collaborative approach to curriculum development and information sharing for GPN education across the UK.
- ✦ Raise the profile of GPNs to foster and disseminate excellence in practice.
- ✦ Develop and share educational and research expertise to influence policy and the principles of practice of General Practice Nursing.
- ✦ Respond to government consultations and where appropriate, lobby government agencies.



“ I am delighted to have had this opportunity to develop the General Practice Nurse Educator Network website to support General Practice Nurse education and practice. The structure of this open resource has been informed and appraised by clinically based GPNs, evidencing the need for this resource. The website is also the host site for the Association of Academic General Practice Nurse Educators and contributes to raising the profile of GPNs and encouraging the recruitment of nurses to a career in General Practice Nursing.

Angie Hack QN, Assistant Director of Nursing Programmes, The QNI



The AAGPNE has representatives across the 4 countries of the UK. We have 73 full academic members who run the General Practice Nurse programmes at universities including the Foundations of GPN and GPN Specialist Practice Qualification and 33 Associate members who are educators in practice.

Meetings are quarterly usually March, June, September and December. Standing speakers provide national updates including the QNI, NHSE, RCN and NMC occasionally. There are occasionally additional speakers for specialist areas of Primary care.

Potential members and Associate members are required to apply through the www.gpnen.org.uk host site to apply for membership.

“Thank you so much for your email, we attended the AAGPNE meeting yesterday to represent the National Co-ordinator for General Practice Nursing from NHS Education for Scotland (NES). We are Lead Educators for GPNs with NES, we design and deliver national education available to GPN's across Scotland, including CPD Connect education modules and on the GPN Education Pathway. It was a really great meeting and would be delighted to attend again.

AAGPNE member

“ Thank you Angie for the warm welcome and introductions. It was a fantastic session to listen to and join.

AAGPNE member

Publications



In 2023, we published a large number of resources, newsletters, reports and guidance for community nurses.

All of these resources can be found on our website, www.qni.org.uk.



Report on District Nursing Education in the UK

The QNI's tenth annual District Nurse (DN) Specialist Practitioner Qualification (SPQ) education audit. The report covers the four countries of the UK and summarises the results of an audit of DN education in the UK during the academic year 2021/22.



“ Longer term visions for the growth of the NHS workforce are to be encouraged and the number of qualified District Nurses are a key component of the workforce. The QNI is concerned that the salary Agenda for Change banding of many qualified District Nurses does not reflect the complexity of care they deliver, which is at an advanced level of practice. The DNSPO is an educational programme designed for the community setting and it should be integral to the government's plans to increase the number of skilled, registered practitioners in the community.

Dr Crystal Oldman CBE, QNI Chief Executive, on the report on District Nursing



Standards of Education and Practice for Community Practice Teaching

The QNI published new Standards comprising a set of benchmarks and guidance outlining the transition from a Practice Supervisor and Practice Assessor role to that of a Community Practice Teacher, and the support and educational framework needed for learners undertaking the SPQ/SCPHN



Field Specific Standards for specialisms in Community Nursing

The QNI published new standards of education and practice for six community nursing specialisms (the final 3 to follow in 2024): Adult Social Care Nursing, Community Children’s Nursing, Community Mental Health Nursing, District Nursing, General Practice Nursing and Inclusion Health Nursing.



Nursing in the Digital Age 2023

The QNI published the results of a survey of digital technology in community nursing. The report was based on an online survey completed by almost 1200 practitioners during 2022.



Impact Report 2022

The QNI published a new impact report for 2022, ‘How we helped’, illustrating how the charity supported community nurses and the people, families and communities they serve.



NGS Elsie Wagg Innovation Scholarship Final Report Summary

The QNI published the final reports of six nurse-led projects that promoted the health benefits of gardening and garden visiting among a group of people in the community.



Personalised Care Projects Final Report Summary

The QNI published the final reports of six nurse-led projects that sought to improve personalised care - enabling individuals and clinicians to work together to deliver care that was realistic, sustainable and appropriate - for people led by community and primary care nurses in England.



Community Nursing Innovation Programme - Self-Funded

The QNI published the final reports of five self-funded nurse-led projects all aim in different ways to improve the health of a community or group of people in a particular location, using innovative approaches.

International Community Nursing Observatory (ICNO)



The Queen's Nursing Institute (QNI) launched the International Community Nursing Observatory (ICNO) in November 2019.

The ICNO analyses data and trends in the community nursing workforce data in greater depth, to aid understanding of the challenges faced by services. It will collate and analyse data about community and primary care nursing services at a regional, national and international level. Professor Alison Leary MBE, Chair of Healthcare and Workforce Modelling at London South Bank University (LSBU) and a Fellow of the QNI is Director of the ICNO.

The ICNO seeks commissions designed to support data gathering and analysis that will provide evidence to enhance service planning and delivery in health and social care settings.



“The nursing profession has a proud history of embracing new technology at pace and at scale, and this aptitude and desire is as strong today, or stronger, than it has ever been. During the Covid pandemic, technology played a vital role in enabling professionals and patients to communicate safely and remotely, and existing barriers to data sharing were overcome in order to expedite care.

There is real potential for the benefits of digital technology to be realised should these and other challenges be addressed. The QNI calls upon all those involved in the design, development and deployment of new technology to work together with the nurses who use it every day, to enable them to deliver truly personalised care to the people they serve.

Dr Crystal Oldman CBE, QNI Chief Executive on Nursing in the Digital Age

To date, the ICNO has published 6 reports since its creation: 'General Practice Nurses Survey Analysis'; 'The Experience of Care Home Staff During Covid-19'; 'District Nursing Today - The View of DN Team Leaders in the UK'; 'Untapped Potential District Nursing Services report'; 'Workforce Standards for the District Nursing Service' and 'Nursing in the Digital Age'.

'Nursing in the Digital Age' was published in 2023. The report based - on nearly 2000 respondents - looked into the use of technology and the experiences of the community nurses using it. It was an update from the survey carried out originally in 2018.

Two reports are set to be launched in 2024, 'The ARRS Workforce Impact Survey' (the impact on the introduction of the Additional Roles Reimbursement Scheme on the General Practice Nursing Workforce in England) and 'District Nursing Today' an update on the original 2019 report.

“ The survey results suggest there has been little improvement in either provision or functionality of community nursing technology in the past four years. Scheduling platforms were not generally seen as enablers of efficiency of work. They were felt to enable 'tick box care', leaving insufficient time for nursing work and caused workload intensification. Nursing professionals do not like the loss of autonomy, which is a staff retention factor in a workforce that is already fragile and under increased stress.

Professor Alison Leary MBE on the report 'Nursing in the Digital Age'

Community Nurse Executive Network (CNEN)



The QNI's Community Nurse Executive Network (CNEN) © is for nurses with executive responsibility for community nursing services to share and learn about issues relating to workforce, education, policy and service planning.

CNEN acts as a resource centre, where ideas and learning can be shared and interaction with colleagues facilitated, to enhance best practice and improve nursing care in the community. The network brings together high profile speakers to brief members about the latest developments and trends affecting the sector and how to manage future challenges. CNEN is a membership-based network open to chief nurses, directors, deputy directors of nursing and equivalent roles within provider organisations that work in community healthcare.

You do not have to be a Queen's Nurse to join and membership is free. The CNEN network is sponsored by Hallam Medical.



“We work with nurses, educators, researchers and policy makers to ensure that high-quality nursing care in the community and primary care is available for everyone, where and when they need it. I am delighted with the relationship we have developed over many years with Hallam Medical. This partnership with Hallam Medical helps us to raise the profile and voice of nurses working in community and primary care settings and to highlight the value that these nursing services bring to individuals, families, carers, and communities – and indeed the whole health and social care system.

Dr Crystal Oldman CBE, QNI Chief Executive

There were 10 meetings of CNEN in 2023.

248 registered over the 10 events.

CNEN now consists of 225 members.

“ The ONI knocks it out of the park yet again! Brilliant video, well done on promoting what can be done!

Member at CNEN meeting

“ Brilliant discussion today - really enjoyed it!

Member at CNEN meeting

“ Really interesting session, thank you.

Member at CNEN meeting

ICB Chief Nurse Network



The NHS Confederation and The QNI created a new national network for Chief Nurses of Integrated Care Boards (ICBs) in England in February 2023.

The new Chief Nurse Network reflects an agreement to work together more closely on areas of common interest around the development of Integrated Care Systems (ICSs) and the integration agenda. The two organisations work together to maximise their collective impact to benefit policy and practice, and thereby care on an individual and population basis. Each organisation brings significant capability, expertise and stakeholder support to this formal partnership.

The network is chaired by Louise Patten (below), ICS Strategic Advisor at the NHS Confederation. Louise is a practising District Nurse, and a Fellow of the QNI.

“ The two organisations have a shared ambition to support the development of clinical leadership within integrated care systems, and to support the objectives behind integrating care, improving population health and tackling inequalities. This direction of travel aligns with the overall aim, purpose and values of the QNI and I am very much looking forward to modelling a partnership way of working with the NHS Confederation.

Dr Crystal Oldman CBE, Chief Executive, QNI



This network was launched nearly one year ago and now includes the majority of ICB Chief Nurses.

Six meetings took place in 2023.

“ It is intended that the Network, facilitated and supported by NHS Confederation and the QNI, will enable Chief Nurses to share ideas, experience and learning as ICBs develop. Both organisations recognise the need for a clinical leadership approach that focusses on building relationships, broad collaboration across provider organisations, and enhancing the transformation agenda across the system, which will underpin and inform the ethos of the new Network.

Matthew Taylor CBE, Chief Executive, NHS Confederation

International Recruitment film



In 2023, The QNI made a short film featuring four international nurses working in the community in England.

The nurses – Ananthu Ashok from India, Katrina Capito from the Philippines, Gustav Grib from South Africa and Merin Jolly from India, all trained overseas and had all recently begun work for community nursing services in different parts of the country.

The launch of the film, on International Nurses Day, celebrated the contribution of international nurses to community nursing services in England. Filming took place in March and April 2023 in four locations – Herefordshire, Sussex, Hertfordshire, and London.

The film shows the nurses delivering care in people’s homes, in educational and clinical settings, and with friends and family in their local communities. It explores a number of significant themes for nurses who are working in a new country, including driving, housing, education, professional and personal support. It also explores the importance of autonomy in practice and delivering personalised care in the community.



“ I love my job. The way people treat me, the dignity and the good comments and feedback that I receive from my patients.
Merin Jolly, Community Sister, featured in the film

Watch the film here: <https://vimeo.com/825763074>

Ananthu Ashok, one of the nurses featured, won the QNI's award for International Community Nurse of the Year in 2022. Read more here: <https://qni.org.uk/explore-qni/qni-awards/international-community-nurse-award/>

The film was produced and directed for the QNI by Charlie Inman and Ben Holman.

The QNI would like to thank Central London Community Healthcare NHS Trust, Sussex Community NHS Foundation Trust, and Wye Valley NHS Trust.

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“ This film is the first of its kind to show the real experience of internationally educated nurses working in the community in England today. Historically, most nurses coming to this country have worked in hospitals as a first destination, but this film shows the range of opportunities that exist in the community, and the strong support structures that are available for nurses making this transition.

In just a few minutes, the film introduces us to four international nurses who have chosen to pursue their career in the community in England. The film gives a privileged insight into their different life journeys and their aspirations for career and family. We hope these positive and uplifting stories will give a new and richer understanding of the international nursing experience to a wider audience.

Dr Crystal Oldman CBE, Chief Executive, The QNI

Leadership Programmes



The QNI runs two leadership programmes: the Executive Nurse Leadership Programme and the Aspiring Leaders Programme.

The Executive Nurse Leadership Programme - funded by the National Garden Scheme - is for Queen's Nurses who are senior nurse leaders working at Executive or Assistant/Associate Director level in the community setting. It is a nine-day residential leadership programme designed to develop participants into future senior leaders.

The Aspiring Leaders Programme is designed to support the professional development of nurses (not just Queen's Nurses) working in the community to become future leaders in healthcare, to the benefit of the people, families and communities they serve.



“ It’s been a nice supportive environment which I think some of us really needed”

Executive Nurse Leader feedback

“ I have absolutely loved this course, I feel I have found my purpose and professional path again. My confidence has increased twice fold and the imposter which was ruling my life is no longer in the driving seat.

Aspiring Nurse Leader feedback

“ I would like to thank you for accommodating us and for the investment into our future.

Executive Nurse Leader feedback



2 cohorts of Aspiring Nurse Leaders commenced in 2022 and successfully completed in May and October 2023. Currently there are 2 programmes running, a June 2023 cohort that will complete in May 2024 and a November 2023 cohort due to end in October 2024.

The current Executive Nurse Leader programme will complete in February 2024.

Since its launch in 2017, 64 Executive Nurse Leaders and 116 Aspiring Nurse Leaders have successfully completed the programme.

“ I just couldn't have led our district and community nurse service through the last few years without the knowledge and skills I gained through completing this course with the ONI. Forever grateful. If you're considering applying, don't hesitate!

Aspiring Nurse Leader feedback

“ Feel inspired today about my ability to develop personally and learn from others.

Executive Nurse Leader feedback

“ This course is like no course I have ever done before. I was burnt out and deflated when I arrived on the first day. The course has transformed the way I think and how I feel and I now feel inspired to make changes and pass on my newfound knowledge to others.

Aspiring Nurse Leader feedback

Community Nursing Innovation Programme



Nurse-led projects are one of the most direct ways in which we help nurses improve patient care.

Since 1990 the QNI has funded around 350 innovative projects across the whole range of community nursing specialisms in England, Wales and Northern Ireland. Sharing the results of these projects helps us to drive improvements in knowledge and practice. Often, these funded projects become part of mainstream services.

“ These projects demonstrate a huge range of innovative practice by nurses working in the community, social care and primary care. Working with the QNI, nurses are empowered to lead their projects and develop imaginative and sustainable solutions in care delivery, with benefits that go far beyond the initial project idea.

Dr Amanda Young, Director of Nursing Programmes (Innovation & Policy)



“ Once cleared he asked to try his other hearing aid, and with tears in his eyes, thanked me for helping him to hear again.

‘Hear Well project’ Self-funded project lead feedback

“ We have created a garden from a piece of wasteland. We now have a wildflower bed that is germinating, fruit trees, raised beds, a path, and a network of volunteers.

‘Willow Incredible Wellbeing Garden’ NGS Elsie Wagg Innovation project lead feedback

“ Hayley’s consistent love of her work has not only had a positive impact on my learning and achievement, but also on the care that patients have received -she has been incredible, and this has helped me to thrive during my placement.

‘Leeds Primary Care Student Leadership Placement’, Self-funded project feedback

14 projects were completed: 5 Elsie Wagg Innovation, 4 Personalised Care and 5 Organisation Funded projects: 1 won the NursingTimes social care award, 1 was finalist for NursingTimes public health nursing, 1 finalist for social care category, 1 project lead was a finalist for Student NursingTimes Awards Community Placement of the Year and NursingTimes -Educator of the Year and 1 was a finalist for the Older Person Burdett award.

5 Elsie Wagg scholarships funded by the National Garden Scheme were completed during 2023 - one of the projects, the Sustainability and Nutritional Programme for patients in a Community Hospital Setting project based in Kent, was shortlisted for the BBC Food Community Champion Award.

Final reports were written including project summaries and photos, these can be found here:

- the NGS Elsie Wagg Innovation Scholarship: <http://tinyurl.com/28exsb2f>
- the Personalised Care Report: <http://tinyurl.com/dakzvcb>
- the Organisation Funded projects: <http://tinyurl.com/52ka4haf>

5 new Elsie Wagg scholarships started in 2023 and will complete in 2024. 3 new Organisation Funded projects will also be completed in 2024.

A piece of work is being carried out to measure the impact of innovation projects from 2015 to 2023 and will be published in 2024.

“ ‘This project has been a lifeline to me, providing much appreciated support . . .and the incentive to get out of the house to meet with other people.’

‘Rowcroft Space for Nature project’ Personalised Care programme client feedback

“ ‘Coming to the garden gives me a sense of peace and tranquillity, as I struggle with mental health issues and find it difficult with my joints aching most days.

‘Healthy South Wirral Sensory and Wellbeing Project’ NGS Elsie Wagg Innovation client feedback

Field Specific Standards for Specialisms in Community Nursing



The QNI has worked with experts in health and social care for the four countries to develop Field Specific Standards for nine fields of practice in community nursing. Representatives include national organisations, academics, managers, clinicians, front line staff, and service users/patients/experts by experience/carers/families. We are very grateful to all those who contributed to the process. Standards are available for the following specialisms:

- ✦ Adult Social Care Nursing
- ✦ Community Children's Nursing
- ✦ Community Mental Health Nursing
- ✦ District Nursing
- ✦ General Practice Nursing
- ✦ Inclusion Health Nursing
- ✦ Health and Justice Nursing
- ✦ Community Learning Disability Nursing
- ✦ Palliative and End of Life Care Nursing



“Creating our future community nursing workforce requires a consistent approach to the development of excellent practice and clinical leadership. Our work on specific standards is designed to build upon the broad regulatory standards to ensure wherever a person lives, works or accesses services the care they receive is of the highest quality, based on evidence and is tailored to their own individual needs.

Professor John Unsworth OBE, Chair of QNI Council

The QNI field specific standards have been built around the four pillars of advanced practice and are mapped to the domains, assisting with demonstrating the advanced level of practice at which nurses are being prepared to work in these roles.

In 2023, 6 of the 9 Standards were published: Adult Social Care Nursing; Community Children's Nursing; Community Mental Health Nursing; District Nursing; General Practice Nursing and Inclusion Health Nursing. The last 3 were published in February 2024.

The QNI has a track record of developing voluntary Standards in community nursing since 2015.

“There are real benefits to nurses, employers and patients flowing from the QNI Field Specific Standards. Individual nurses will have access to clearly articulated educational pathways based on standards which are consistently applied by HEIs for their field of practice. This will have a wider benefit in terms of staff development, recruitment and retention for employers across the system. Nurses graduating from SPQ programmes endorsed by the QNI will have recognised skills and knowledge, mapped against all relevant national standards, to enable them to practice and to lead teams at an advanced level, improving care for patients, families and residents with complex needs in community settings.

Dr Crystal Oldman CBE, QNI Chief Executive

Events



The QNI events in 2023 continued to be a mix of online and in person. The Annual Conference took place online again but this time, over four days with a line up of over 30 speakers and viewed internationally. The Awards Ceremony took place live in London, with one ceremony in the afternoon and one in the evening. Over 500 Queen’s Nurses received their title. To view summaries of any of the QNI’s events, please go to www.qni.org.uk/news-and-events/events/

“ Thank you so much QNI! As a new QN this is the equivalent of being sent to Willy Wonka’s Chocolate Factory!

Delegate feedback of the QNI’s Annual Conference 2023



“ Thank you for an innovative thought-provoking inspiring day I feel privileged to be a Queen’s Nurse and have the opportunity to take part in such a great meeting.

Queen’s Nurse feedback on the Queen’s Nurse Annual Meeting

“ What a wonderful evening so privileged to meet and be part of a wonderful organisation. An inspirational opening by the Chair and CEO. Amazing to be given my badge and certificate by Deborah Sturdy our Chief Nurse for Adult Social Care, a much needed and motivational role in our community of nurses. And what an amazing collective of nurses I met big thank you to all who organised. Very proud.

New Queen’s Nurse feedback from the Awards Ceremony, December 2023

Awards Ceremony: the ceremony took place at Friends House in London and was once again split into two: one in the afternoon, one in the evening. For the first time, it was also live streamed to include those unable to attend in person. Over 700 guests and awardees were present.

Awards Ceremony cont.: The awards given were The Gold Badge of the Institute, The Queen Elizabeth the Queen Mother Award for Outstanding Service, Fellowship, The Queen's Nurse title, Graduates of the QNI Aspiring Leaders programme, Leaders of QNI community nursing innovation programmes, The International Community Nurse of the Year Award and Memorial prizes for post-registration nursing students.

Annual Conference: the QNI held its conference online again this time over 4 days with the theme being 'In the Spotlight: Nurses Leading Care in People's Homes and Communities.' Over 1800 delegates attended. The platform, VFairs, which was used last year, continued to be very popular with delegates with over 95% feeding back positively.

All Community Nurse Executive Network (CNEN) meetings continued to occur monthly online with more than 225 members who are executive nurses of community services. The CNEN is generously sponsored by Hallam Medical and provides an excellent opportunity for sharing and learning in a safe and confidential space.

The Queen's Nurse Annual Meeting was held online on 27 March. A meeting solely for QNs, the theme of the day-long conference was 'The People We Serve'. It was attended by 522 Queen's Nurses. It featured an innovation project showcase and an inspiring list of speakers including Healthier James, the mother of Dame Deborah James (aka 'BowelBabe').

The William Rathbone X Annual Lecture and Award Presentation: the inaugural lecture called, "Thinking Differently about Nursing Workforce Challenges", was held on 9 June and was given by Professor Alison Leary MBE. The William Rathbone X Award was presented to Michelle Bateman, Chief Nurse of Derbyshire Community Health Services NHS Foundation Trust.

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“ Thank you to all the team at QNI for an insightful and thought-provoking conference once again. You're the best!

Delegate feedback of the QNI's Annual Conference 2023

National Garden Scheme



The National Garden Scheme has supported the QNI since 1927 and is our single biggest funder.

We are very grateful to the National Garden Scheme, which funds the Queen’s Nurse programme and all 2500 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 for just for the QNI, but for other nursing and caring charities too.

2023 was the second year for the NGS Elsie Wagg Innovations Scholarship, 5 projects completed in 2023 and 5 new projects started. The final reports were published in December, for more information see page 34.



“ The funding that we receive from the National Garden Scheme is essential for us to support nurses and through them patients, families and carers, in homes and communities everywhere. Our thanks to the garden owners, volunteers, and county organisers and staff of the National Garden Scheme who together make this incredibly generous donation possible. We really couldn't do it without you.

Dr Crystal Oldman CBE, QNI CEO

The QNI received a record donation of £425,000 from the National Garden Scheme in 2023. This funding supports our national professional network of 2500 Queen's Nurses who lead and deliver excellent care in all community specialisms health, as well as the Elsie Wagg (Innovation) Scholarships and the QNI's leadership programmes.

We were delighted that Eton College garden opened for the National Garden Scheme. Thank you to the college and NGS volunteers for such a warm welcome and to Thames Hospice for the delicious tea and cakes! See photo below.

Queen's Nurses continue to visit open gardens during the year, they are encouraged to take selfies of themselves and tag the QNI and the NGS.



Above: Queen's Nurses and QNI staff at the opening of Eton College Gardens in July.
Right: The QNI's Head of Communications Matthew Bradby at his garden opening for the National Garden Scheme with the QNI's CEO, Dr Crystal Oldman CBE.



Keep In Touch



The QNI's Keep in Touch© (KiT) programme is a practical way in which we aim to strengthen the Queen's Nurse community, past and present.

The programme offers opportunities to speak to retired Queen's or community nurses regularly on the phone, to talk about life experiences, aspects of nursing past and present, memories and future plans. It encourages social interaction and creates new bonds. KIT volunteer meetings occur once a year where volunteers talk about their experiences and any issues/concerns. The volunteers call their contact regularly – usually once a week or in some cases once a fortnight or monthly. As part of KIT for special birthdays (80 or 90 or 90+) flowers and cards are sent.

“ I look forward so much to my call every week – we always find something to laugh about when we speak!

KIT contact

“ I am not sure who looks forward to our calls more – me or my contact! The time flies once we start speaking – we always seem to have so much to share with each other!

KIT volunteer

“ I am so glad I joined KIT – it is great to feel you are doing something worthwhile and also enjoying it!

KIT volunteer



Left: KIT volunteer Carol Sears and her KIT contact Elizabeth Glynne Jones, celebrating her birthday.

The KIT Team of 36 dedicated Volunteers currently supports 37 contacts, with 21 other contacts receiving regular calls from the QNI.

The KIT Programme is promoted regularly by all QNI staff at appropriate meetings, conferences and on social media.

All KIT contacts and other retired members receive birthday, Easter and Christmas cards and our quarterly Home Visit newsletter.

KIT is now in its seventh year, and some of our Volunteers and contacts have been in touch since the beginning – wonderful friendships have evolved.

“ I cannot believe we have been speaking for six years – my Volunteer has become a very special telephone friend.

KIT contact

“ I am so grateful to be part of KIT – it makes such a difference to me.

KIT contact

TalkToUs



The QNI's listening service, TalkToUs®, was launched in May 2020 to offer emotional support by phone to registered nurses working in the community during the pandemic.

The service is operated by trained listeners (Queen's Nurses) who are available to speak to 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 their life and work at the current time. We cannot provide counselling, but we can signpost to other sources of support if appropriate.




“ A safe space for nurses in the community, primary and social care to share their experiences and gain emotional support from trained listeners.

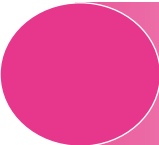
Dr Crystal Oldman CBE, QNI Chief Executive

“ Thank you so much for your lovely compassionate response and the support you gave me yesterday – it means such a lot. Your support was so helpful.


TalkToUs feedback



TalkToUs resources continue to be distributed at conferences, meetings, and on request.



A dedicated team of trained listeners, who are all Queen's Nurses, continue to provide telephone support to all community nurses contacting the service.



The QNI Team continue to raise awareness of the TalkToUs service whenever the opportunity arises, with the aim of reaching more community nurses needing emotional support.

“ I cannot explain how grateful I am for your support – I do so appreciate it.
TalkToUs feedback

“ Thank you for being there to listen whilst I offloaded. It has been so helpful and a real lifeline when I most needed it.
TalkToUs feedback

Financial Assistance



The QNI offers financial assistance to registered nurses who work or have worked in the community for a minimum of three years when they experience a life crisis which has impacted on their finances.

A life crisis can be because of illness, divorce, disability or an increase in the cost of living. All requests are considered providing our eligibility criteria is reached, but help is typically given for essential household items, building repairs or adaptations, amenity bills, respite care or specialist equipment such as, stair lifts and electric wheelchairs.

2023 was a very busy year and we provided more financial assistance than we had in previous years.



“As a nurse of nearly 23yrs, I’ve never fortunately needed to take sick leave, and never had extended time off. I’m a hard-working full-time nurse so was slightly embarrassed to reach out to charities. I’m humbled and super grateful for a grant. Thank you all kindly.

Financial assistance recipient

“ If only you knew how much this will help me this month & I can finally pay my mortgage this week and actually buy a proper food shop...I’m so very grateful for your help.

Financial assistance recipient

“I am almost lost for words and am shaking with emotion. Whenever we have sought help from organisations for various reasons regarding our financial situation it has been so hard. You feel as though you have to bare your soul and it’s so incredibly difficult. We thank you so very much for all your help and kindness. This is really a big help for our family. Thank you very very much.

Financial Assistance recipient

We paid a total of 282 grants in 2023, to working and retired community nurses.

We awarded over £50,000 in single grants to community nurses in 2023. This was the highest amount we have awarded in single grants. These 94 community nurses that received this grant were experiencing a variety of difficult circumstances, e.g. illness, bereavement, divorce to name a few of the hard situations that were being faced.

We offered a flood grant in October after storm Babet hit some counties. Where homes had been flooded and cars had been written off, we were able to offer our support to 17 community nurse that had been badly affected.

We still have the Covid Healthcare Support Fund (CHSA) available and in 2023 we were able to award grants to 16 nurses that were still being affected by Covid. Several were still affected by Long Covid and hadn't recovered financially.

In 2023, we offered education grants to nurses that were undertaking QNI programmes in 2023; the Executive nurse and Aspiring leaders' courses. We awarded grants of £3000 for community nurses to attend these programmes.

“ I lost the whole of the lower ground of my property including white goods, sofa, flooring, and many other personal belongings as I had not fully unpacked from moving into this my first home as a homeowner. I will be eternally grateful for the grant which I used to replace a washing machine, air fryer, and purchase a small fridge and camping stove. (as i moved back home and the whole of the lower ground was gutted and stripped back to brick I had no means of making meals or washing my own clothes until your help.) I currently still have no kitchen, but your help has allowed me to remain independent and return to work.

Recipient of flood grant



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