



The Queen's  
Nursing  
Institute

# IMPACT REPORT 2024



## 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



Wrth i mi baratoi i gamu i lawr o'm rôl fel Prif Weithredwr Sefydliad Nyrsio y Frenhines (The Queen's Nursing Institute) yn ddiweddarach eleni, rwy'n gwneud hynny gyda balchder aruthrol ym mhopeth rydym wedi'i gyflawni gyda'n gilydd.

Mae wedi bod yn fraint arwain Sefydliad Nyrsio y Frenhines, ac rwy'n ddiolchgar iawn i'r cydweithwyr, partneriaid, ac yn bwysicaf oll, y nyrsys cymuned a gofal sylfaenol ymroddgar sy'n gweithio'n ddiflino i wella bywydau pobl bob dydd.

Bu'r flwyddyn ddiwethaf yn un o gynnydd rhyfeddol. Fe wnaethom ni groesawu 550 o nyrsys newydd, gan gryfhau rhwydwaith sydd bellach yn cefnogi bron i 3,000 o nyrsys cymunedol ledled y DU.

Lansiwyd ein Rhwydwaith Nyrsys Ymarfer Cyffredinol, gan greu gofod hanfodol i nyrsys gofal sylfaenol gysylltu, dysgu a rhannu arferion gorau. Diolch o galon i'r National Garden Scheme am ariannu pedwar o'n rhwydweithiau proffesiynol pan gollon nhw eu cyllid yn annisgwyl.

Mae eiriolaeth ac arweinyddiaeth yn parhau i fod wrth wraidd ein gwaith, ac eleni, mae ein dylanwad polisi wedi tyfu'n aruthrol. Mae adroddiadau fel 'District Nursing Today' ac Arolwg o Effaith Gweithlu yr ARRS wedi rhoi llais i nyrsys cymunedol ac wedi siapiro sgysiau cenedlaethol am gynllunio'r gweithlu a gofal cleifion.

Yn y cyfamser, mae ein Rhaglenni Arweinyddiaeth ac Arloesi wedi grymuso nyrsys ar bob lefel, gan roi'r sgiliau a'r hyder iddyn nhw lywio dyfodol gofal iechyd. Cryfder Sefydliad Nyrsio y Frenhines yw ymrwymiad diwyro y rhai sy'n credu yn ei genhadaeth.

Wrth gnoi cil ar fy amser yma, rwy'n ffyddiog y bydd y Sefydliad yn parhau i dyfu, esblygu a hyrwyddo rôl hanfodol nyrsio cymunedol yn y blynyddoedd i ddod.

Mae wedi bod yn anrhydedd gwasanaethu, ac edrychaf ymlaen at weld sut mae'r Sefydliad yn parhau i ffynnu yn y dyfodol.

Dr Crystal Oldman CBE,  
Prif Weithredwr

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# 2024 - Highlights



1. Michelle Cox, Race Equality Consultant, key note speaker at the QNI's William Rathbone X Annual Lecture and Award Presentation; 2. Elsie Wagg Scholarship project lead Stephanie Llewellyn's garden project, 'The Sanctuary Garden'; 3. New Queen's Nurse, Tachien Francis, receiving her badge and certificate from Professor Dame Elizabeth Anionwu at the Awards Ceremony. 4. Queen Camilla becomes Patron of the QNI; 5. Dr Crystal Oldman CBE, CEO of the QNI, laying a wreath at the Edith Cavell Memorial; 6. New Queen's Nurses lining up to receive their badge and certificate at the Awards Ceremony; 7. Professor Sir Jonathan Van-Tam MBE, key note speaker at the QNI's Annual Conference online; 8. New Network for General Practice Nurses launched; 9. New Fellows at the Awards Ceremony; 10. Professor Chris Whitty, Chief Medical Officer, giving an update at the IPC Champions meeting online; 11. QNI joins Young Carers Alliance as 200th member; 12. Queen's Nurses Kendra Schneller MBE and Fawn Bess-Leith represent the QNI at the Chelsea Flower Show as the QNI's funder, The National Garden Scheme, wins Gold.

## 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 3000 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 Gwendoline Gerald-Briscoe at the QNI's Award Ceremony in December 2024.



The Queen's Nurse Annual Meeting 2024 took place on 25 March. A meeting solely for QNs, the theme of the day-long conference was, 'Bringing Healthcare to the whole community'. It featured a large range of speakers, including Shadow Secretary of Health and Social Care, Wes Streeting.

586 new Queen's Nurses received their Queen's Nurse badge and certificate at the Awards Ceremony in London in November 2024. This brings the number of QNs to nearly 3000.

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

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“ Fabulous day as ever...ONI just keep raising the standards...you guys rock!!  
Queen's Nurse feedback from the Queen's Nurse Annual Meeting

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“ Uplifting, emotional and reaches the heart of what we should aspire to deliver and should continue to deliver to our next generation of nurses. So moved and sending so many thanks for putting together.  
Queen's Nurse feedback from Awards Ceremony

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“ My first Queen's Nurse Annual Meeting, absolutely fabulous, thank you to all the presenters and inspirational speakers. Feeling privileged to be part of an amazing group of nurses.  
Queen's Nurse feedback from Awards Ceremony

[Click here to find out more about Queen's Nurses](#)

# Homeless and Inclusion Health programme



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

The aim of the Homeless and Inclusion Health Network is to provide support, networking and learning opportunities to nurses, Health Visitors, midwives, AHPs and other professionals working with marginalised populations such as those experiencing homelessness, refugees, asylum seekers, sex workers, and people from the Gypsy, Roma & Traveller communities.

It is recognised that roles in this area are often autonomous so there is a lot of lone-working and feedback shows that people seek others who are also working in similar environments with similar challenges.



“ Thank you, my first network meeting. Really interesting and worthwhile.  
HIH Network Member

“ Excellent afternoon of awareness  
HIH Network Member

“ Excited for the next one!  
HIH Network Member

“ Thanks for an excellent meeting. Really interesting presentations  
HIH Network Member





The HIH network now has over 2700 members.

This year there has been more variety in the people that are interested in this field of work. The meetings have been joined by solicitors, those working in Housing Departments, student nurses and those working in the criminal justice system.

Presenters have included: The Roma Support Group; The Veeran Aware Programme; Antibiotic Research UK, Newcastle Carers, Project 17, Samaritans, Game Therapy and the Showmens Mental Health Charity.

Topics covered have included: Young Carers; Inequalities in mental health for the Gypsy, Roma & Traveller People; Techniques used in trauma therapy; Antibiotic resistance; Sepsis. All of these topics were presented and discussed in relation to how we can best support marginalised groups (actionable tools/pathways/skills).

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

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“ Thanks for an excellent meeting. Really interesting presentations.  
HIH Network Member

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“ Thank you for the interesting presentations, I've learned a lot!  
HIH Network Member

*[Click here to find out more about the Homeless and Inclusion Health programme](#)*

# 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. The network provides a national platform for best practice and research to be shared, as well as showcasing innovative projects to support IPC in the workplace and timely updates to ensure Adult Social Care remains at the forefront of IPC practices. This is achieved through regular themed virtual meetings, followed by a newsletter that includes a summary of the event, presentations with speakers' permission and any updates and resources.

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.



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“ 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

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“ It is all excellent, thank you so much for all that you do.

IPC Network Member



There are now over 2300 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 IPC Champions Network has continued to grow in numbers, demonstrating the need for this network. Network members value the resources and access to best practice as well as the general support the network provides.

The IPC Champions Network has built close links with DHSC, UKHSA and Harrogate Infection Prevention and Control, as well as local and regional IPC specialist teams and Adult Social Care Providers. This has enabled us to build a platform for information sharing in a timely and rapid manner. Evidence from our members has shown that this support has been key in the success of this network.

Five events took place in 2024, themes included IPC Projects, Parasitic Infections, Identifying and Reducing UTI's, To Glove or Not to Glove, National Policy and Guidance Updates - we were delighted that Professor Chris Witty, Chief Medical Officer for England was able to join us to update us in the National Policy session. The average attendance was 130 delegates per event.

Charlotte Fry, IPC Champions Network Lead was awarded the ASC CNO Gold Award in November 2024 by Professor Deborah Sturdy 'for 'outstanding commitment to infection prevention and control, combined with leadership of South West SCNAC exemplifies excellence and collaboration in social care nursing.'

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“ All events are good and to the point, newsletters are helpful. Meetings are short and snappy which is great.

IPC Network Member

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“ Thank you to all speakers and team ONI for an amazing network meeting.

IPC Network Member

[Click here to find out more about the IPC Network](#)

## 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. Initially commissioned by NHS England and since 2024 supported through the QNI via a grant from the National Garden Scheme (NGS).

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

“ So inspiring, thank you!

Long Covid Nurse Expert Group meeting feedback



The Long Covid Nurse Group held six events in 2024; topics included, Supporting Long Covid sufferers; Women's Health and Long Covid; Cognitive-linguistic difficulties in Long Covid; Current epidemiology in Long Covid; Long Covid occupational health and revalidation; Long Covid, where are we now?. The meetings attract on average 50 delegates.

Over 2024, the network has grown to over 863 members.

The website hosts a series of blogs from network members for sharing and learning experiences for caring for people with Long Covid and in managing the conditions themselves.

The membership is primarily nurses working across all areas of health and social care but also includes all health care and Allied Health Professional colleagues with an interest in Long-Covid.

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

Long Covid Nurse Expert Group feedback

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“ Excellent meeting with real world information.

Long Covid Nurse Expert Group feedback

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“ Thanks for a great session!

Long Covid Nurse Expert Group feedback

*[Click here to find out more about the Long Covid Nurse Network](#)*

# 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.

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“ Fabulous masterclass, thank you so much.  
Feedback from CNRF masterclass.

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“ Thank you so much! This hour was definitely worth spending with you all.  
Feedback from CNRF masterclass

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“ Thank you so much for this session Ben and speakers. I've taken away a lot of points, and hearing the findings has inspired me to think about the impact of research on practice.  
Feedback from CNRF masterclass

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“ Thank you for three really great presentations, very inspiring!  
Feedback from CNRF masterclass



There are now 1018 members of the Community Nursing Research Forum.

Seven CNRF bitesize masterclasses took place in 2024 and included themes on Living Well in Older Age; Developing Research Questions; Choosing Appropriate Research Methods; Applying for Clinical Academic Fellowships; Routes into Research for Community Nurses; Conducting Systematic Reviews and Critical Literature Reviews; Evidence based practice.

24 early-career mentees were paired with more experienced nurse researcher and clinical academic mentors as part of the mentorship programme. This has included health visitors and community nurses working in relative isolation from research peers, with a wide range of underserved communities.

An online monthly research drop-in session was run from July 2024 - as well as the masterclasses. This was for nurses and midwives starting their research journey, providing tailored advice and coaching.

22 members have reported that they have published journal papers in 2024, many for the first time. This has been significantly supported through our mentorship scheme and through the online resources.

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“ It has opened my mind to what’s possible and has connected me with like-minded nurses. Feedback from CNRF survey question, ‘Has being a member of the forum influenced your career development or practice?’

*[Click here to find out more about the Community Nursing Research Forum](#)*

# 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.



“ 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, evidence-based 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

“ Really useful and interesting meeting as always.  
UKCCNN member





The UKCCN bimonthly network held 5 meetings with 34 - 67 attending. Topics included Young carers; new publication/review best practice supporting community NGT feeding with pH>5.5; advance care planning in CYP; Purpose T – pressure area management in paediatrics.

Network members have increased to over to 540, an increase of 200 since last year.

Network members have contributed to development in key areas including: Beyond Facing the Future – RCPCH standards review 2024; Round table with NHS England Voice of CYP into Community nursing strategy; Round table with Secretary of health and social care, CNO England for 10yr NHS plan; CYP stakeholder partnership – collaboration with RCNCYP community, WellChild, Roald Dahl, ABPN, ACCN and Academia and much more.

The network has multiple sub groups: Continuing Care CYP (Quarterly, 12–18 attendees): CYP in Education with SEND (Bimonthly, 12–34 attendees, with SAPHNA): Equipment & Consumables (Bimonthly, 7–23 attendees): Blends via Enteral Devices (Bimonthly, 5–12 attendees). Further information on topics covered can be found here.

“ Thank you so much, this has been really interesting and very relevant to a lot of our challenges at the moment.

UKCCNN member

“ Thank you, brilliant meeting as always, thank you for all your hard working running this network!

UKCCNN member

“ Thank you great meeting CCNs.

UKCCNN member

[Click here to find out more about the Community Children's Nurse Network](#)

# Care Home Nurses Network



The Care Home Nurse Network was originally set up in 2020. It is currently funded by the Department of Health & Social Care (DHSC). The network is free and open to all registered nurses working in care homes across the UK.

The network does the following:

- Hosts bi-monthly virtual events that focus on matters relating to the care home sector.
- Disseminates regular communications via a newsletter.
- Enables the dissemination of best practice across the care home sector and encourage sharing of best practice through the webinars and the closed Facebook Forum.
- Encourages the network members to participate in policy and research.



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“ Huge thanks to Agnes and Crystal: the network is a crucial space where we come together as social care nurses. We are very specialized, and having a place to connect, grow, develop, share, and learn is vital - the ONI has been instrumental in leading that charge.

Chief Nurse for Adult Social Care Deborah Sturdy CBE

.....  
“ Thank you another excellent session!  
Delegate at CHNN webinar

.....  
“ Thank you to both presenters, this has been very interesting.  
Delegate at CHNN webinar

There are currently 2372 members of the Care Home Nurses Network, 900 of these are on the QNI's dedicated Facebook group.

Five webinars were held in 2024. The themes included, Dementia; Heart Failure in Care Homes; Sepsis - recognising early signs and treatment; IStumble and falls prevention awareness; Delegation within Adult Social Care Nursing; National Policy and Guidance Updates (led by IPC network) and Catheter Care in Care Homes. On average, 250 delegates registered for each webinar.

The Care Home Network lead was invited to attend the validation event for University College Birmingham who successfully achieved validation to deliver the Adult Social Care Nursing (SPO) which started in January 2025.

Dr Agnes Fanning, Care Home Nurses Network Lead was awarded the ASC CNO Gold Award in November 2024 by Professor Deborah Sturdy 'for 'outstanding commitment to infection prevention and control, combined with leadership of South West SCNAC exemplifies excellence and collaboration in social care nursing.'

The network lead presented at several conferences in 2024: Adult Social Care Conference in Bedford (September 2024); presented the QNI Field Specific Standards for Adult Social Care Nursing at the Advanced Nursing Practice Conference in Aberdeen (September 2024); at Hampshire County Council Conference for the Adult Social Care Workforce.

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“ Very interesting, so good to hear all about the work going on in this area.  
Delegate at CHNN webinar

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“ Thank you very much for a brilliant and eye-opening presentation!  
Delegate at CHNN webinar

*[Click here to find out more about the Care Home Nurses Network](#)*

# 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.

We also welcome associate members who are educators in practice to join our quarterly meetings. It is for members-only. To apply for membership (free), academics and educators in practice need to complete an online application form through the [www.gpnen.org.uk](http://www.gpnen.org.uk).

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.

To apply for the free membership, academics and Associate members need to complete an online application form through the [www.gpnen.org.uk](http://www.gpnen.org.uk) website.



“ Thank you for a very informative meeting, as an isolated academic new to the role, this forum has proved to be very supportive in both academic guidance and personal support. Thank you once again.  
AAGPNE member



The AAGPNE has representatives across the 4 countries of the UK. There are 75 full academic members who run the General Practice Nurse programmes at universities including the Foundations of GPN and GPN Specialist Practice Qualification and 36 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 in addition to speakers for specialist areas of Primary care.

Since extending our invitation to GPN educators as Associate members in practice, the membership has grown to 111.

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“General Practice Nursing is a professional role that supports the health and wellbeing of the population from cradle to grave. This critical role requires a workforce that are confident and competent in all areas of primary care. The AAGPNE is a national group of educators that are dedicated to providing excellence in General Practice Nurse Education. Through sharing of best practice and influencing policy and standards, the AAGPNE across the 4 nations can collaborate, inform and engage key stakeholders, keeping GPN’s central to commissioning education opportunities and supporting life-long learning’.

Lisa Clarke -Co-Chair of the AAGPNE -Senior Lecturer -University of Wolverhampton.

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“ Thank you both for a fabulous informative meeting as always and for your efforts in ensuring we are provided with national updates.

AAGPNE member

[Click here to find out more about the AAGPNE](#)

## General Practice Nurse Network



The General Practice Nurse network was announced at the celebration event for General Practice Nurses held at Regent's College in London on 12th July. Almost 500 GPNs signed up online to join the network on the day.

The network holds regular webinars and members receive a regular e-newsletter. It's open to all GPNs in England, Wales and Northern Ireland.

The aim of this network is to provide GPNs with the opportunity:

- ✦ to be part of a national network for experienced and nurses new to general practice nursing
- ✦ to network and share best practice with GPN contemporaries
- ✦ to articulate the value of GPNs as autonomous practitioners within the primary care team
- ✦ to discuss innovative approaches to improving and articulating best practice for patients



“ We are delighted to have created this new network exclusively for General Practice Nurses supported by a grant from the National Garden Scheme, for which we are extremely grateful. This crucial group of nurses has historically not been given the recognition they deserve, which has impacted their morale. However we know that local communities place huge value on their GPNs and the support that they give to individuals, families and carers. We know that with this free network, they will find an inclusive, supportive and much needed space that allows them to share ideas, best practice and advice.

Dr Crystal Oldman CBE, ONI Chief Executive



The GPN network had its' first webinar on Tuesday 3 September. The theme was 'Thriving in Primary Care' and featured speakers, Dr Crystal Oldman CBE, QNI CEO; George Plumptre, CEO of The National Garden Scheme; and GPN Pippa Stupple. Four more webinars are planned for 2025.

The second webinar took place in December 2024, the theme was 'Menopause & Primary Care' and feature speakers, Jacqui McBurnie, NENC ICB Menopause Lead Dr Pauline Milne MBE, Independent Healthcare Consultant, Registered Nurse, Churchill Fellow Rebecca Hall, Advanced Nurse Practitioner BSc (hons) and Non-Medical prescriber, Women's health hub, Barking Havering Redbridge University.

There are 272 members in the GPN private Facebook group.

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“ Thank you for a very informative session with three passionate speakers.

Delegate at GPN webinar

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“ Thank you very much, this was very interesting, great speakers.

Delegate at GPN webinar

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“ Thank you - what an informative session so glad it's going to continue.

Delegate at GPN webinar

[Click here to find out more about the AAGPNE](#)

## Publications



In 2024, 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](http://www.qni.org.uk).



### Impact Report 2023

The QNI published a new impact report for 2023, 'How we helped', illustrating how the charity supported community nurses and the people, families and communities they serve.



### Diabetes Nursing Guidance for People Experiencing Homelessness

Guidance was published for nurses and allied health professionals to improve the care of people experiencing homelessness with diabetes across the UK. The guidance was produced as a result of a 15-month Burdett Trust for Nursing funded



“ District Nursing is a highly valued, universal community service which is provided in every village, town and city. District Nurses, and by extension the individuals, families and communities they care for, are at the centre of the QNI’s mission and values. They are also a core part of the National Health Service in the UK.

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

“ There was an overwhelming response to this impact assessment. The current situation runs a real risk of losing many experienced workers and expertise from the nursing workforce, particularly in General Practice.

Professor Alison Leary MBE, author of the Impact Assessment on the introduction of the Digital Badge Scheme.





### **Community Nursing Innovation Programme Evaluation Report 2014 - 2022**

The QNI published a new evaluation of its Community Nursing Innovation Programme - which was previously evaluated in 2015. The new evaluation covered the period 2014-2022 and provided evidence of the impact of the programme.



### **Field Specific Standards for specialisms in Community Nursing**

The QNI published the final three new standards of education and practice for six community nursing specialisms: Health and Justice Nursing, Community Learning Disability Nursing and Palliative and End of Life Care Nursing.



### **District Nursing Today: the View of DN Team Leaders in the UK**

The QNI published an ICNO report on the results of a survey of 1500 District Nurse Team Leaders from all countries of the UK. The survey made extensive comparison with data gathered in 2019, illustrating trends in the workforce since the Covid-19 pandemic.



### **A School Nurse in Every School report**

The report brought together evidence and insights about the decline in school nurse numbers since 2009, summarising the impact on the health and wellbeing of children and young people, and offering a range of solutions. It was a joint initiative by the QNI, the College of Medicine, and SAPHNA.



### **Advanced Practice Digital Badge - Impact Assessment for the Introduction of the Digital Badge in England**

The QNI published an Impact Assessment based on a survey undertaken by the QNI's International Community Nursing Observatory (ICNO) led by Professor Alison Leary MBE and completed by over 600 nurses.



### **ARRS Workforce Impact Survey**

The QNI published a major new report highlighting the multiple challenges posed by the introduction of the ARRS (Additional Roles Reimbursement Scheme) in England. The report, by the QNI's ICNO was based on the survey responses of over 500 General Practice Nurses in 2023.



### **70 years of End of Life Care in the Community**

The QNI and Marie Curie published a report on palliative and end of life care in the community. The survey was inspired by a similar joint project undertaken by the two charities in 1952, which was very influential in the development of the hospice movement in the UK.

# 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.



“ If nurses working at an advanced level of practice are considering retirement as an alternative to the onerous evidencing process to obtain a Digital Badge, this is a major concern given the workforce shortages across the system.

An excellent idea in principle, the Digital Badge has had unintended consequences on the nursing workforce. But these consequences can be addressed, and any positive measures introduced now will boost the nurses' morale, improve their sense of being valued, and will directly assist with retention.

Dr Crystal Oldman CBE, QNI Chief Executive on the Digital Badge report

To date, the ICNO has published 10 reports since its creation. In 2024, three reports were published, 'ARRS Workforce Impact Survey'; 'District Nursing Today'; and Impact Assessment of the introduction of the Advanced Practice Digital Badge in England'.

'District Nursing Today' was an updated report on the original written in 2019. Over 1500 District Nurse team leaders from all countries of the UK contributed to the report, through an online survey undertaken in 2023. The survey makes extensive comparison with data gathered in 2019, illustrating trends in the workforce since the Covid-19 pandemic.

The 'ARRS Workforce Impact Survey' highlighted the multiple challenges posed by the introduced of the Additional Roles Reimbursement Scheme in England. The report was based on the survey responses of 500 General Practice Nurses.

The 'Advanced Practice Digital Badge in England' report was based on a survey completed by over 600 nurses. The responses revealed that many nurses found obtaining the Digital Badge to be a difficult process, and many believed it was unnecessary/bureaucratic. It may be an exit trigger, particularly for experienced nurses in the later part of their careers.

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“ The introduction of ARRS has been problematic for the General Practice Nursing workforce. Change in the workplace affects the workforce and major changes should be assessed for potential impact on the workforce. ARRS appears to have impacted the workforce in several ways. This ranges from a lack of resources to support those new to primary care, expectations by others of GPNs filling a gap, and a lack of consultation regarding a major workforce change, leading to feelings of devaluation. There are significant equity issues highlighted particularly around pay and opportunity.

Professor Alison Leary MBE, ICNO Director, The ONI on the 'ARRS Workforce Impact Survey'

## 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 ten meetings of CNEN in 2024.

On average 20 people register per event.

CNEN now consists of 227 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

[Click here to find out more about CNEN](#)

## 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



The network now has 32 ICB Chief Nurse members.

Six meetings took place in 2024.

“ The Network, facilitated and supported by NHS Confederation and the ONI, enables 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

## Organisational Membership



The QNI launched its organisational membership scheme for providers of community nursing services in 2024.

The new membership scheme is open to all standalone providers of community services and is overseen by Steph Lawrence MBE, the QNI's Director of Nursing and Deputy Chief Executive Officer.

The membership scheme offers a huge range of benefits to organisations and their nursing and AHP staff, including CPD webinars, career development sessions, and a political influencing programme, 'Rising Stars', for staff to gain a deeper understanding of how local health services are affected by political decision making at a national level, and much more.



“ Membership of the QNI provides all nurses and allied health professionals of the member organisations with access to our considerable expertise in supporting their professional development and their careers. Our unique member platform allows access to all the resources developed and provides an excellent user experience.

Dr Crystal Oldman CBE, Chief Executive, The QNI

“ This programme has really allowed me to recognise how valuable I am to the team and how far I have already come since qualifying as a nurse. Thank you to the team.

Rising Stars feedback

“ The topics and speakers for the organisational membership webinars are really good and relevant to all our staff.

Organisational Membership feedback



There are currently 20 member organisations that have joined the membership scheme. The organisations are predominantly standalone NHS community trusts, community interest companies and integrated trusts with large community services.

There have been ten webinars during 2024, these included innovation webinars as well as political influencing webinars.

14 rising stars have completed the programme to date with more to complete in early 2025.

Some tweaks to the offer have been made throughout the year and the key has been designing and developing this in partnership with the organisational members. The first annual meeting took place on 4 February 2025.

.....  
“ We need to ensure we get the comms out in our own organisations to get as many staff using the benefits of organisational membership.

Organisational Membership feedback

.....  
“ Thank you for being so welcoming and warm during our sessions. You truly showed how much you already believed in us, just by being put forward to attend. It made a big difference to how I felt. The learning environment was really good and calm and supportive. I had lots of opportunities to speak and share my thoughts. Thank you so much.

Rising Stars feedback

*[Click here to find out more about the Organisational Membership scheme.](#)*

## Leadership Programmes



Since 2017, the QNI has hosted two leadership programmes; the Executive Nurse Leadership Programme and the Aspiring Leaders Programme.

In 2024, the Executive Nurse Leadership Programme was rebranded as 'Leading Strategically' - funded by the National Garden Scheme and is designed for Queen's Nurses who are senior community nurse leaders working at Executive or Assistant/Associate Director level. The programme is a nine-day residential (3 residential) designed to develop participants' leadership skills for future roles or to reflect on their current ways of leading.

The Aspiring Leaders Programme was also rebranded as 'Ambition to Lead' and is designed to support the professional development of nurses (not only Queen's Nurses and in 2024 we widened the entry to Allied Health Professionals) working in the community to enhance their leadership skills in integrated contexts to the benefit of the people, families, and communities they serve.



.....  
“You'll have never done anything like this before, but the results are amazing. My career has gone from strength to strength since completing this programme.

Ambition to Lead feedback

.....  
“ The programme was professionally and personally life- changing and I have met people that I know I will be friends for life!  
Leading Strategically feedback

.....  
“ As a result of this programme, my confidence in leading has improved massively, affirming that I am where I am because I deserve to be there!  
Leading Strategically feedback



A cohort of 13 Aspiring Nurse Leaders commenced in 2023 and completed in May 2024 and 12 Executive Nurse Leaders commenced in 2023 and completed their programme in February 2024.

The June 2024 Ambition to Lead cohort of 16 will be completed in May 2025 and a December 2024 Leading Strategically Programme of a cohort of 14 will complete in June 2025.

Since the launch of the QNI leadership programmes in 2017, 78 Executive Nurse Leaders (now Leading Strategically ) and 132 Aspiring Nurse Leaders (now Ambition to lead) have completed our Leadership programmes. A total of 210 participants have benefited from our programmes.

“ Being paired with a Mentor to assist my leadership development has been a game changer.  
Ambition to Lead feedback

“ As a Queens’ Nurse, the QNI and the National Garden Scheme (NGS) supported me to develop as a Community Nurse Leader- I will be for ever grateful.  
Leading Strategically feedback

“ The programme gave me the confidence to apply for a position that I thought was out of reach. I got the job!  
Ambition to Lead feedback

“ As a senior community nurse leader, the programme offered me the ‘head space’ to focus on the ‘self’, and to really understand what it means to be ‘you’ and how others perceive you.  
Leading Strategically feedback

[Click here to find out more about the Leadership programmes](#)

## 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 400 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)



“ I’ve always wanted to do gardening but have no space. I am learning the skills and knowledge to grow in my limited space.

Botanical Brothers project feedback

“ It was wonderful to have B fully engaged in the sessions - it led to B going out on a trip to the cathedral. B’s daughter and staff at the care home were thrilled to see her confidence be restored.

Green Wellbeing project feedback

Five Elsie Wagg scholarship projects funded by the National Garden Scheme and two organisation funded projects were completed in June 2024. This brings the total of Elsie Wagg projects to 15. (?)

Five projects funded by the Burdett Trust for Nursing focusing on Diabetes, five new Elsie Wagg projects, and one organisation project started in 2024.

An Evaluation of the Community Nursing Innovation Programme was published in 2024, which showed that 67% of the projects continued to run beyond the original project year. 50% of those who responded said that their project had been put forward for an award – including national awards and regional awards by healthcare trusts. [Read the evaluation here.](#)

The Centre of Sustainable Healthcare awarded the QNI 'Beacon Site status' which signifies the charity has integrated sustainability into the way we educate and train staff in Quality Improvement. [Find out more here.](#)

The QNI was commissioned to run two bespoke development programmes in Leeds and Sutton. Both programmes aimed to empower and enable nurses to develop within their current role.

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“ The patio/garden area is lovely! I spent a couple of minutes there before I left - and it looks such a great area to be able to use - patients and staff - great furniture, features, plants, everything! Well done as this must have taken some coordination and effort, but really well worth it. Such a wonderful space, thank you!

Grow Together Share Together project feedback

[Click here to find out more about the Community Nursing Innovation programmes](#)

# 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.

The QNI published the final three new standards of education and practice for six community nursing specialisms: Health and Justice Nursing, Community Learning Disability Nursing and Palliative and End of Life Care Nursing.

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

[Click here to find out more about the Standards of Education and Practice](#)

## Events



The QNI events in 2024 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/](http://www.qni.org.uk/news-and-events/events/)

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“ This is extraordinary, I am so pleased this is being taped. I would be looking to listen again.  
Delegate feedback of the QNI's Annual Conference 2024

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“ What an amazing 4 days - we are so privileged to be a part of this. What an inspiring week!  
Delegate feedback on the QNI's Annual Conference 2024

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“ My 1st conference and I have loved it, am in absolute awe of the speakers through this week and feel really inspired, can't wait to take back to the hospice and share - very proud to be a new QN this year! Thank you so much for arranging and delivering a fabulous conference!!!  
Delegate feedback on the QNI's Annual Conference 2024

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“ My first Queen's Nurse Annual Meeting, absolutely fabulous, thank you to all the presenters and inspirational speakers. Feeling privileged to be part of an amazing group of nurses!  
QN feedback on the Queen's Nurse annual meeting





**Awards Ceremony:** the ceremony took place at the Millenium Gloucester Hotel in London and was once again split into two: one in the afternoon, one in the evening. For the second 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 Queen Elizabeth the Queen Mother Award for Outstanding Service; Fellowship of the Institute; Graduates of the QNI Aspiring Leaders programme Leaders of QNI community nursing innovation programmes; The International Community Nurse of the Year Award; Memorial prizes for post-registration nursing students.

**Annual Conference:** the QNI held its conference online again this time over four days with the theme being 'Empowering the Community Workforce.' Over 1800 delegates attended. The platform, VFairs, continued to be very popular with delegates with over 95% feeding back positively. The key note speaker was Professor Sir Jonathan Van Tam MBE, former Deputy Chief Medical Officer.

**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 25 March. A meeting solely for QNs, the theme of the day-long conference was 'Bringing Healthcare to the Whole Community'. It was attended by over 500 Queen's Nurses. It featured Wes Streeting, then Shadow Secretary of State for Health and Social Care in conversation with Dr Crystal Oldman CBE, CEO of the QNI.

**The William Rathbone X Annual Lecture and Award Presentation** took place on 9 May and the lecture was given by Michelle Cox, Queen's Nurse and Race Equality Consultant on the theme of 'Healing the Scars: Community Nursing in Liverpool amidst the Legacy of Slavery and Discrimination.' The Award was presented to Suzanne Mumford, Chief Nurse of Care UK.

**Safer Staffing in the Community** was a joint webinar in collaboration with RLDatix. Paula Guest, Safer Staffing Implementation Lead at Midlands Partnership University NHS FT and Karen Swinson, Clinical Lead at RLDatix, discussed the key challenges within community nursing and steps the Trust has taken to support safer staffing, whilst managing growing patient care needs.

.....  
“ Thank you Crystal and all the team at QNI - a fantastic morning focusing on community nursing and how we collectively support our clinicians to provide the optimal care for patients. My take away is your comment if we get community right the whole system benefits. Brilliant. Thank you.

Delegate feedback of the Safer Staffing the Community webinar

## 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 just for the QNI, but for other nursing and caring charities too.

2024 was the third year for the NGS Elsie Wagg Innovations Scholarship, 5 projects completed in 2024 and 5 new projects started.



“ 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 £500,000 from the National Garden Scheme in 2024. This funding supports our national professional network of over 3000 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.

The latest donation includes £100,000 that will help support four professional networks for which other funding unexpectedly ceased in 2023; the General Practice Nurse network, the Community Children's Nurse network, the Homeless and Inclusion Health network and the Long Covid Nurse Group.

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. Last year for the first time, the QNI created a staff leader board for garden visits. The winner was Fiona Rogers, QN and the QNI's Nursing Programmes Manager (Innovation) who visited an amazing 22 gardens in 2024.



**Above:** QN Julia Fairhill and fellow Queen's Nurses visiting Sedgwick House  
**Right:** The cupcakes that Julia made for the event.



## 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.

“ Our telephone friendship is very important to me.  
KIT contact

“ My KIT contact says she really enjoys our phone calls - so do I!  
KIT volunteer

“ I really look forward to our calls - I always feel better afterwards.  
KIT contact



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

The KIT Team of 32 dedicated Volunteers currently supports 35 contacts, with 21 other contacts receiving regular calls from the QNI.

QNI staff promote the KIT programme at appropriate meetings, conferences and on social media.

The QNI sends birthday, Easter and Christmas cards to all KIT contacts and other retired members. They also receive the Home Visit newsletter four times a year.

The KIT programme is now in its ninth year – some of our Volunteers have been in touch with their contacts since the beginning of the programme. Firm friendships have evolved, valued by both contacts and volunteers.

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“ I am so pleased I joined KIT - it's so worthwhile and I really enjoy speaking with my contacts.  
KIT volunteer

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“ Every week I look forward to my call - I know I can tell my volunteer anything. And we usually end up laughing, which makes me feel good.  
KIT contact

*[Click here to find out more about the Keep in Touch programme](#)*

## 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.

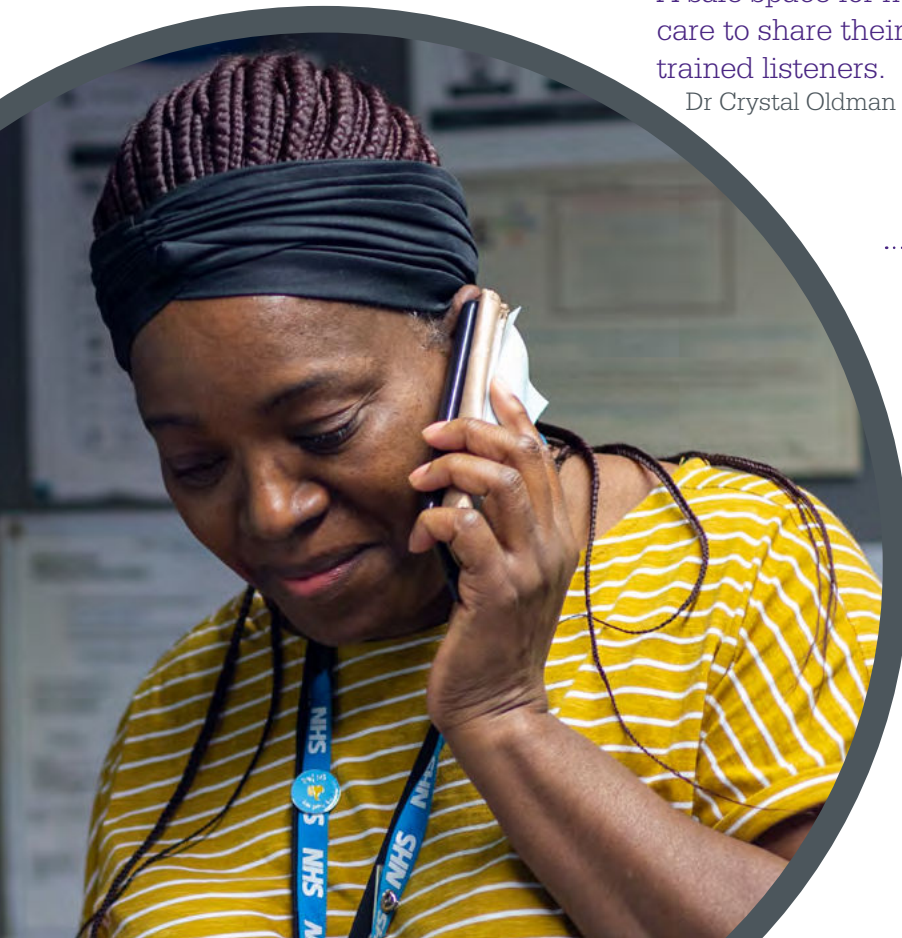
The service is operated by trained listeners (Queen's Nurses) who are available to speak to any nurses working in community or social care, including those supporting care homes, and nurses working with people who are homeless. TalkToUs® is intended as a friendly ear for nurses who would like to talk 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

“ I am so glad I contacted TalkToUs – I was feeling desperate, but speaking about everything certainly helped. Thank you for your kindness and understanding.

TalkToUs feedback



The TalkToUs Team are all Queen's Nurses, and they continue to provide telephone support to all community nurses who contact the service.

QNI Staff continue to distribute TalkToUs resources at conferences, meetings, and on request.

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

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“It's so reassuring to know that you are there if I need to speak to you again  
– your support means everything to me – thank you for being there  
TalkToUs feedback

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“Thank you for listening to me without judging me – you gave me a safe  
space to talk, which meant so much to me at such a difficult time  
TalkToUs feedback

*[Click here to find out more about Talk To Us](#)*

## 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 is usually because of a sudden change of circumstances which can be brought on by a range of different situations which is affecting them financially. The most familiar changes we see are applicants affected by illness, separation or moving house. Generally, these crisis situations are short term, and a grant can help with the immediate financial problem. Sometimes the situations can go on longer term and there are usually other organisations that can also assist, we would recommend applicants contacting citizens advice or turn2us for advice.

When facing financial uncertainty, many nurses are not used to asking for help and sometimes find it difficult to know where to turn. We can't always assist but we can always offer a listening ear through our TalkToUs service or we can signpost to other organisations that they can approach.

All requests are considered, providing our eligibility criteria is reached, but help is typically given for essential household items, car repairs, amenity bills, respite care or specialist equipment such as, stair lifts and electric wheelchairs.



.....  
“ We are so touched, speechless and well just everything really!! From being in a position where we couldn't even see us financially getting through the month, let alone the next, to this!! We can't believe this. You all have truly lifted us. My husband reacted to the chemotherapy on Saturday night and was admitted. He's home now and this has just put the hugest smile on his face. He said this has been the most difficult time for him, not being able to provide for his family and it has affected him so much. You amazing people are sent from heaven. Please can you pass this on. Thank you so much.

Financial Assistance recipient



We paid a total of 233 grants in 2024, to working and retired community nurses this was over £80,000 from our Support For Nurses fund.

We awarded over £44,000 in single grants to community nurses in 2024. There were 86 community nurses who received a single grant from us, many of them facing difficult periods in their lives. Others had to move house and needed help with deposits or furnishings of a new property.

We sent Sainsburys vouchers to 15 Nurses to help them buy essential food items for their families.

The flood grant we created in 2023 was extended to January 2024; we were able to offer financial support to six community nurses that had been badly affected by their house or car being flooded.

We still have funds available from the Covid Healthcare Support Appeal (CHSA), in 2024 we were able to award grants to eight nurses that were still being affected by Covid. Several of them had Long Covid and some had other health conditions as a result of having covid, either they hadn't returned to work or had to reduce their hours to accommodate their condition.

“ I just have no words to express my gratitude. You really have been my rainbow in a horrendous time and I am forever grateful. Thank you a million times over. I am blown away by the support, kindness and really feel a sense of huge pride at the wonderful services around who help people like myself. My sincerest thanks, there are no words to truly reflect how you have helped me.

Recipient of financial assistance

[Click here to find out more about Financial Assistance](#)



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Patron HM The Queen

