

# Queen's Nurse annual report 2012

Queen's Nurses are asked to provide an annual update to the QNI on the topics listed in this report. The annual report is used as an opportunity to clarify current job titles and roles. This enables the QNI to identify appropriate people when requests are received from external organisations for professional contributors, for example the Department of Health. Responses are also invaluable in helping the QNI plan future development workshops and to ensure that we can provide the most effective and relevant support to Queen's Nurses.

## 1. Contributing to improving patient care

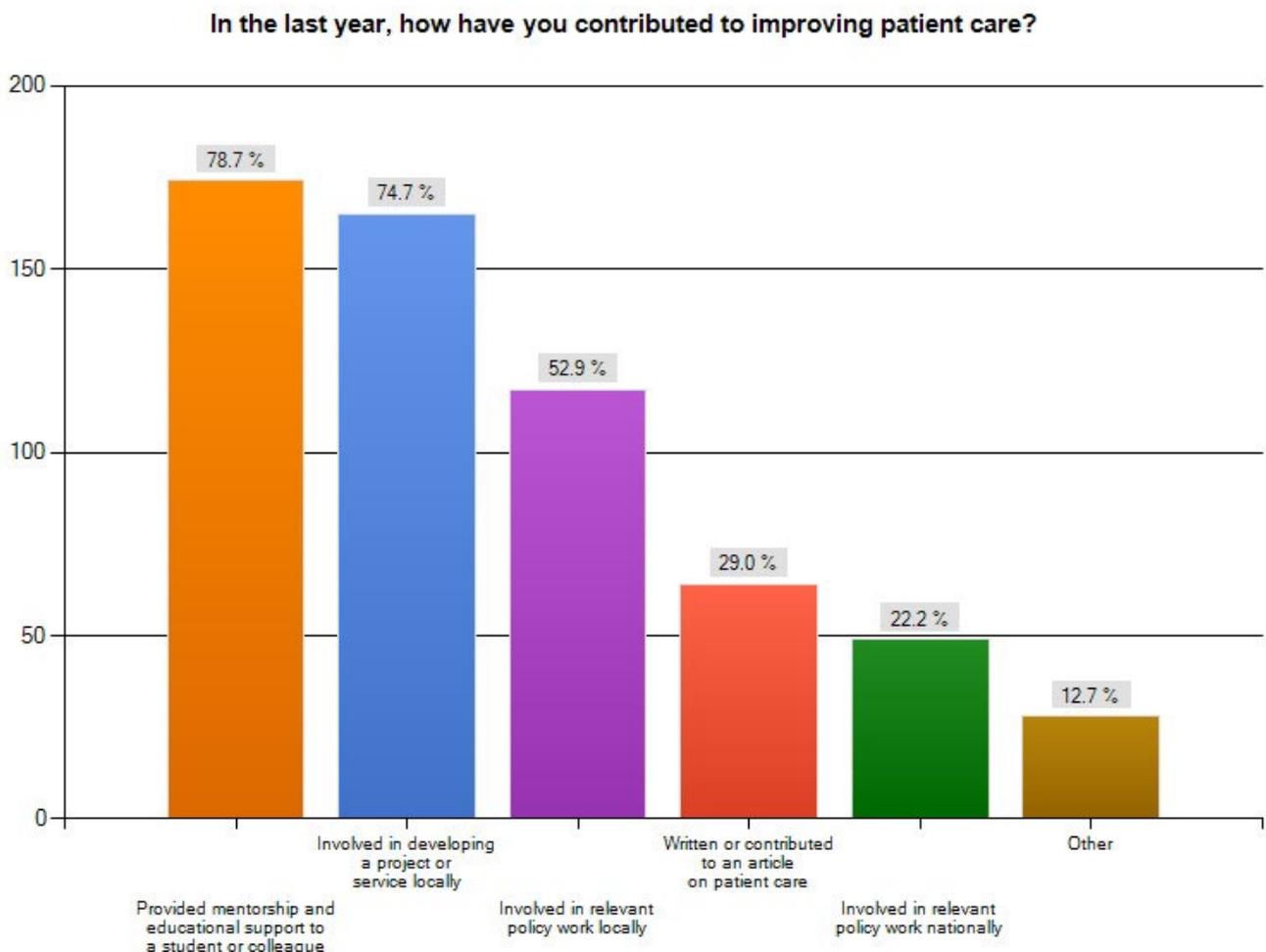


Figure one: Improving Patient Care (respondents could tick more than one box).

A small sample of individual responses is listed below:

“Continue to strive to be the best provider of sexual health services in the region. I demonstrate this through: maintaining and developing demand for the service, ensuring good patient experience and using patient feedback to shape and develop delivery. I was also involved in the development of new sexual health outreach clinics, including those specifically for young people - this development won an award at our Nursing and Midwifery Conference this year and was a finalist in the National GP Practice awards.”

“I am working on a 2 year project, the aim is to increase knowledge and confidence for healthcare professionals when they are looking after people at the end of life. We have worked with all sorts of groups including nurses, carers, junior doctors, ambulance staff, allied healthcare professionals, people working with the homeless, people working in learning disabilities, student nurses and prison staff. ”

“I am involved in a group called 'Teens , Tums and Tots' which is a support group for teenagers who are pregnant or have a baby, we are currently working on an Art project with a local Artist, the mothers are making puppets which they will then use on film to tell their story, it is hoped that this will give them a voice, as they can be reticent in expressing themselves. ”

“I have been involved in developing a minor injuries/illness dept within our own General Practice in order that our patients will be able to have better access to emergency/immediate care without the need to attend hospital. ”

## 2. Promoting the Queen's Nurse title

All QNs are asked to promote the QN title and encourage colleagues to apply (figure 2). QNs are aware that resource materials promoting the QN title are available from the QNI. Samples of these resources are sent to them as part of their induction pack when they are notified they have been successful.

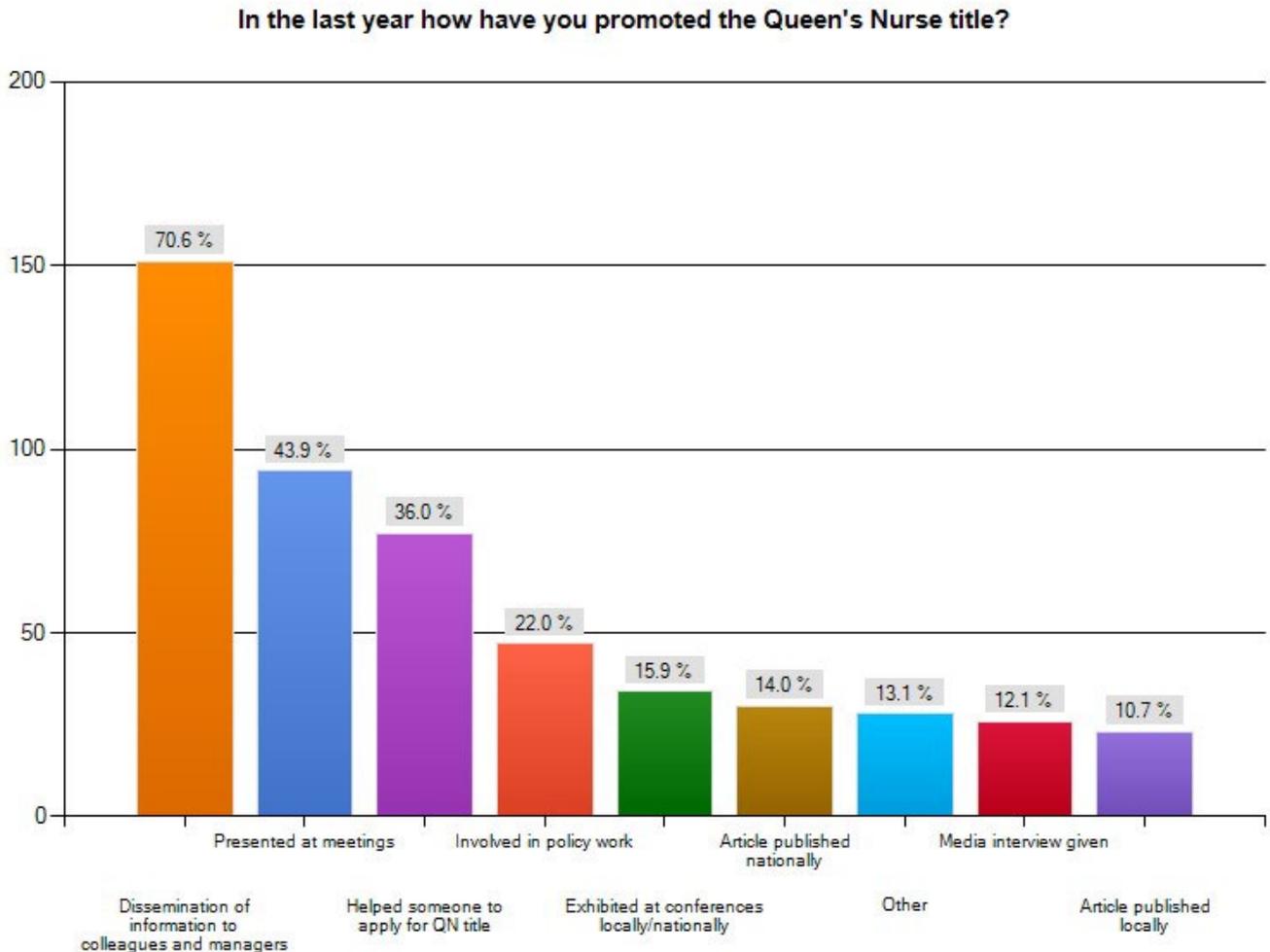


Figure 2: Promoting the QN title

A selection of individual responses are given below:

“My Trust’s communications team have interviewed me as a direct result of the Queen’s nurse award and this has been fed to local papers. I regularly speak at trust study days, meetings etc and promote the QN title.”

“I have developed a presentation which I have delivered to try and encourage more nurses from the North West of England to apply for the title. All of those present agreed to forward the presentation to their colleagues so hopefully this has spread further afield. ”

“I have been asked to share with colleagues what the Queen's Nurse title is and what it means to me. The University has shared this achievement on their website, including information I gave about the award and the QNI organisation. I took our VC to one side and explained the award

and it's meaning to him after he made reference to this in his speech at the recent graduation ceremony.”

“Whilst attending functions and conferences either as delegates or exhibiting will always take along QN materials and promote the Queens Nursing Institute.”

“Had an article published in the newsletter for the trust about my role as a Queens Nurse. Had a career profile printed in the Independent Nurse which highlighted my role as QN. Have done radio interviews on local radio about my role as a QN. Fed back information from the QNI conference to all colleagues. ”

“Supporting a colleague to apply for her QN award”

### 3. Benefits of being a Queen’s Nurse

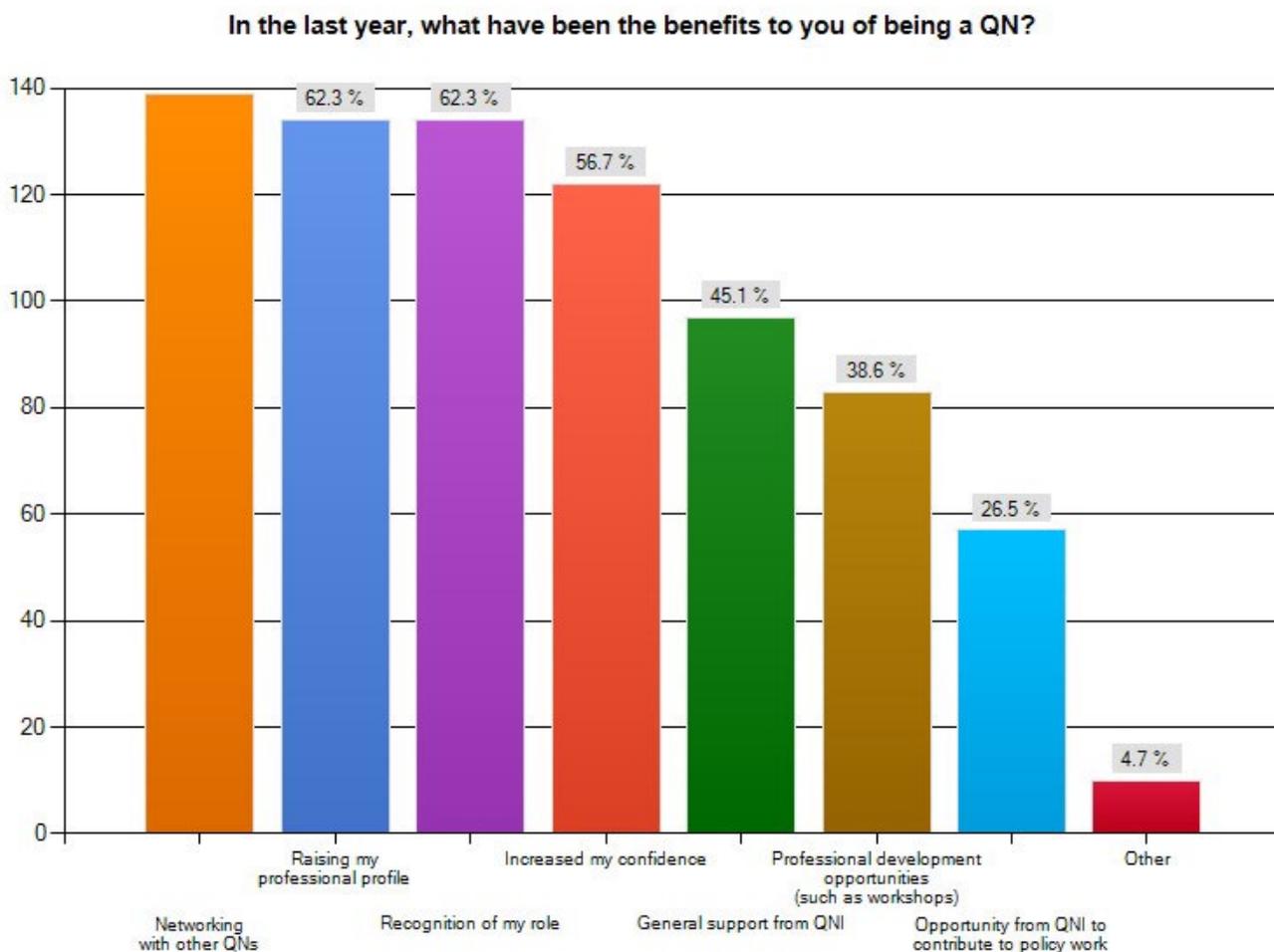


Figure 3: Benefits of being a Queen’s Nurse

Individual quotes:

"More senior colleagues have begun to recognise my QN status. I feel more confident and that my professional voice is now heard."

"Ability to send questions or seek advice through QNI distribution list is very useful, including getting a flavour of what others are involved in from questions posed by others. "

"Opportunity to comment on consultation documents."

"I have thoroughly enjoyed the opportunities the QNI have given me to become involved in such important national work reshaping district nursing services so we can meet patients needs in the future and hopefully advertise the importance of robust district nurses. I have gained confidence through these pieces of work and hope to be able to continue to build on this with further projects with the QNI. It's great to be able to slowly come out of my shell and express myself with confidence amongst national and regional stakeholders."

"I have been involved in developing the competencies and policies for the Assistant Practitioners. This is a new role in this Trust and I was specifically asked to become involved with this work because I am a Queens Nurse as I would ensure a high standard of practice would be obtained."

"Notably the networking aspect, particularly being aware that there is a ready community whom one can access for professional issues. "

" I have contributed to the District Nurse modelling which I feel has been a great honour to have such an impact on work going on within the Department of Health. "

" Being a Queen's Nurse was a definite benefit when I applied for my current job. I included the principles in my presentation at Interview stating the benefits I could bring to the role as a Queens Nurse. I would say that it definitely raised my profile as the feedback I received was that the managers who interviewed me wanted me to instill the excellence in practice to all the District Nurses in my area as part of my Clinical Lead role. I was also invited to a meeting with the Head of Nursing for the Trust as she was interested in what support she could give me in respect to this aspect of my role."

"My new employers were very impressed and I am sure this helped me secure my new role .It has also helped patients accept a new nurse and many ask about the title as I wear my badge with pride."

"I believe that having the QNI support is invaluable to having a national level of credibility when speaking up for community nursing and raising its profile "

"I believe this title has raised my professional profile and increased my confidence."

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

"I am currently looking at developing a caseload management tool for DN teams in the county and exploring preceptorship for newly qualified DNs."

"I recently completed the Nurse First programme supported by the QNI and gained a PG Diploma in Social Innovation. I am looking forward to completing the Masters programme."

"Have applied to NICE to develop the new discharge guidelines and now working with local care providers to develop community skills sessions in all fields of nursing to improve quality and care provision."

"Met at the Welsh Assembly with Health Minister Leslie Griffiths to discuss health concerns, lack of service provision in some areas and services that are non-existent or difficult to access."

"I completed my BSc degree in Primary and Community care. My dissertation was about Communication with patients who have a neurological condition in the community."

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

"Understanding the impact and future direction of community nursing in relation to the Health and Social Care Act."

"Further workshops around influencing commissioning."

"I would particularly like to raise the profile of the QNI in Wales and to be able to set up a group locally to meet the needs of QNs working in Wales."

"A workshop on continuing to use skills after retirement from the NHS."

"I would like to see the development of a mentorship programme."

"Please could the QNI try to engage our work places to support our work or give us tips re how to sell ourselves well to our own organisation!"

"Workshops on recognising stress in self and colleagues and advice and support on dealing with stress at work."

"The role of community nurse is changing fast and I look forward to the challenges ahead with the support of The Queen's Nursing Institute."

All of the comments in this section are in the process of being reviewed so that we can act on them and offer the relevant advice and support to QNs.