



Chief Nurse's bulletin

January 2018 – Issue 22

Useful links

[Nursing and Midwifery Mentorship for Nursing and Midwifery Practice Development Nursing and Midwifery Students Multi-professional documentation Current vacancies](#)

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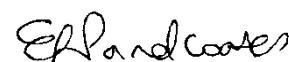
Welcome to my first edition of 2018.

2018 has already been an interesting year for nursing, as I eagerly await the outcome of the House of Commons Health Select Committee review of our nursing workforce, it appears everyone is talking about nursing. Historically this has not always been a comfortable position for us to be in, though my view so far is most of the 'talk' is supportive, appreciative and understanding. As you continue to share your experiences of what it feels like to be a nurse, midwife or support working with us here at UCLH I appreciate there is still more to do to ensure you all have the opportunities and great experiences shared by most.

What I continue to witness, despite the demands modern successful healthcare brings, every day you all live our values, attending to your duties with Safety and Kindness in equal measures.

Thank you for making a difference.

Take care


Flo Panel-Coates



Nursing, Midwifery, Allied Healthcare Professionals & Pharmacy Strategy (2016-2021)

1. **NMAHAPPs will provide the highest quality care within our resources**
2. **NMAHAPPs will listen and respond to our patients and improve their pathways**
3. **NMAHAPPs will be valued and developed to deliver their potential**
4. **NMAHAPPs will practice in ways which manage resources and achieve financial sustainability**
5. **NMAHAPPs will inspire, innovate and generate world class research**

Exemplar Ward

Vanessa Sweeney

Assistant Chief Nurse & Exemplar Ward Programme Lead

1. **NMAHAPPs Will provide the highest quality care within our resources**



Celebrating Success – ‘Ward of the Week’ now ‘Exemplar Improvement Award’



The Exemplar Forum (attended by ward sisters, Charge nurses and matrons), decided to change ‘ward of the week’ to ‘Exemplar Improvement Award’. We also reduced the frequency of the celebration and make it more responsive to improvement rather than a weekly celebration. This has worked well in November and December 2017 and will continue with a focus on improvement and team commitment. This initiative is keenly supported by the Senior Directors Team.

Bernard Sunley ward are the latest team to be awarded recognising their commitment to learning from their Improvement Pillar panel assessment. The team presented their improvement project in October 2017. They then took time out as a team to reflect on their improvement experience and



work towards continuing and sustaining change. To help structure their reflections, the team used the Trust's 'after action review' tool . This led to constructive conversations exploring the positives and negatives but ultimately, learning as a team. This is a great example of how to sustain projects and improvement and ensure the ward team are involved in change.

Patient Feedback - How are we doing? - December 2017

Patient Experience

Lisa Anderton

Patient Experience Lead



2. NMAHPPs will listen and respond to our patients and improve their

Outpatients

Positive: 90.97%

Negative: 4.39%

Ratings



Positive: 93.32%

Negative: 3.44%

Ratings



Daycase

Positive: 93.95%

Negative: 3.02%

Ratings



ED

Positive: 83.11%

Negative: 11.65%

Ratings



What are patients saying about UCLH?

Excellent care and treatment under the immense pressure the hospital is under at this time of year thanks to all

Very helpful, friendly and caring staff. Exceptional level of treatment, clear understanding of my condition.

Very good service, nice people, clean department and very efficient. Had a very good experience. Well done NHS team!

'You Said, We Did'

'You said, we did' is a fantastic way of showing patients we value their feedback. Publically displaying feedback in this way showcases compliments received and the improvements we make based on patients' suggestions. If you would like to share some of your 'You said, we did' work please send us a picture Patientexperience@uclh.nhs.uk and we will ensure it is featured in next month's bulletin.

Schwartz Rounds® - Attend a Round to contribute to your Revalidation

All staff are invited to attend monthly Schwartz Rounds. The Rounds provide space and time to talk about the emotional and social issues arising from providing patient care. Attendance at a Round contributes towards Nursing and Midwifery Revalidation – pick up a reflective accounts form on the day.

Feedback from the December 2017 Round:

Great hearing experiences from different sides of the coin from student to experienced practitioner.

Very helpful and insightful once again. Thank you to the panel for being honest and open about their experiences. That takes courage. Thank you.

Future Rounds

Thursday 8th February 2018, 13:00 – 14:00, (lunch is provided from 12:30 – 13:00 and is funded by the Trustees), **Education Centre, 250 Euston Road**

For more information email Schwartz@uclh.nhs.uk or visit the [Schwartz Insight page](#)

Education

**Lorraine Szeremeta, Deputy Chief Nurse
Education & Training Lead for Nursing**

3. NMAHPPs will be valued and developed to their potential



Careers Bureau UCLH

Have you been thinking about your professional aspirations for 2018 and beyond? Are you at a bit of a crossroads and unsure which direction to take next? You may find an appointment with the new Careers Bureau could help you.

Building on the success of the Nurse Transfer Scheme, a Careers Bureau is being developed for registered nurses of all Bands working at UCLH. Led and facilitated by Natalie Shamash, Alison Finch and Lorraine Szeremeta, it offers confidential space to think through what's important to you in your career and working life.

The service is tailored to you and your individual circumstance. You will be guided to explore your options and choices and develop a personal plan. The bureau's focus is not just on transfers; we want to support you to achieve what's professionally important to you in your current role as much as in a new venture. It is open to registered nurses of all ages and professional experience. To find out more information about the initiative or to book an appointment please email: natalie.shamash@nhs.net



5th Annual Mentor Conference – 14 December 2017

Mentoring is a vital part of all student nursing and midwifery practice learning experience. Valuing the role of the mentor is essential and the conference is about celebrating the hard work of mentors.

Placement of the Year



At this year's conference, students voted T14 Oncology for placement of the year. Students voted for the placement against our Trust values and how they have been supported on placement.

Ward Manager Recognition



Every year Ward Managers' are recognised for their support with students and their own staff mentors development in practice. Marian and Edilyn see student learning as a priority and want to ensure that students enjoy their learning experiences in Dermatology and Endoscopy. They take the time out of their schedules to see students and ensure that their teams have the support they need. Without their leadership regarding student learning and staff development with mentorship, the environment for learning would not be the same. They are positive and engaging in all aspects of undergraduate education.

Nursing & Midwifery workforce

Julie Hogg, Deputy Chief Nurse

Workforce Lead and Research Lead for Nursing

4. NMAHPPs will practice in ways that manage resources and achieve financial sustainability



The Health Select Committee has been on going. Health Minister Philip Dunne has insisted that the attractiveness of the nursing profession is not fading and denied a staffing "exodus". Speaking during inquiry on the nursing workforce, Dunne cited the latest workforce figures that at the end of June there were 21,664 migrant nurses and health visitors from the European Union working in the NHS, which was down 162 (0.75%) over the previous 12 months and since the EU Referendum took place. The output from the committee is expected in early 2018.

At UCLH the vacancy rate has reduced again to 8.4%; Bank Partners fill rate has increased to 88% with 74% of these shifts filled by bank workers. The RN fill rate is 84%; 64% of these are bank workers. Temporary staffing use in November decreased by 4.3%; expenditure decreased concurrently by £121k. We remain under the agency cap set by NHS Improvement for nursing and midwifery and have not exceeded these for nursing since the caps were implemented in July 2015.

The number of staff leaving in November reduced again to 35.4wte following a surprising September; cumulative turnover has however increased slightly to 15.7% and remains higher than this time last year. Turnover rates are moderate in comparison with London peers and the retention and recruitment group is scoping fresh initiatives to support improvement. If you have an idea please contact: Julie.hogg1@nhs.net

Midwifery – We’re Delivering!

Natilla Henry
Head of Midwifery



Training and working together to keep women safe

We continue to learn from near misses, serious incidents and feedback from those who use our service. We want to ensure that when our staff are providing labour care at home for women (home birth) and a complication or emergency arises that requires admission to hospital, they get the right help quickly. With this in mind, the maternity department and London Ambulance Service had a joint training day, that included scenario based exercises likely to be faced by the teams, midwifery and obstetric skills and drills and Q&A.

Staff found this to be a productive and enjoyable day (even the scenarios that were held outside in the freezing cold!). Everyone benefitted from the day, learnt a lot from each other and developed a deeper understanding of each other’s roles and responsibilities, including the challenges. They ended the day feeling confident that the communication and skills that were focussed on during the training event would make a positive difference to patient safety and outcomes.

Thank you to the maternity CPF team and LAS staff for facilitating and hosting it.

Research – improving care, doing things Differently

Julie Hogg, Deputy Chief Nurse
Workforce Lead and Research Lead for Nursing

5. NMAHPPs will inspire, innovate and generate world class research



The next edition of Connect is out - copies are available via

<http://www.uclh.nhs.uk/OurServices/ServiceA-Z/Nursing/Pages/ConnectJournal.aspx>



Have you got an idea for an article? The Editorial Board of the *UCLHJournal – Connect* welcomes articles from UCLH staff that encourage evidence-based practice in ANY part of the trust services. The editorial board will be happy to discuss articles with potential authors and to offer support in developing an idea or working up an existing report for publication in the journal.

Contributions are welcome from NMAHPPs working at UCLH. We are really keen to include pieces from a wide range of specialities and professional groups. Articles may be submitted on a range of topics including:

- short articles (up to 1000 words) about current research, audit, service evaluation, quality improvement, evidence-based practice developments and evidence reviews
- case reports
- summaries (up to 300 words) of new evidence-based guidelines (for example, Trust, NICE).

We are keen to:

- publicise events that promote evidence-based practice and research in the Trust
- celebrate your achievements – so let us know about your successes, for example, a master’s degree or PhD, a grant application or award, a publication, or an invited conference speaker
- feature new posts in the Trust that are promoting evidence-based practice.

Format of articles

Please provide the following information with your article:

1. Please send as a Word document, single spaced, any font and font size
2. Title: clear outline of what is being presented. If original research, an indication of the method is helpful to the reader
3. Authors: please provide first name and surname of all the authors, their designation and department in the Trust
4. Figures and images: please provide as high a resolution as possible

If you would like to contribute, please contact the CNMR office, rsc.cnmr@ucl.ac.uk

The deadline for Issue 3 is 13th April 2018

CNMR Calendar of Events

Upcoming events hosted or supported by the CNMR, please see the website for details



- 9th February 10:00-17:00 Enhanced Therapeutic Specials Conference, Education Centre
- 16th March 09:00-18:00 Research in Clinical Practice Conference, Education Centre
- 27th March 17:00-19:00 CNMR Doctoral and Fellowship Seminar Group
- 22nd May 17:00-19:00 CNMR Doctoral and Fellowship Seminar Group

**NMAHPP Strategy Enabler:
Utilising Technology**

**Dr Natasha Phillips
Chief Nursing Informatics Officer**



The EHRS programme has moved into the design and build phase. In the coming month some key decisions about how nurses, midwives and AHPP’s work with the electronic health record will be made. A core group of subject matter experts from across UCLH will work with the CNIO and the wider EHRS team to make these decisions. This group of nurses and midwives have been selected using three criteria: nominated leaders from boards and divisions; active participants in

direction setting and their specific expertise.

Nursing & Midwifery Board (NMB) approved a sub-committee to lead the digital agenda at UCLH. The committee is called the Nursing Informatics Advisory Committee and the first meeting was held on 17th January 2018. The committee will ensure the delivery of the ‘utilising technology’ strand of the NMAHPP strategy and report to NMB. It will provide our professional voice about the

digital agenda ensuring a cohesive approach to the adoption of information and technology to support best practice.

Teletracking has now been live since 6 December 2017. The EHRS and teletracking teams are working closely to ensure that both systems are optimised using the core principles of reducing the number of systems Nurses and Midwives work with at UCLH and reducing dual entry wherever possible. The lead nurses on the teletracking programme are core members of NIAC

Details about fundamentals can be found on the EHRs pages on Insight [here](#) Nurses and midwives interested in being involved in the iCare agenda are invited to contact Natasha via email: Natasha.phillips2@nhs.net

Co-ordination Centre Update

Improvement Week 22nd – 31st January

This year we are using NHS Perfect Week to focus on how we use our new Coordination Centre and system to keep our hospitals working most efficiently for our patients. We're calling it Improvement Week and it ran from 22-31 January. We will be sharing feedback from this event in the next edition.

Five top tips for using TeleTracking

Always:

1. Put a wristband on a patient (unless they haven't consented) and put it in the dropbox when they are discharged.
2. Enter patient isolation status on the system
3. Keep patient information up to date in real time
4. Use Ready to Move (RTM) so the Coordination Centre can assign a bed for your patient
5. Use the system to book a porter to move a patient or obtain medical

Training Update

We have had several requests recently about training and wanted to tell you what we have available.

- We continue to floor walk and train anyone who is available on an adhoc basis. For EGA Isobel Byrne will do this on a Monday and Wednesday.
- Valerie Edwards and Wasim Fouad are UCLH Trust trainers who can be booked to come to ward huddles, staff meetings or spend time on your ward or unit.
- We will be holding weekly drop in sessions at the following times, starting this week:
UCH & EGA 12.00-14.00 in the Operations Centre in the Atrium
NHNN 12.00-14.00 in the Operations Centre on the Ground Floor.
- Please remember there is no formal training for using the TeleTracking system and we encourage staff to help each other to get to know the system

The Coordination Centre page on Insight has Quick Reference Guides and other information <http://insight/departments/Projects/uclhfuture/CDS/Pages/CC.aspx>

NMAHPP Strategy Enablers: Constructive Conversations

Band 5 & 6 Nursing Forums

We had our first staff forum for bands 5 and 6 registered nurses on Friday 19th January. This was the start of a series of forums timetabled over the coming months. Hosted by Flo Panel-Coates, they are an opportunity to share your experience of nursing at UCLH, learn from each and influence how we do things.

We hope to share what we've learnt from these forums at our Nurses Day event on 11th May 2018.



Date	Time	Location
Friday 23/02/18	2.00 - 3.30pm	Training Room A – Ground Floor Central, 250
Monday 12/03/18	10.15 - 11.30am	Clinical Practice Facilitators Forum Old Board Room, NHNN
Thursday 29/03/18	2.00 - 3.00pm	Lady Ann Allerton Ward - NHNN
Monday 09/04/18	2.00 - 3.30pm	Seminar Room 3 - Education Centre
Friday 04/05/18	9.00 - 10.30am	Seminar Room 5 - Education Centre

NMAHPP Strategy Enablers: Collaborative Working

Chaplaincy Update

In November the chaplaincy celebrated inter-faith week. We held a stall in the UCLH atrium to raise awareness of our presence. We also launched three new initiatives at UCLH; Buddhist meditation on Tuesday at 13:00, Mindfulness on Wednesday at 13:00 and a Christian prayer group on Thursdays at 12:30. All three have been welcomed and are slowly growing. Staff shortage and illness sadly meant that we had to curtail some of our usual pre-Christmas carol events.

In January 2018 we have welcomed a new Church of England colleague, Lydia McLean to the team. She is starting to settle in well but we have had a long gap as recruitment was unusually difficult. Returning to full strength should enable us to provide a more timely service to patients and also increase our availability for teaching, particularly with an end-of-life focus. We continue to work closely with the Palliative Care Team caring for patients. Returning to full strength should enable us to provide a better service over at Westmoreland Street where our service has been difficult to maintain.

Day in the Life of ...Natalie Shamash

I am ... Natalie Shamash- Transfer Scheme Project Lead

My Day Starts at...5.55am on a work day when my alarm goes off.

On a typical day my Job involves... Meeting with nurses to discuss potential career opportunities where I would usually map out their current career path and see what their interests are; discuss the infrastructure of the transfer scheme with a nurse or perhaps a recruiting manager and even attend a transfer meeting with all parties involved in a lateral transfer process and also explore areas with vacancies and try to marry up the posts with transfer requests.



How I became a Transfer Scheme Project Lead... I was extremely fortunate to become a Transfer Scheme Project Lead and was given the opportunity by chance following a life changing accident 4 years ago. I was left scarred from a burn injury and this is where my Transfer Scheme Project Lead journey began – only I was unaware of it at the time! This might sound crazy but at the time of my accident, I was working as a Resourcing Manager at another NHS Trust. I had always thrived on my role; recruiting staff to care for patients, specialising in what they do best for a very special healthcare service's was off sick for 6 weeks and operated on 4 times during that period, so that my skin could be grafted. Whilst off sick and with hospital appointments every other day if not every day for dressing changes, I interacted with the nurses that cared for me and realised just how they had become my saviours. It was the nurses that had all the answers to any questions I might have had during my recovery. Nothing was ever a problem – they were a pleasure to be around! When I was later fit to return to work, I realised that my sense of job fulfilment as a Resourcing Manager had changed and I resigned shortly after returning. Professionally, my career pathway had shifted and I wanted to give something back to Nurses. I would never have got through my life changing facial disfigurement without the nurses that cared for me and my focus was not only to recruit staff for the organisation but now I was driven to retain them! Nurses had saved my life and helped me recover and I wanted to give something back to the nursing profession. In the same way that they cared for me, I now cared for them as a staff group. As luck would have it at the point of resigning (6 months after my accident), I was involved in the recruitment campaign for a Director of Nursing post. One of the candidates informed me about a potential project role at UCLH that was being piloted in line with the Retention and Recruitment Strategy. The project was unique to UCLH whilst also relevant to the climate of recruitment and retention of nurses in the UK and appealed to me. I applied for the role and was fortunate to be offered the post. 3 years on I still enjoy what I do and get the same buzz I did on my first day.

The transfer scheme has had a significant impact on retaining Nurses at UCLH some of whom had considered leaving the trust to develop their scope of practice. It has allowed nurses to reach their maximum potential and prosper in their professional career at UCLH, whilst continuing to deliver safe and professional care. Nurses tell me that they feel enabled to map out their own career pathways and feel less anxious about needing to apply for a promotion when their preference is to gain experience in other specialties at their current band. To date, 225 employees have transferred to other specialties within the Trust.

It is only on reflection of analysing the effectiveness of the scheme (turnover decrease) that I realised how much of an impact my personal journey and complete patient experience had on my career professionally. Nevertheless, I cannot take the credit for this achievement. I would not be in this role today if it had not been for my scar because behind my scar is a story about nurses. Had

they not treated me the way they did, with extra kindness, care and patience and shown me a whole new element to healthcare where patients are not just numbers, then I would never be in this role nor would I have made it a success. It honestly is down to nurses that I owe the success of this project to.

I am grateful to all nurses and their profession for all that they have done for me. Nurses have a special place in my heart which is why I love my role - I am surrounded by nurses and get to keep them in nursing! No profession is perfect but if I can care for the work I do in my current role like the care that nurses give to patients in their role then I would feel at ease.

To all nurses - I want you to know just how much what you all do goes a very long way and that goes for every encounter you have with a patient....And that is how I became a Transfer Scheme Project Lead.

What are some of the small things that make my day better? When I get to meet with nurses to scope their career or catch up with nurses that have previously transferred to hear how they are getting on in their new role.

The best thing about my job is... The people I get to work with on a daily basis both within my team and across the Trust.

If I could do something else... I love what I do – not sure if I would want to do anything else. Although if this role did not exist and given my life change, I would probably go into nursing but don't tell my boss!

When I'm not working... I can be found at the gym, wedding planning or spending time with my niece and nephews!

Describe UCLH nursing in three words...Nurses make a difference (oops sorry 4 words)