



# Chief Nurse's bulletin

March 2017 – Issue 16

## Useful links

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Contributions to:  
**Vanessa Sweeney**  
Assistant chief nurse  
[Email Vanessa here](#)

Welcome everyone to our March Issue. I have to say it is a delight to see the longer, brighter days begin. Whilst there are many things I enjoy about winter ... It has been a tough one for many of us.

This year's flu strain had a huge impact on our patients, local community and our staff. Yet again, as an organisation, we stepped up and rose to the challenge and other providers are looking to understand how we managed so well. There are so many people to thank that our Chairman and Chief Executive have included a special note at this year's Celebrating Excellence Awards

Thanks also to our Workforce and Nursing teams who recently recruited 106 nurses in what can only be described as a 'gruelling' few days of boot-camp style recruiting. This is another example of why you reported via our staff survey that UCLH is one of the top 10 acute Trusts to work for in the country.

Praise Indeed,

Take care

Flo Panel-Coates

We are committed to  
delivering top-quality patient  
care, excellent education  
and world class research

**Safety**  
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**Teamwork**  
**Improving**

# News and updates



## Nursing & Midwifery workforce update

### Recruitment

Our recent overseas recruitment was hugely successful with a total of 106 nurses recruited from Dubai and the Philippines. Thank you to everyone who supported this campaign.

Final placement students are being interviewed this month for NQN posts starting in September. We have had an excellent response with over 100 applications

### The Careers Clinic

At UCLH we work hard to recruit staff of the highest calibre – and we want to keep them. Our careers clinic completed its 100th transfer recently as staff nurse Marta Fernandes transferred from older people's medicine to the Royal National Throat, Nose and Ear Hospital (RNTNEH).



The careers clinic is good news for both staff who want a career change and UCLH, as Natalie Shamash, careers clinic project lead, said, "Recruiting nurses takes time and the search process is expensive. The careers clinic gives nurses at UCLH the opportunity to take charge of their own careers with professional support and guidance. Staff can now transfer to areas of interest and continue to develop themselves professionally. As we

provide so many different services at UCLH, we're fortunate to be able to offer a number of roles in a wide range of specialities".

110 employees ranging from junior nursing assistants to a ward sister have benefited from the scheme and transferred to areas of choice. Other transfers have seen band 6 nurses stepping down to band 5 roles and transferring to areas of interest due to the specific skills required for such specialist areas or to achieve a different work-life balance. Marta, our 100th transfer said "This career move is not only great for my professional development but also personal development, exploring a new area of work within an organisation that I am familiar with. I had been working in older people's medicine for almost five years and felt that I wanted to enhance my nursing skills and experience further but remain within UCLH. I followed the transfer scheme route which allowed me to transfer to a surgical ward where there are different and exciting learning opportunities. It has been amazing to be able to acquire new skills and expand my knowledge in a more specific area of nursing like ear, nose and throat. The process of transferring was easy and quick and I am really pleased with the move.

## Transfer Scheme

Are you interested in a sideways transfer? Or perhaps even a transfer to a rotation post across a few specialties? Or perhaps you have always thought about swapping specialties with a colleague of yours via a lateral transfer but never really known how to go about it? It might be that you always wanted to transfer your existing nursing skills to a new specialty or UCLH Hospital but never followed it through?

The Transfer scheme gives Nurses and Nursing Assistants an opportunity to develop their clinical skills and knowledge and follow a career pathway at UCLH. The process for transfer is easy; all you need to do is complete an application form saying which area you are interested in. Your request will be mapped against the vacancy data and if there is a vacancy in that area, you will follow the transfer route steps. It's as simple as that!

To find out more information on this, either visit the Transfer Insight page or contact the Careers Clinic Lead, Natalie Shamash [natalie.shamash@uclh.nhs.uk](mailto:natalie.shamash@uclh.nhs.uk)

## Evergreen Ward

Evergreen ward opened for business in Jan 2017. Thank you to all the staff who have helped make this happen, it has been a joint effort with fantastic assistance from all divisions across the trust to staff this safely. The team continue to actively recruit to the vacant posts and are pleased to share that they have filled all the band 6 posts. The ward has 17 beds and is suitable for patients who are medically fit. Please see the [Evergreen page on insight](#) for further details on referrals.



## Exemplar Ward Accreditation

### 5 ROSTER WEEKS FOR THE PRICE OF 4

Nurses' eRoster period (mainly within Exemplar Ward Programme) will change from a 4 to a 5 week roster period on **12<sup>th</sup> JUNE 2017** (live date). So when you create the 12<sup>th</sup> June roster in late April for your sign-off date on 3<sup>rd</sup> May, a 5 week roster will show. Wards already on 5 week rolling rosters will be synchronised so that all rosters have identical start dates.

#### Why are we doing this?

- **To aid work-life balance:** Nurses on shift work get an 11-week (6 week sign-off + 5 week live period) forecast on their shifts. The longer view will help to achieve work-life balance for nurses working shifts.
- **To save time:** Fewer but longer rosters could save up to 25% of rostering time (only 10 rosters per year instead of 13).
- **To achieve deadlines:** We will synchronise all Exemplar Ward rosters to identical start dates. There will be less confusion over sign-off deadlines. Never be late – for your (roster) sign-off date.
- **To improve bank fill rates** through earlier and longer rosters.

Any questions email Hein or Sarah

[hein.gunnewicht@uclh.nhs.uk](mailto:hein.gunnewicht@uclh.nhs.uk)

[sarah.buxton@uclh.nhs.uk](mailto:sarah.buxton@uclh.nhs.uk)

# Patient Experience

## February Patient Feedback- How are we doing?

### Inpatients



### Outpatients



### Daycase



### ED



The FFT returns remain low across all areas. The Patient Experience team continue to work with areas to improve response rates. If you have any queries about the number of responses in your area please contact the team.

Congratulations to the Labour and Post-natal wards –100% of women would recommend the service and in February Labour Ward achieved a personal best (29.5%) return rate.

As a reminder, if you are collecting paper FFT feedback in your areas then this needs to be sent back to Healthcare Communications weekly via the site collection points and needs to be labelled clearly with your area's name.

If you are unsure where the nearest collection point is, or are experiencing any problems with this or other aspects of data collection then please contact [patientexperience@uclh.nhs.uk](mailto:patientexperience@uclh.nhs.uk).



## New patient feedback system - update

Testing is well underway on phase two of the implementation and we are aiming for a go-live date at the end of March. We will commence with ED and then move to Outpatients and Day Case areas. Patient information leaflets will go out to relevant areas explaining that they will be contacted by SMS/IVM to give feedback and how they can be excluded if they wish.

We would like to thank you for your patience during the implementation process which we are aware has taken longer than anticipated. We will continue to keep you updated with progress however if you have any concerns about your data or need help on any aspect of the system then please contact [patientexperience@uclh.nhs.uk](mailto:patientexperience@uclh.nhs.uk).

## Staff Survey

More than 45 per cent of the UCLH workforce – almost 3,500 of us – completed the 2016 NHS Survey. The results provide a snapshot of what we think about our working lives. The good news is that despite the challenges facing all NHS organisations, UCLH is still a place that the majority of us would recommend as a place to be treated or to work. Overall, UCLH was in the top 20 per cent of acute trusts for staff engagement. Importantly, we improved in 14 of the 32 key subject areas – and saw little or no change in the remaining 18. Follow the link for more information:

<https://www.uclh.nhs.uk/wwus/Pages/Ourstaffsurveys.aspx>

# Midwifery - we're delivering!

## Maternity Website goes live!

We are improving through learning from feedback that women and staff have given us about how we communicate and provide access to information. We have worked in partnership with the communications department to re-design the maternity website in a way that not only acts as a source of information for women, but highlights the excellent services that are available and the innovative ways in which our doctors, midwives, research fellows, sonographers and support staff are delivering and improving care for women and babies. Our new website went live on **26 January 2017**, and was driven in no small part by Laurie Hayes, Online Development Communications Officer, who worked with the maternity team to bring it to life. You can view it here [www.uclh.nhs.uk/Maternity](http://www.uclh.nhs.uk/Maternity) and we welcome any comments you may have about it.

## Education

### Nurse Associate Training Scheme

The 2015 Shape of Caring Report recommended changes to education, training and career structures for registered nurses and care staff. Health Education England (HEE) has commenced a pilot of the nursing associate training scheme. Following a request from the Secretary of State for Health, the Nursing and Midwifery Council (NMC) have agreed to provide regulation for this role and will be working closely with employers and universities to establish standards for registration throughout the pilot phase. UCLH is not a test site at this stage but is working collaboratively to provide placements for two pilot areas and ensure this role meets the needs of patients and providers.

We have our first adult nursing associate starting in April for their clinical practice experience. We are still pending confirmation of our first nursing associate for the child programme.

### The Student Bursary

The Department of Health has proceeded with their plans to remove the student nurse bursary for the coming academic year. UCAS reported that applications by students in England to nursing and midwifery courses at British universities fell by 23% in January 2017 compared to January 2016. We are yet to understand the impact of this on UCLH commissions for the coming year; however we will be proactively forecasting the impact of this change alongside our retention and recruitment plans. To date (February 2017) we have been advised of no reductions in places offered.

# Research – improving care, doing things differently



## The 2017 Research in Clinical Practice conference

The 2017 Research in Clinical Practice conference was held on 21<sup>st</sup> February. The marketplace presentation of posters showcased research and quality improvement led by nurses, midwives and AHPs at UCLH. There were research presentations from two staff members who completed PhDs in 2016: Dr Yana Richens (Fear of birth), and Dr Lallita Carbello (patient-centred contributions of colorectal clinical nurse specialists to multidisciplinary meetings). The two sets of workshops covered patient and public involvement in research, conducting an audit, publishing, clinical academic career pathways, questionnaires, clinical research nursing and the Joint Research office at UCLH/UCL. Dr Lih-Mei Liao, consultant clinical psychologist shared highlights from her clinical academic career, illustrating how clinical practice and research can integrate to impact on practice. There was very positive feedback from attendees, who liked the wide range of topics and considered the conference highly relevant, informative and engaging. They also enjoyed the networking opportunities and commented on the friendliness of the conference and approachability of the professionals attending. They liked *'seeing all the research going on in the Trust'* and *'learning what others are doing'*.

## Call for contributions to the NEW *UCLHJournal – Connecting Research and Practice*

We are launching a new journal: *UCLHJournal – Connecting Research and Practice*. Have you got an idea for an article? The Editorial Board 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.

Articles may be submitted in the following form:

- Short articles (up to 1000 words, ex references) about current research, audit, service evaluation, quality improvement, evidence-based practice developments, evidence reviews
- Case reports
- Summaries (up to 300 words) of new evidence-based guidelines (e.g. Trust, NICE)

We are also keen to:

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

Email the CNMR administrator, Gita Tailor: [gita.tailor@ucl.ac.uk](mailto:gita.tailor@ucl.ac.uk) for inclusion in the spring and summer editions.

# Day in the life.....

## Niamh McKeown, advanced neonatal nurse practitioner, neonatal unit

Nursing and working with children were on Niamh McKeown's career wish list from an early age, so her job as advanced neonatal nurse practitioner in UCLH Neonatal Unit is pretty much her dream job.

Niamh completed her general nursing training in Ireland before embarking on a postgraduate midwifery course. The 18 month training included a placement at the midwife-led Bloomsbury Birthing Centre at UCLH. "I really loved it here and knew I'd want to come back at some stage".



It was during her midwifery training that Niamh had her 'lightbulb' moment, "After spending time in neonatal care, I just knew that this was the area for me. The babies are so vulnerable but show such strength at the same time. Things happen very quickly with neonates, so you need to detect and get on top of their treatment quickly and always be planning ahead. From our premies weighing 500g to our term babies battling serious sepsis, some of our patients are fighting for their lives from the minute they're born and that just gives me so much respect for them. It's what makes me want to be a neonatal nurse, to give them the support they need to pull through. To watch them as they grow and get stronger is a privilege I never get used to".

Back in Ireland and on a training course in neonatal nursing, Niamh turned to the neonatal 'bible' 'Robertson' by Dr Rennie for everything she needed to know about neonates. She found herself working alongside Dr Rennie in the neonatal unit when she joined UCLH as a junior special care nurse. "I chose UCLH because I'd seen the amazing opportunities available to staff and the highly specialist nature of the service – as a level 3 unit, we care for babies who have very complex needs". Niamh progressed to become one of the neonatal unit's eight advanced neonatal nurse practitioners, a role which give her the opportunity to progress but to also remain clinically 'hands on'.

As in many nursing roles, no two days are the same "Typically, I'll be working alongside the medical team in intensive care, carrying out clinical duties such as prescribing medication or putting in IV lines. I have a lot of autonomy and get to make lots of decisions - I also carry the bleep for the labour ward. Sometimes we know there are going to be complications which we can plan for, but quite often we don't, so we will work together to achieve the best possible outcome for mother and baby".

Another key strand of Niamh's work is developmental care. "It's about creating an environment which is as close to being in the womb as possible so that the babies can develop and grow" Niamh also runs a weekly clinic for newborns with various issues, like jaundice and failure to gain weight.

Niamh has just finished her 'Healthcare Practitioner (neonatal)' Masters. She credits the support of her team in helping her to complete the demanding course "They supported me every step of the way".

Niamh cites "Seeing babies pull through – and meeting them again years later. It's wonderful to be part of that" as the best part of her job. And the challenges? "You have to get

everything right. There's absolutely no room for the tiniest error. The first time I performed a lumbar puncture was terrifying! But as with everything else, the more you do, the more you're at ease." There are also not so happy endings for some of our patients, "Of course, it's really hard – the way I cope is to think that the babies have had the best possible care".

Niamh's future plans include more charity work with global neonatal network." I'm planning to go to Fort Portal hospital in Uganda in April 2017 to continue our work. I've learned how to perform cranial ultra sounds to scan neonatal brains and now want to develop these skills further to also scan their hearts (ECHO). I'm still very newly qualified and still have a lot of skill and knowledge consolidation to do - there will always be something new to research or learn when it comes to neonates."

## Welcome and Thank You

Welcome to Rabina Tindale who joins us on 27<sup>th</sup> March as Deputy Chief Nurse / Head of Nursing in Medicine Board. Thanks to Sam Philpott-Jones who has done a great job looking after Medicine since Eamonn Sullivan left in January.

Welcome to Laura Nichols, ward sister on T8 and Vanisha Rabindranath ward sister on T14N both joined us new to UCLH in March. Congratulations to Vania Babosa who has recently been promoted to ward sister on T7

### Congratulations!

Congratulations to Matron Josie Gladney (photo right) on her recent graduation from City University with an MSc in Nursing



## Upcoming Events

First Masterclass in Neuroscience Nursing from the National Hospital for Neurology & Neurosurgery  
Friday 21<sup>st</sup> April 2017

Venue: Lecture Theatre, 33 Queen Square, NHNN  
To register go to <http://cnmr.org.uk/>

## **insight** Round Up UCLH Intranet

Here's a roundup of Insight stories in the last couple of weeks that may be of particular interest to nursing and midwifery staff. You can download any other news stories from the Insight news archive:

Progress towards a new electronic healthcare system  
<http://insight/newspubs/Pages/uclhfuturereformstepstowardsbecomingadigitallyenabledhealthcareorganisation.aspx>

Staff FFT

<http://insight/newspubs/Pages/HowisitgoingUsethestaffriendsandfamilytesttotellus.aspx>

New appraisals

<http://insight/newspubs/Pages/Newapproachtoappraisal.aspx>

## Comments and feedback

What do you think of this bulletin? I really would like your feedback on what you have read and what you would like to see in future editions. I would also like good news stories and staff updates you would like to share. Please email [vanessa.sweeney@uclh.nhs.uk](mailto:vanessa.sweeney@uclh.nhs.uk)

## Previous editions

<http://insight/departments/other/NursingandMidwifery/Chief%20nurse%20newsletter/Forms/AllItems.aspx>