

Treat people with kindness and respect

We will:

- Value and respect our colleagues, patients, families and carers
- Promote a culture where nurses feel valued and supported
- Encourage nurses to reflect on their values and behaviours
- Strengthen the nursing voice within the organisation and beyond
- Be caring and proud to work in this Trust



Continually develop our nursing knowledge and skills

We will:

- Have expertise in cardiorespiratory nursing which is shared across all clinical teams
- Build and support excellent nursing leadership
- Partner with professionals outside of the Trust nationally and internationally
- Develop career pathways for our nurses
- Invest in the development, education and support of our care staff and nursing team to enhance their skills, competence and experience
- Have Trust wide competencies for nurses and care staff underpinned by standardised education and training with allocated time to complete competencies
- Have champions who are given time and recognition for their role such as the opportunity to attend study days beyond the Trust
- Provide opportunities for nurses to be aware of Trust research and to gain research and audit skills in order to provide evidence based practice
- Have regular clinical sessions for all nurses not working in direct clinical roles
- Continue to encourage all feedback, celebrate successes and identify areas for improvement



Royal Brompton & Harefield **NHS**
NHS Foundation Trust

A lifetime of specialist care



Nursing strategy

2018-2021

“Treating patients as we would wish to be treated ourselves; providing the highest quality care to all”

References

Care Quality Commission (2018) Provider Royal Brompton and Harefield NHS Foundation Trust – Inpatient Survey www.cqc.org.uk/provider/RT3/survey/3 (13 June 2018) | NHS England (2018) Friends and Family Test Data – Royal Brompton and Harefield NHS Foundation Trust – September 2014 www.england.nhs.uk/statistics/statistical-work-areas/friends-and-family-test/friends-and-family-test-data (May 2018) | NHS England www.safetythermometer.nhs.uk/index.php?option=com_dashboards&view=classic&Itemid=126 (9 June 2018)

Foreword

The NHS currently faces many challenges. I am proud therefore that despite these challenges, nurses in this Trust continue to lead by example and provide excellent care to patients and their families.

The results from the National Patient Survey (Care Quality Commission 2018) show that we remain amongst the best performing Trusts on questions about nursing (including: having the chance to talk to a nurse, being given understandable answers, having confidence in the nurses, the nurses having knowledge about the patient's condition, and having enough nurses on duty).

Our audits using the Safety Thermometer indicators (pressure ulcers, VTE, urinary catheters and falls) show that the vast majority, more than 96%, of patients do not experience these problems (NHS England 2018) and results from our Friends and Family Test (NHS England 2018) show 95% of our patients would recommend the Trust to their family and friends.

We continue to have a high proportion of registered nurses to unregistered, and the nurse staffing levels we publish show that we have safe staffing levels.

However, although all these results are good, there is always room for improvement: a small number of patients did develop a pressure ulcer, experience an avoidable fall or acquire an infection or other preventable problem. Nurses at our hospitals have a long tradition of innovation, development and improvement, therefore this strategy is the next stage in improving the patient experience and ensuring the highest quality of care given by skilled, compassionate nurses to patients and their families throughout the organisation.

In developing our strategy we worked with nurses at all levels across the Trust and this represents their views of what we do well and what we need to do more of. All nurses in the Trust, with the support of others, now need to work on delivering these aspirations.

*Nursing Director
2018*



Joy Godden, director of nursing and clinical governance

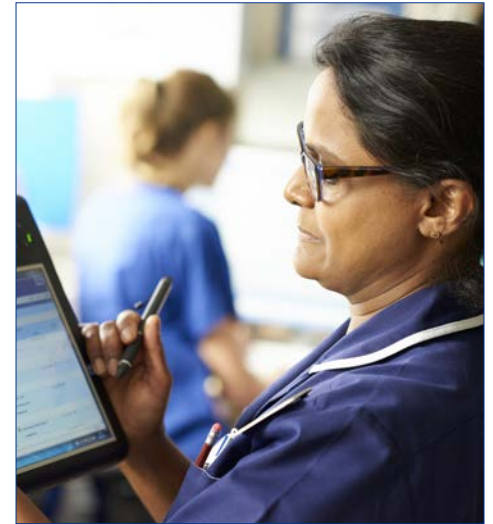


Nursing strategy 2018-2021

Always do our best for patients

We will:

- Put patients at the centre of care
- Protect patients at all times
- Aim for excellence in our nursing care
- Embrace innovation for patient care
- Ensure individualised care
- Ensure safe staffing levels are a priority
- Use patient feedback to continually improve patient care
- Ensure nurses are allowed time to care and change practice
- Enhance our skills through the use of advanced technology
- Have a key role in the continued development of the Trust



Always speak in the patient's best interest

We will:

- Act as the patient advocate within the multidisciplinary team
- Have open reporting and sharing of information amongst the multidisciplinary team
- Ensure nurses and care staff are encouraged, listened to, and are involved with changes in healthcare delivery
- Find solutions to gaps in practice by working with other disciplines to make changes that lead to giving the best care for patients
- Ensure care staff and nurses know they can speak out and will be supported when they do so

Be open and transparent at all times

We will:

- Be open and honest with patients
- Communicate well, sharing information throughout teams to enhance the patient experience of care, for example:
 - Face to face communication
 - Intranet
 - Staff forums
 - Internal communications updates
- Educate and provide patients with guidance on managing their conditions
- Listen to and act upon feedback from staff, patients, families and carers
- Ensure best practice is shared across the Trust
- Ensure there is transparency in the staff survey findings and staff participate in action plans
- Encourage nurses to reflect on practice to improve care