

Community Nursing Review

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Chief Operating Officer

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Agenda

- Community Nursing Review
 - Independent review led by Professor Pat Cantrill 2012
 - Key findings
 - Recommendations
 - Progress to date



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Key Findings

- Fragmented and over complicated with lack of clarity about role
- Inconsistent service delivery across the city
- Repetition of assessment leading to administrative overload
- Information systems not fit for purpose
- Reactive demand led service versus proactive case management of long term conditions
- Lack of connectivity with other services ie CICs
- Lack of confidence of some professionals leading to inappropriate referrals
- Inequitable distribution of staff and skill mix.
- Increasing demands on the service to meet needs of city population
- Patients evaluation positive - excellent experience, high trust and confidence
- Loyal committed motivated professional hardworking workforce who are willing to support change



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Recommendations

- Redesigning teams to provide an equitable service across the city, bringing teams together to increase resilience, and be the core part of the Integrated care teams (Right First Time Programme)
- Agreeing an evidence based core offer.
- Structure with appropriate skill mix and new shift patterns that can be right sized within localities to meet local population needs.
- Resilient 24/7 service including access to IT, administration, simplified pathways & access to estates.
- Dependency tool that has been tested and can be used in conjunction with other information to evidence complexity.
- Reviewing administration functions including support required out of hours.
- Reviewing documentation, increasing the use of SystemOne and testing alternative devices for mobile technology.
- Identifying training and development requirements including clinical skills and change management support



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Progress to date

- Interim nurse team leader roles appointed to ensure consistency and reconfigure smaller teams to increase resilience
- Developed a proposed model for community nursing with full engagement of front line staff and other stakeholder's including GPs
- Joint provider and commissioner management board to oversee the development and agreement of the new model of care for community nursing
- Regular communication out to staff and GP practices to keep them updated
- Working with HR department to speed up recruitment process to fill vacancies
- Working with IT department to support effective mobile working
- Working with Estates team to look at suitable premises and working conditions
- Additional investment secured to recruit relief teams
- **Challenges** - GPPAs across the city and designing a city wide service that meets the differing expectations of 83 GP practices and 404 individual GPs.



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Questions?



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