Be proud of your nurses and midwives
Nursing & Midwifery Strategy 2014–17
Thank you for your ongoing hard work and unwavering commitment to improving the care we deliver to our patients.

We are improving patient care and safety year-on-year as a result of your commitment and hard work.

Thank you also to everyone who took the time to comment on the Nursing & Midwifery strategy. We have listened to your feedback and have incorporated your views into this important document.

The three-year Nursing & Midwifery strategy (2014-2017) sets out our vision for the future of Nursing and Midwifery at NUH. It describes where we will focus our energy and attention to further improve patient care. It also covers how we will support and empower you to be the best you can be. At the very heart of all we do are our values – which is how we do things at NUH. Our commitment to patients is that we will deliver caring, safe and thoughtful care. We are making good progress. The implementation of this strategy will help us to ensure we consistently get things right for our patients, their loved ones and carers, across every ward and service, every day.

The progress we make against this strategy we celebrate in our annual Nursing and Midwifery reports which are published in May every year.

Thank you once again for everything you do. The important contributions you each make, often in difficult circumstances, are greatly valued and appreciated and are helping us to deliver better care for our patients, their relatives and carers. You are exceptional people who do extraordinary things.

Jenny Leggott
Director of Nursing & Midwifery
**OUR VISION**

**To be** the very best, providing caring, safe, thoughtful and compassionate care

**To be** recognised nationally and internationally for excellence in practice, education and research

**To be** part of NUH as the best acute teaching hospital by 2016

We work in changing times and our nurses and midwives will continue to adapt their practice and introduce innovations and new ways of working to respond to the evolving technologies and complexities of healthcare in the 21st century.

We will build on our existing foundations to continuously improve patient care and experience.

**OUR PROFESSIONAL practice model**

**I am accountable for...**
- What I do and decide not to do
- Providing evidence based practice
- My professional registration and revalidation
- My contribution to the team

**I commit to...**
- Knowing and acting on what is important
- Keeping up to date and looking to improve quality & safety
- Open, timely and clear communication
- Taking care of myself and colleagues
- Sharing my knowledge and expertise

**I achieve...**
- The best possible quality outcomes
- Patients feeling safe in my care
- The highest standard of communication and team work
- Job satisfaction

**I believe in RELATIONSHIP-CENTERED CARE that is:**
- CARING & HELPFUL
- SAFE & VIGILANT
- ACCOUNTABLE & RELIABLE
COMMITTED TO OUR VALUES

Nurses and midwives commit to our values of caring and helpful; safe and vigilant; accountable and reliable

We will:

• Encourage staff to embrace and embed these standards everyday through Caring around the Clock and Accountability around the Clock

• Support our staff to do the right thing for the people we care for, to be courageous, to innovate and implement new ideas

• Encourage our staff and students to speak up when they have concerns or when things don’t go well

• Consistently deliver caring, safe and thoughtful care to our patients, their families and carers

• Support and develop our nurses and midwives to deliver excellence in clinical practice and to strive for the highest standards
WORKING WITH PATIENTS, THEIR FAMILIES AND CARERS

We are committed to working with patients, their families and carers to deliver the kind of care they want to receive.

We work in partnership with our patients, relatives, carers and local community by:

- Using a range of tools to gather feedback which includes diverse and hard to reach groups.
- Learning from complaints, concerns and compliments to continuously improve our care.
- Co-producing services to meet our patients’ needs.
- Putting ourselves in patients’ shoes.
- Giving our local community confidence that we have the right staff with the right skills in the right place.
BEING THE BEST

We enable and empower our staff to be the best that they can be.

We will:

- Listen and learn from our staff and their experiences in order to understand what is most important for nurses and midwives at NUH.
- Develop a model of shared governance for nursing and midwifery that creates opportunities for all staff to develop their leadership potential and to take accountability and responsibility for shared decisions.
- Work with nurses and midwives to ensure staff have roles that they find rewarding and worthwhile.
- Listen to what our students are saying and actively work to improve their experience.
DEVELOPING TALENTED INDIVIDUALS

We seek out and develop talented individuals who share our vision and values and have the capacity to deliver the highest standards of care.

We ensure:

- A talent management process that develops all nursing and midwifery potential
- Establishments are regularly reviewed to reflect patient acuity and dependency
- We strive to ensure the right skill-mix to meet patients’ needs
- We recruit and develop the highest quality care assistants through our HCA Skills Academy
- We have programmes of specialist clinical education and clear postgraduate career development pathways for nurses and midwives
- Staff are developed and supported through revalidation with annual appraisals and Personal Development Plans
EXPERT KNOWLEDGE AND SKILLS

We recognise the contribution of expert knowledge, skills and competence to patient care outcomes

We have:

- Clearly defined advanced specialist, advanced practice and consultant roles and responsibilities

- A highly visible competent workforce who motivate and inspire

- Specialist expertise across many areas, to pioneer innovations and excellence in practice.

- A clear career pathway for specialist, advanced, consultant and clinical academic careers

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ENCOURAGING LIFELONG LEARNING

We have a practice education environment that encourages lifelong learning and development

We have:

- A preceptorship programme that helps attract and retain newly qualified nurses and midwives
- Clinical supervision available for all staff
- Influence within the nursing and midwifery curriculum by working closely with higher education institutions
- Clinical skills education delivered in innovative ways that meet the needs of both our staff and their patients
- Student evaluations that demonstrate excellence in practice learning placements
Support all nurses and midwives to be involved in, and where possible lead, high quality research and innovation, demonstrating improvements in patient outcome and staff development.

We have:

- An international N&M research profile as part of the Nottingham Centre for N&M Research and Education.
- Year-on-year growth in research and innovation activity within our priority areas and in collaboration with our strategic partners.
- Evidence that links our research and innovation activity to improvements in patient outcome and staff development.
- Established effective support systems and an infrastructure underpinning clinical-academic careers.
- Systems that train, mentor and coach staff to be innovators and evidence-based practitioners, with opportunities to showcase and disseminate our best practice.
We continuously build and strengthen nursing and midwifery leadership at all levels

- Our ward sisters/charge nurses are clinical leaders valued by patients and colleagues
- We deliver relevant clinical leadership programmes
- We hold regular timeout days, supported by the Nottingham Hospitals Charity to involve and inspire nurses, midwives and healthcare assistants
- We have a culture of shared governance and decision-making