

Vision and Strategy: An Approach to Practice Nursing

Delivering and contributing to all ages and all conditions

Maximising the practice nurse contribution to high quality, compassionate care and excellent health and wellbeing for people in the local community

Care

Delivery of holistic and wide-ranging services within the general practice and population setting. Their unique setting in their community ensures Practice nurses develop a life long relationship with patients and ensures that care is tailored to the patient's individual needs. This includes working towards self-care.

The primary care setting facilitates a 'hub of care' linking to multi-disciplinary areas, with safe and effective care delivery by known, trusted and competent nurses from the cradle to the grave. Practice nurses are flexible and responsive to manage the continuum of health through to illness

Compassion

Providing accessible care with dignity and respect for all in the local community. Responding to and developing life-long relationships with the whole family for a range of issues.

Working hard to provide access for everyone and demonstrating compassion to the population. Recognising every patient interaction/consultation is unique – they bring not only their concerns but also those of their wider family.

Providing a holistic approach, being pro-active and providing individualised care. Care is also provided to people who are not registered (immediately necessary treatment)

Competence

Confident, capable staff who are aware of the scope of their professional competencies and utilise appropriate knowledge, skills and attitudes in decision-making.

Understanding and knowledge of a range of conditions. Developing a wide range of skills to deal effectively with all aspects of care. Practice nurses are generalists with lots of specialist skills. Practice nurses utilise their skills and experience to grow the future workforce. Ability to recognise limitations and to act in signposting role – to appropriate expertise.

Communication

Practice nurses utilise adaptive communication and listening approaches to facilitate relationships with clients across the life span. This includes

- Proactive communication opportunities
- Developing the ability to communicate in a short period of time, prioritise a relationship to a high level and make patients feel they are cared for
- Motivational interviewing
- Signposting and referring patients

Acting as the hub of communication and a vital link between Community team/GP/practice nurse/family/social services. Using their skills they influencing primary care

Courage

Practice nurses utilise their courage to act as autonomous practitioners, advocating on behalf of patients. This can include challenging the patients' perception about where expertise lies, e.g. diabetes – primary care as well as secondary care.

Practice nurses require courage to specialise as they work autonomously and often carry sole responsibility for patient care.

They work across many professional boundaries in their role. They are assertive, flexible and adaptable.

Commitment

Delivering and designing ongoing support for people with long-term care and commitment to ensuring shared responsibility through interdependent working.

Delivering services that are responsive to local population needs and a commitment to maintaining professional standards.

Often longstanding team members who are committed to the team/clients/wider team in the community

The unique role of the Practice Nurse: Practice nurses co-ordinating and supporting a team to deliver care and support in primary care settings; Optimising the health of the practice population within the community

- Mental health and wellbeing
- Contraceptive and sexual health advice
- Employers and employment law
- Quality assurance law
- Education, screening and immunisation

Positive lifestyle change

- Health promotion and protection
- Travel advice
- Management of risks (drugs, alcohol, obesity, smoking cessation)

Managing acute events

- Long term conditions
- Medicines management
- Assessment / Triage
- Minor illnesses and minor injury management
- Management of emergencies (such as acute asthma attack, chest pain)

Making this happen within Practice nurse settings practice nurses need to take the lead in these 6 priority areas:

Maximising health and wellbeing. Helping people to stay independent

- Using knowledge to support and deliver care to individuals and local populations
- Supporting all Chronic Disease Management
- Providing accessibility and flexibility
- Providing patient-led services
- Delivering Public health, providing immunisations, screening and advice

Working with people to provide a positive experience

- Ensuring delivery of good patient care and publicising the good patient experience that is reported.
- Ensuring staff feel valued
- Identifying and supporting staff through development and training

Delivering Care and Measuring Impact

- Using professional role to influence business decisions and commissioning intentions
- Utilising data to ensure targeted care for groups within practice populations
 - Mental Health
 - Cancer screening
- Audit and research/evidence based care

Supporting positive staff experience

- Developing and supporting the workforce in general practice and supporting positive student placements
- Creating opportunities through preceptorship and mentoring
- Providing opportunities for patient feedback
- Ensuring staff feel valued and respected, and part of decision making
- Access to professional fora

Ensuring we have the right staff, with the right skills in the right place

- Recognised accredited specialised practice nurse degree level course with standardised key competencies
- Skill mix, safe and appropriate delegation to Health Care Assistants and recognised training pathway for all staff
- Educational pathways, CPD and career trajectory for nurses wanting to develop towards nurse practitioner status
- Mentorship skills to ensure development of the team

Building and strengthening leadership

- Acting as a positive role model and valuing the inter-disciplinary contribution to seamless care
- Supporting and empowering the team through supervision
 - Practitioners championing their professional role
 - Providing examples of leadership to the team and partners
 - Access to leadership and development opportunities
 - Opportunity to have non-clinical time in support roles for CCG etc