

## Congenital Heart Disease Network South Wales and South West

### Nursing Strategy

#### Introduction

The Congenital Heart Disease (CHD) Network South Wales and South West was formed in April 2016 to support the provision of high quality care for CHD patients across South Wales and the South West.

Congenital Heart Disease care is provided in a network ‘hub and spoke’ model. Providers across the network work together to coordinate patient care over a wide geographical area, to ensure the right level of care is offered to patients at the right time, in the right place and with the right expertise. In the network there are Level 1, 2 and 3 centres. In the South Wales and South West region, the Level 1 Centre (Specialist Surgery) is University Hospitals Bristol, the Level 2 Centre (Specialist Cardiology) is University Hospital of Wales, Cardiff and ongoing outpatient management takes place in patients’ local hospitals (known as Level 3 Centres).

The network’s **vision** is that:

- Patients have **equitable access** to services regardless of geography
- **Care is provided seamlessly** across the Network and its various stages of transition (between locations, services and where there are co-morbidities)
- High quality care is delivered and participating centres meet national **standards** of CHD care
- The provision of **high quality information** for patients, families, staff and commissioners is supported
- There is a strong and **collective voice** for network stakeholders
- There is a strong culture of collaboration and action to **continually improve** services.

The network’s key **objectives** are:

- To provide **strategic direction** for CHD care across South Wales and the South West
- To monitor and drive **improvements** in quality of care
- To support the delivery of equitable, timely **access** for patients
- To support improvements in patient and family **experience**
- To support the **education, training and development** of the workforce within the network
- To be a central point of **information and communication** for Network stakeholders
- To ensure it can demonstrate the **value** of the network and its activities

Fundamental to the achievement of this vision is strong nursing contribution. This document sets out the strategy for nursing.

### **Objectives of the nursing strategy:**

- To ensure we identify and communicate with all key nurses, link nurses and senior nurses in the network
- To ensure that nurses have an opportunity to contribute the work of the network in a range of ways at a range of levels
- To influence nursing, patient care and how services are run across the network
- To drive nursing development in line with network objectives, and the NHS England standards for nursing care
- To ensure nurses can access information and support when they need it, particularly with specific issues around patient care, patient education and their own education, through a range of methods (including the network website, face to face contact, events, visits to the specialist centre, telephone, emails, newsletters and information leaflets)
- To develop a strong network nursing identity that provides a level of consistency and assurance to patients and their families, clinicians, managers and commissioners
- To make use of a broad range of communications methods, to enable two-way communication with patients and their families, and health care professionals
- To review the nursing strategy regularly to ensure its objectives and actions continue to meet stakeholder requirements
- To create a strong collective voice for nurse stakeholders across the network and escalating cross-cutting nursing issues appropriately
- To develop and deliver a robust education and training strategy for the nursing workforce

### **Stakeholders**

The key stakeholders have been divided into several key groups

#### Patients at various stages of their pathway in Level 1, 2 and 3 centres:

- Fetal and neonatal patients
- Ante-natal parents
- Parents of children and young people
- Children
- Young people
- Adults
- Other family members or carers – siblings, partners, children of adults with CHD

#### Clinicians and nurses involved with CHD care in Level 1, 2 and 3 centres:

- Specialist consultant cardiologists, surgeons and specialist clinicians e.g. obstetricians/ palliative care
- Paediatricians with expertise in cardiology (PECs) and cardiologists with an interest in CHD
- GPs and community care – community nurses, health visitors, district nursing teams, dentists, midwives, pharmacists
- Heads of nursing, senior nurses/matrons responsible for paediatric and adult cardiology
- Clinical nurse specialists at Level 1 and 2 Centres
- Link nurses/nurses with interest in Level 1, 2 and 3 centres
- Bereavement and palliative care providers
- Psychologists and support services
- Allied Health Professionals, such as sonographers and physiologists

Other stakeholders:

- Charity partners
- Support groups
- Patient and parent representatives

**Methods for Implementing Strategy**

The objectives of the nursing strategy will be delivered through the following core work areas:

- Stakeholder mapping: establish and maintain a central record of the link nurses and senior nurses in post
- Communicate about availability and role of the clinical nurses specialist service in level 1 and 2 centres, with all centres
- Communicate the role of the clinical nurse specialist in supporting local clinicians, nursing teams and patients in order promote additional support for teams and patients in level 3 centres
- Identify, communicate with and support all link nurses in level 3 centres
- Establish links with senior nurses in each centre to support the link nurse role, including clarity around: expectations of the role, time involved, benefits and seeking patient and family feedback
- Regular communication from network/level 1 centre: establish regular link nurse meetings and distribute network newsletter
- Ensure that nurses are signposted to the full range of clinical, professional and charity support information via the website and email communication
- Support and promote existing congenital heart disease education events, for all disciplines, both locally and nationally, use the network website to publicise education events

- Seek nursing feedback: gather feedback through questionnaires and evaluation of events and other channels as necessary
- Strengthen representation of nurses on the network board and other relevant sub-groups
- Learn from others: look at best practice from other CHD networks and across the NHS on developments in nursing in CHD networks

## Stakeholder Engagement

The following matrix identifies the key nursing approaches in level 1, 2 and 3 centres for each stakeholder group.

Stakeholder	Engagement process
<u>Patients (general approach):</u> <ul style="list-style-type: none"> <li>• Ante-natal parents</li> <li>• Children</li> <li>• Young people</li> <li>• Adults</li> </ul>	<ul style="list-style-type: none"> <li>• The CNS/ link nurse will participate in clinics</li> <li>• The CNS/Link nurse will support inpatients</li> <li>• The CNS/ Link nurse will support nurses caring for patients with CHD</li> <li>• The CNS/ Link nurse will circulate CHD information to clinical teams</li> <li>• The CNS will feedback to level 1, 2 and 3 delivery groups</li> <li>• Seek patient feedback on a policy or service change</li> <li>• Promote the network website</li> <li>• Attend teaching and education events for CHD development</li> <li>• Provide clinical information to be given to outpatients</li> <li>• Signpost patients/families to support groups, charities and support information</li> </ul>
<u>Patients (targeted approached):</u> <ul style="list-style-type: none"> <li>• Other family members – siblings, partners, children of adults with CHD</li> </ul>	<ul style="list-style-type: none"> <li>• CNS/ Link nurse to meet family and offer support and advice</li> <li>• CNS/ Link nurse contact details to be available on the wards and in outpatients departments</li> <li>• CNS/ Link nurses to also provide website, charity and support information</li> </ul>
<u>Clinicians involved with CHD care (outside network):</u> <ul style="list-style-type: none"> <li>• GPs and community care – nursing, health visitors, district nursing teams, dentists</li> </ul>	<ul style="list-style-type: none"> <li>• Nursing updates provided through the network website</li> <li>• Promote website to community teams</li> <li>• Teaching sessions to community teams and GP practices to be available on the website</li> </ul>
<u>Commissioners, Regulators and Health System Leads:</u>	<ul style="list-style-type: none"> <li>• Inform commissioners of status of centres against nursing-related issues in the standards</li> <li>• Escalate cross-cutting nursing concerns as appropriate</li> </ul>

<u>Patient Support Groups:</u>	<ul style="list-style-type: none"> <li>• CNS/ Link nurses will contribute to local events run by support groups, if appropriate</li> <li>• CNS/ Link nurses promote local and national charities which support patients</li> </ul>
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### Overview Action Plan

<b>Year 1 2017</b>	<b>By whom</b>
Recruit Lead Nurse for CHD Network	Network Manger
<b>Year 2 2018</b>	
Identify nurse Level 3 centres	Level 3 centre senior nurse
Clarify senior nurse support in Level 2/3 centre through self-assessment visit	Level 3 centre senior nurse
Meet Level 2 adult and paediatric CNS teams	Lead CHD Network Nurse
Promote local, national and international courses to Link nurses via email and network website	On-going by Lead nurse level 1 centre

<b>Year 3 2018/19</b>	
Offer Shadowing in Level 1 centre on ward and in outpatients	Lead nurse and level 1 CNS teams
Link nurse to participate in local clinics	Agree with level 3 cardiologist and senior nurse
Explore 'Telephone Advice line' options for each outreach clinic	Discuss with Level 3 senior nurse and link nurse
RCN competences commenced circulated to CNS/ Link Nurses	Link nurse to read and begin to start work on achieving competencies
Start work on annual transition clinics in Level 3 centres supported by Level 1 CNS	Level 1 and level 3 to set up
Deliver regular Link nurse updates/link nurse newsletter	Lead CHD nurse for network

<b>Year 4 (2019/20)</b>	
All attended CHD/ACHD courses in region or a national event	All link nurses. Link nurses to feed back to Level 3 centre

Ongoing education support from Lead Nurse and CNS teams level 1 centre.  Local education to up skill other nurses in the Level 3 centre	CHD nurse for network and level 1 CNS teams
Telephone Advice line' to be considered for patients and families by level 3 link nurse	Support from level 3 Senior nurse
Inpatient support established by level 3 nurse who will occasional support in-patients	Support from level 1 and level 3 Senior nurse

### Method of evaluation

Activities will be reviewed against the objectives of the strategy. Feedback will be sought from key stakeholder groups to inform the ongoing development of the strategy. Oversight and assurance of this work will be from the network board and its sub-groups.

### Document Control

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