



## Tracy's story

Tracy works as a GP Surgery Nurse Practitioner. When she heard the critical care unit at her local hospital needed help she decided to join NHSP through the Rapid Response service to lend an extra hand in the fight against COVID-19.

Thank you for supporting the NHS during this challenging time - you're truly an NHS Hero!

- 1. What was your job before this crisis?**  
I was working in a GP surgery as a nurse practitioner. I'm still doing that part time, but I am also working on ITU twice a week doing 12 hour shifts.
- 2. Talk us through what you were doing when you decided to help with the crisis.**  
A friend was working at the hospital in critical care, I asked her if they were looking for anyone to help and then saw they had put an SOS out on Twitter asking for help so I responded.
- 3. How did you sign up?**  
One of the ITU managers suggested I should join NHSP, so I did!
- 4. What have your shifts been like so far?**  
Amazing, everyone is so supportive and grateful staff are coming to help. I am learning so much and definitely feel that I am helping.
- 5. Have there been any high points that you would like to share with people?**  
My main high point is when a patient's family phoned them at the end of my shift. After building a trusting relationship with this patient it was nice to see how this made their day.
- 6. What was it like turning up on your first day at the new ward?**  
I was nervous at first and was worried I wouldn't be welcomed and that I wouldn't be of any help, but it wasn't like that at all.
- 7. What have your family and friends said about you returning to the NHS?**  
My friends and family were worried about me but have been so supportive. The easy option would have been to just continue nursing in the GP surgery where I was shielded. But that's not me, I wanted to help more.
- 8. What would you say to current health workers who are unsure whether to transfer and return back to the NHS?**  
Go for it! I've learned so much! It's developing me as a nurse and as a person in ways I would have never been able to before. I'm out my comfort zone but I'm learning to live in that place and embrace it!
- 9. Could you describe the effort you've seen from NHS staff in one word?**  
Proud warriors (sorry 2 words)