



Clinical Governance

Information Brochure for RN

At NHS Professionals we take our responsibility for Clinical Governance seriously and have a thriving and active Clinical Governance Department.

The Clinical Governance team supports all our clients, both Trusts and Flexible Workers, and ultimately it aims to offer assurance that patient care is delivered encompassing the principles of the 6Cs.

Below are examples of compliments received about Flexible Workers from our Client Trusts:

- Caring
- Compassion
- Courage
- Competence
- Communication
- Commitment

Patient: "These people are vital and play a big part in the future of the NHS. Their work ethic was amazing -to treat patients with respect, always thinking outside the box, and going the extra mile."

Ward Manager: "Please can you convey our comments to the following workers who consistently provide a high standard of care and work well with my permanent staff."

Matron: "He was a 1-1 with a particularly confused patient. D was very kind, compassionate and dignified in his manner with the patient. I could see that the ward was extremely busy but that did not impact on the professionalism of these two staff."

Staff Nurse: "Good on maintaining pressure area care for patients and with personal hygienic needs, he also builds good rapport with patients and the staff, good on checking observations"



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The 6Cs are at the heart of our ethos of excellence. Therefore we want to provide you with the opportunity to continually update your skills with the aid of both Performance Evaluation and the availability of Online Continuing Professional Development.

On joining NHS Professionals you will have received a link to the NHS Professionals “Code of Behaviour” which [describes the standards of behaviour that NHS Professionals expect from each of our flexible workers](#) and is available on the NHS Professionals website:

<http://www.nhsprofessionals.nhs.uk/Pages/keydocuments.aspx>

We have worked closely with client Trusts to ensure that on arrival at a new assignment you will receive a ward based induction. The induction checklist is provided to you on completion of recruitment and is also available here:

<http://www.nhsprofessionals.nhs.uk/elearning/Pages/clinical-governance.aspx>

[How we can help you to develop professionally](#)

The Managed Learning Environment (MLE)

At recruitment you will have discussed your experience with the nurse interviewing you. Once you have joined the NHS Professionals Flexible Workforce, there are a number of Continuing Professional Development modules available to you that will help you to maintain and enhance your skills.



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A list of the MLE modules is provided at the end of this document. The list is not exhaustive and is continually being updated.

In September 2012 NHS Professionals introduced an Early Warning Score Module, for use by all grades of healthcare workers.

In July 2012 a multidisciplinary working party funded by the Royal College of Physicians, Royal College of Nursing, the National Outreach Forum and NHS Training and Innovation, launched the **National Early Warning Score (NEWS)**. The link to the NEWS Module can be found on the NHS Professionals website on the Clinical Governance page:

<http://www.nhsprofessionals.nhs.uk/elearning/Pages/clinical-governance.aspx>

Trusts are now moving towards an approach which is consistent across the NHS by using the standard NEWS Toolkit with the same charts and processes.

We strongly advise that all RNs complete this module which can be incorporated as part of your evidence of Continuing Professional Development. A certificate is issued on successful completion of the module.

We have also produced a module specifically for Midwives which outlines the Clinical Risk Management Standards for Midwives and provides useful links to further information. This can be added to your MLE profile on request.



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In July 2012 we introduced a Mental Health Observations Module, which is available to all healthcare workers and is particularly useful for anyone working in the Mental Health sector.

To utilise any of the CPD modules available (list at the end of the brochure) you can email PM Training to have any particular module added to your profile:

PMTraining1@nhsprofessionals.nhs.uk

NHS Professionals provide all online Mandatory Training to all Bank Only Flexible Worker groups, this must be completed annually and is automatically added to your Managed Learning Environment (MLE) profile. In addition you will be required to book and attend a half day practical training session every 2 years. This includes a fire lecture and also ensures that your skills in basic life support, patient handling and hand washing can be practised and assessed



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Performance Evaluation

We have developed a system of performance evaluation feedback which is utilised by our Client Trusts. The evaluation feedback is requested automatically and is completed by the Ward Manager when a shift is released.

Performance evaluation is linked to the 6Cs and our core values of being caring, reliable and professional and reviews the following 5 areas:

Communication
Health, Safety & Security
Quality
Equality and Diversity
Provision of Care

Both the 6Cs and our core values support the principles of practice outlined in the NMC Code (2008). The Code is the foundation of good nursing practice and can be accessed on the NMC website:

<http://www.nmc-uk.org/Publications/Standards/The-code/Introduction/>



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In 2013 we received over 155,000 Performance Evaluation feedback forms and of these 85.17% of feedback was deemed “Excellent” or “Good”, while a further 14.68% was deemed “Satisfactory”.

This demonstrates that a very small percentage of feedback, (0.12%), falls into the ‘needs support’ or ‘poor’ category and reflects the quality of care provided by our flexible workers.

Consistent excellent feedback is recognised individually with the RN concerned. NHS Professionals will communicate by letter with the RN and provide detail of the feedback and the area it was received from with a congratulatory letter. This will be an invaluable resource for RNs in identifying a 360 review of capability when the NMC introduce mandatory revalidation in 2015.

Feedback we have received:

“L excels in meeting her patient's needs & requirements in all clinical situations”

“M has an excellent attitude to helping others in a focussed and compassionate way”

“S is an excellent staff nurse, she is polite, knowledgeable, punctual and a pleasure to work with”



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When the feedback provided by Trust staff indicates that a Flexible Worker “needs support”, there is a dedicated team who will provide the feedback and work with a Flexible Worker to offer the support and necessary training required, to enable a Flexible Worker to continue working within the Trust.



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[Useful information](#)

[Clinical Governance Newsletter](#)

The Clinical Governance team produce a regular CG newsletter for Flexible Workers. The link to the articles will be provided to Flexible Workers in an email from NHS Professionals communications department. The newsletter provides updates on current issues within the healthcare sector and informative articles which can support you with your knowledge base and Continuing Professional Development.

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Newsletter | Issue 1

NHS Professionals

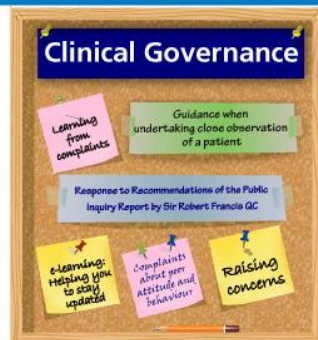
nhsp:linked get connected

Welcome to the first edition of NHSPs Clinical Governance newsletter, which will be published twice a year. Click on the below headings to read more:

- [Guidance when undertaking close observation of a patient](#)
- [Helping you to stay updated](#)
- [Raising concerns](#)
- [Complaints](#)
- [Learning from complaints](#)
- [One year on, the response to Francis Inquiry](#)

Best regards,

Central Communications team - NHS Professionals



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All Registered Nurses will be aware of the timeframes for compulsory revalidation to be introduced in 2015.

The current NMC Code (2008) in its revised form will be instrumental in the process of compulsory revalidation. The NMC state that The Code is: 'the foundation of good nursing and midwifery practice, and a key tool in safeguarding the health and wellbeing of the public'.

The code is available on the NMC website in a downloadable format:

<http://www.nmc-uk.org/Publications/Standards/The-code/Introduction/>

NHS Professionals wish to support RNs with the process of revalidation and will be able to provide Placement Testimonial documentation to each registered nurse which can be utilised when on shift and completed by a Trust member of staff who is senior to you as evidence of good practice.

The Revalidation Placement Testimonial documentation is provided on the NHS Professionals website on the CG page:

<http://www.nhsprofessionals.nhs.uk/elearning/Pages/clinical-governance.aspx>

NHS Professionals also suggest that Registered Nurses maintain a diary of evidenced compliments and positive feedback from patients and staff which can also be utilised as part of the revalidation process



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[Providing us with feedback](#)

[Letting us know](#)

Your feedback on how we are performing is important to us and a form is available on NHS Professionals website for use by all Clients (Trust or Flexible Worker). This feedback falls into 5 categories:

- Compliments
- Comments
- Concerns
- Complaints
- Incidents

The feedback is processed by the NHS Professionals dedicated Customer Service and Complaints Team and forwarded to the relevant department for review and action (when required).

You may wish to let us know when you are happy with the service we have provided and equally you may wish to draw to our attention something which you feel did not go well:

<https://doctorsbookings.nhsprofessionals.nhs.uk/safeguard/response.asp?action=anon&uid=submission&form=nhspl&trackid=1>

The Trust also uses this feedback mechanism to inform us when a Flexible Worker has done something exceptional. This information is passed onto Flexible Worker Human Resources, who will inform the Flexible Worker in a formal letter about the compliment (plaudit) received from the Trust. This is a valuable asset to use as part of the



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360 review for compulsory re-validation of RNs that will be introduced by the NMC from 2015.

[Issues which arise during your shift](#)

If something happens to you whilst you are on shift which causes you concern, in particular in the unlikely event that you sustain an injury of any kind, NHS Professionals ask that you inform us using the feedback form on the website as soon as possible. When NHS Professionals receive the information it will be passed to the appropriate department to deal with, this may be the Nurse Lead team or a HR advisor depending on the issue. The person responsible will contact you to discuss the issues.

We can only help you if you let us know and in the case of injury it is vital that you inform us immediately so that we can provide the appropriate support.



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Sometimes a Flexible Worker will be caring for a patient with challenging behaviours. NHS Professionals provide Conflict Resolution Training for all patient facing staff groups at recruitment, and as part of continuing mandatory training. The booklet utilised at this training provides valuable advice on how to de-escalate a difficult situation and what strategies to adopt in dealing with these types of issues.

Things you should make us aware of:

In line with NHS Professionals registration document you should inform NHS Professionals immediately should you be involved in any of the following:

- Police caution or conviction
- NMC referral
- Dismissal from a substantive post
- Safeguarding Investigation



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[Informing us of illness](#)

If you have suffered any form of vomiting bug or infectious illness up to 48 hours prior to your shift please let NHS Professionals Call Centre Know so that they can cancel the shift. We wish to support both you and our Client Trusts to provide safe and effective care to patients and therefore need to prevent any risk of passing on any form of infectious/viral illness to patients.

YOU MUST NOT ATTEND ANY SHIFT UNTIL YOU HAVE HAD 48 HOURS SYMPTOM FREE FOLLOWING ANY EPISODE OF VOMITING AND/ OR DIARRHOEA.

[Information provided by the Trust](#)

The Trust will also let us know if there has been an issue whilst a Flexible Worker has been on shift. This may take the form of a concern, a complaint or if there has been an incident involving a Flexible Worker for example the Flexible Worker becoming ill during shift.

The Complaints team will investigate the issues raised by the Trust and speak to all the parties concerned



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Safeguarding

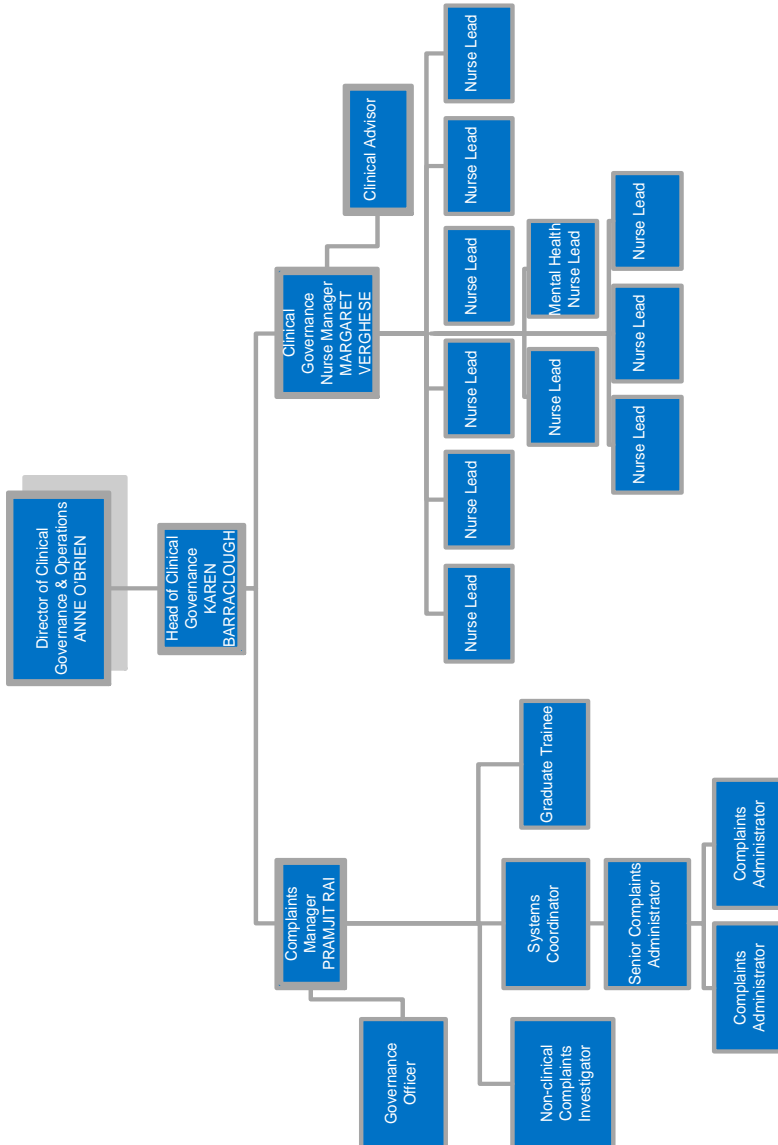
A very small number of complaints received from Trusts will be designated as Safeguarding cases and will be referred to the local authority safeguarding team. In these cases it is likely that in the first instance NHS Professionals will have to stop the Flexible Worker from booking shifts until a full discussion (strategy meeting) has taken place with social services and the Trust. In all of these cases NHS Professionals will provide you with a link person who will keep you updated on the progress of the safeguarding investigation.

NHS Professionals receive a very small number of complaints in relation to the shifts filled. To outline this in 2011 – 2012 NHS Professionals filled 1.6 million shifts in Client Trusts. In the same period complaints received from Client Trusts about our Flexible Workforce were only relating to 0.2% of that shift fill.



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[MLE Modules Available to add to your MLE Profile](#)

1. Medicines Administration for Registered Nurses
2. Early Warning Score
3. Mental Capacity Act
4. Deprivation of Liberty Safeguards
5. Mental Health Observations
6. Blood Glucose Monitoring
7. Pressure Area Care
8. Nutrition
9. Continence
10. Blood Transfusion Guidelines
11. Dealing with Telephone Abuse
12. Smoking Cessation
13. Medical Devices
14. Ward Management
15. Dementia Modules (7)

[Links](#)

Online Modules (links available on the CG page of NHS Professionals website)

1. [LearnBloodTransfusion](#)



2. NEWS Module

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[Links to NHS Professionals Guidelines available on the CG page](#)

1. [Record Keeping](#)
2. [Medicines Administration](#)
3. [Standard Infection Control Guidelines](#)
4. [Community Placement Expectation Guidelines](#)
5. [Community Induction Checklist](#)
6. [Attitude and Behaviour at Work](#)
7. [Guidelines for Flexible Workers giving feedback](#)

[Links to useful documents on the CG page](#)

1. [Re validation Placement Testimonials](#)
2. [Conflict Resolution and Breakaway booklet](#)