

# Nurse education and development at Queen Victoria Hospital





This nurse education and development brochure has been designed to give you an overview of training, courses and career development opportunities here at Queen Victoria Hospital NHS Foundation Trust (QVH).

We pride ourselves on delivering outstanding care and experiences for all our patients and their families.

To achieve this we need to ensure we have a highly skilled, experienced and caring nursing workforce.

The development of nursing is a key priority for the Trust to attract and retain the best staff and to offer amazing opportunities for all staff ranging from healthcare assistants (HCA) to senior nurses.

In the brochure we look at nursing career pathways and how we learn. It also introduces some of our inspirational staff who talk about their learning journey here at QVH and demonstrate the fantastic career opportunities we have.

At QVH the nursing team consists of registered nurses and operating department practitioners (ODP), registered dental nurses and nurse associates, assistant practitioners and healthcare assistants.

# QVH nursing aims and vision

## We put patients at the centre of everything we do:

- Care is always patient centred
- We are always open, honest and transparent
- Care is always individualised
- We listen to our patients through engagement and feedback
- We support the patient to be the decision maker.

## We are committed to continually developing our nursing knowledge and skills by:

- Supporting a career pathway from HCA to matron
- Supporting all learners in practice with excellent supervisors and assessors
- Supporting our new staff through a preceptorship programme
- Building clinical competence and confidence through the use of simulation training
- Offering clinical supervision and support to all nurses
- Supporting revalidation and personal development
- Developing leadership within the nursing team
- Celebrating our educational successes.

## We will continually improve our services for our patients by:

- Using technology to improve patient safety
- Having a strong voice in all service developments across the Trust
- Continuously reviewing our clinical practice in line with national guidance by developing nurse lead research and audit
- Developing nursing roles to reflect the changes in current healthcare to meet our patients needs
- Leading on the development of our patient and staff areas to ensure the environment is clean and fit for purpose.

## We are proud to deliver safe quality care to our patients by:

- Prioritising safe staffing levels through robust and flexible rostering
- Ensuring patients feel safe while in our care through vigorous risk assessments
- Acting on incidents quickly and transparently, always learning and reflecting
- Using audit and research to improve patient care.

## We treat patients, their family and friends and all our colleagues with respect and humanity by:

- Working within the professional codes and Trust values at all times
- Respecting equality and diversity throughout the organisation
- Promoting a culture of valuing our nursing workforce
- Adapting to our patients' needs, not expecting the patient to adapt to ours.

# Nurse education at QVH

## Why study with us?

QVH is a small, specialist hospital with an internationally recognised heritage in pioneering surgery that remains relevant today. The excellent care we deliver has been acknowledged in a recent CQC report which rated QVH as 'good' overall, with 'outstanding' care, and we have been rated in the top eight hospitals in the country in the National Inpatient Survey. We pride ourselves on our nursing teams who have a breadth of highly developed knowledge and experience in all aspects of burns, plastics, maxillofacial and corneoplastic surgery.

QVH provides an excellent learning environment which focuses on your personal and professional development. This is achieved through structured learning experiences and programmes tailored to your individual needs.

We support pre and post registration training for nurses, ODPs, paramedics, nurse associates, assistant practitioner and healthcare assistants. We have a robust recruitment and preceptorship programme for our new to role and newly registered staff. There is a fantastic career pathway from HCA to registered nurse/ODP to support staff throughout their learning journey. For all our staff there is a huge variety of learning experiences which can be tailored to their individual development needs and roles requirements.

## Our staff tell us:

- QVH provides staff with access to well-resourced high quality training, giving them the time and support to practice new skills.
- QVH has a fascinating history and an amazing reputation. Trainee nurses want to be part of this hospital and continue to maintain its amazing credentials.
- Burns and plastics have a long heritage and exceptional reputation; you cannot get this level of expertise, knowledge and training elsewhere in the UK.
- QVH has a small, friendly, family feel shown through the learning and support for all staff.





# Our education programme for all nurses

## Your career and education pathways

Although QVH is small, we do not limit your ambitions and possibilities. Our career and education pathway for nurse education ranges from Band 2 to Band 8 and is full of support and training that will prepare you well for the challenges of 21st Century nursing.

## Your nursing career pathways

This document is for guidance only which can be used to support career development.

<b>Band 2</b> Health care assistant <b>Clinical</b> <ul style="list-style-type: none"> <li>Complete Care Certificate</li> <li>Level 2 apprenticeship healthcare support worker</li> <li>Year 1 apprenticeship trainee assistant practitioner (level 5)</li> <li>Core Clinical Skills</li> <li>Role specific skills</li> </ul> <b>Management</b> <ul style="list-style-type: none"> <li>Prioritising patient care</li> <li>Managing patient workload</li> <li>Escalating issues appropriately</li> </ul> <b>Leadership</b> <ul style="list-style-type: none"> <li>Appraisee training</li> </ul> <b>CPD</b>	<b>Band 3</b> Senior health care assistant <b>Clinical</b> <ul style="list-style-type: none"> <li>Care Certificate</li> <li>Level 3 apprenticeship senior healthcare support worker</li> <li>Core clinical skills</li> <li>Role specific skills</li> <li>Year 2 apprenticeship trainee assistant practitioner (level 5)</li> <li>Year 1 and 2 Trainee Nurse Associate (level 5)</li> </ul> <b>Management</b> <ul style="list-style-type: none"> <li>Prioritising patient care</li> <li>Managing patient workload</li> <li>Escalating issues appropriately</li> </ul> <b>Leadership</b> <ul style="list-style-type: none"> <li>Appraisee training</li> </ul> <b>CPD</b>	<b>Band 4</b> Registered nursing assoc./Asstant practitioner/Dental nurses <b>Clinical</b> <ul style="list-style-type: none"> <li>Assistant practitioner</li> <li>Registered nursing associate</li> <li>Year 1 to 4 student nurse or ODP apprenticeship (level 6)</li> <li>Core clinical skills</li> <li>Preceptorship programme</li> <li>Role specific advanced skills</li> </ul> <b>Management</b> <ul style="list-style-type: none"> <li>Mentoring/coaching/supervision.</li> <li>Prioritising patient care.</li> <li>Managing patient workload.</li> <li>Escalating issues appropriately.</li> </ul> <b>Leadership</b> <ul style="list-style-type: none"> <li>Appraisee training</li> </ul> <b>CPD</b>	<b>Band 5</b> Staff nurse/Operating department practitioner/ Dental nurses <b>Clinical</b> <ul style="list-style-type: none"> <li>Preceptorship programme</li> <li>Level 6 academic study</li> <li>Core and advanced clinical skills</li> <li>Role specific advanced skills</li> </ul> <b>Management</b> <ul style="list-style-type: none"> <li>Mentoring/coaching/supervision,</li> <li>Step in to management programme</li> </ul> <b>Leadership</b> <ul style="list-style-type: none"> <li>Appraisee/ appraiser training</li> <li>Trust leading the way to include personal resilience</li> <li>Becoming an effective leader</li> </ul> <b>CPD</b>
<b>Band 6</b> Senior staff nurse/Team leader <b>Clinical</b> <ul style="list-style-type: none"> <li>Level 6 or 7 academic study</li> <li>Core and advanced clinical skills</li> <li>Advanced specialist clinical skills</li> </ul> <b>Management</b> <ul style="list-style-type: none"> <li>Mentoring/coaching/supervision</li> <li>Step in to management programme</li> </ul> <b>Leadership</b> <ul style="list-style-type: none"> <li>Appraisal training</li> <li>Trust leading the way to include personal resilience. Change management, developing and leading teams</li> </ul> <b>CPD</b>	<b>Band 7</b> Matron/Clinical specialist <b>Clinical</b> <ul style="list-style-type: none"> <li>Level 6 or 7 academic study</li> <li>Core and advanced clinical skills</li> <li>Advanced clinical skills – specialist lecturer</li> <li>Matron</li> </ul> <b>Management</b> <ul style="list-style-type: none"> <li>Mentoring/coaching/supervision</li> <li>Advanced management training to include NHS Finance training</li> <li>Managing our people training</li> </ul> <b>Leadership</b> <ul style="list-style-type: none"> <li>Appraisal training</li> <li>Leading the way advanced skills</li> </ul> <b>CPD</b>	<b>Band 8 +</b> Service clinical lead, Head of nursing/Director of nursing <b>Clinical</b> <ul style="list-style-type: none"> <li>Level 7 academic study</li> <li>Senior lecturer</li> </ul> <b>Management</b> <ul style="list-style-type: none"> <li>Level 7 or 8 academic study</li> <li>Advanced management training to include:</li> <li>Writing policy</li> <li>Influencing and negotiating</li> <li>Strategic management</li> <li>Project management</li> </ul> <b>Leadership</b> <ul style="list-style-type: none"> <li>Systems leadership</li> <li>Facilitation skills</li> </ul> <b>CPD</b>	
<b>Core skills (role specific)</b> <ul style="list-style-type: none"> <li>ECG management and recognition</li> <li>Medicine administration management</li> <li>Venepuncture</li> <li>Cannulation</li> <li>Male and female catheterisation</li> <li>Sepsis recognition and management</li> <li>NEWS2 patient observation</li> <li>Statutory and mandatory competence</li> <li>Simulation training in critical events</li> <li>Human Factors</li> <li>VTE assessment and management</li> <li>Aseptic technique</li> </ul>		<b>Advanced skills (role specific)</b> <ul style="list-style-type: none"> <li>Immediate life support paediatric and adult</li> <li>Advanced Life support</li> <li>Advanced wound care management</li> <li>Complex airway management</li> <li>Nurse led diagnostics, interventions and services</li> <li>Complex patient assessment and discharge management</li> <li>Management of burns patient</li> <li>Clinical teaching and supervision</li> <li>Management of surgical oncology patients</li> <li>Leadership and management</li> </ul>	

# How we learn

## Post registration courses

The Trust supports post registration learning for staff with our local and distance learning approved education institutions. The Trust's study leave policy clearly sets out the support and funding all staff can access. Popular courses for staff are the intensive therapy unit course, anaesthetic and theatre courses.

## Conferences and short courses

Staff are encouraged to attend conferences, for which funding can be accessed through the funding panel and QVH Charity, the hospital's dedicated charitable fund. This enables staff to network with other specialists, such as the burns network, to ensure our service meets the changing needs of our patients.

Staff can access short courses to develop their understanding with specific skills, such as lung and heart assessment for pre-assessment nurses.

Staff said ["The course has developed my pre-operative assessment and patient management skills to a higher level."](#)

## Trust specialist training and development

The Trust hosts many different study days, which are led by our specialist teams. The breast care clinical nurse specialists run a day that gives insight into breast reconstruction at QVH. It includes the history and surgical approaches for breast reconstruction, the patient's journey from choosing treatment to potential complications; and the role of QVH staff including nurse-led tattoo clinics, psychological support and physiotherapy.

The Trust supports secondment opportunities for staff to experience other services, and shadowing experience for staff to gain an understanding of different professional roles.

Staff said ["Spending the day shadowing the site practitioner was so informative. Understanding how the role works alongside mine has given me an appreciation of the knowledge and skills they have and has inspired me to in my career development"](#)

## Critical incident simulation training

Led by our simulation faculty, this multi-professional training supports staff development with critical incident management in a safe and informative environment. Investment in this area of learning continues to be a priority for the Trust.

Staff said ["Informative environment to experience complex incidents in a safe supportive way that gave me confidence in dealing with anaphylaxis."](#)

## E-learning

With a diverse workforce with different learning requirements the Trust supports education through e-learning platforms, such as clinical skills. Staff are able to access information 24/7 to support their personal development.

Staff said ["It is excellent to be able to access information at any time. This has supported my CPD and revalidation requirements."](#)

## Face to face training

The Trust supports staff to develop skills with a mixture of theoretical training in the classroom and simulation experience. Cannulation, emergency life support, and advanced wound care are just some of course the Trust provides.

The Trust supports all HCAs with the care certificate award and this is delivered in an interactive, fun way.

Staff said ["Although I have been in the role for a few years I have learnt a lot about patient centred care which I have put into practice caring for my patients"](#)

The Trust provides personal development opportunities with the accredited Leading the Way programme. Leading the Way enables staff to develop skills, knowledge and experience in a safe learning environment. This programme includes subjects such as personal resilience and conversation that count.

Staff said ["An excellent introduction to leadership and management, allowing me to think more critically using different methods/models provided at this training event."](#)

# How you can build your career

At QVH, we are interested in how you build your career and progress during your time with us. Our HCA to degree career pathway shows you the building blocks to your success and how you can upskill to deliver high quality patient care.

## From HCA to a degree career

### Care Certificate

Underpinning HCA qualification for all clinical progression routes

**Completion:** inexperienced HCA = 6 months and experienced HCA where accredited prior learning can be claimed = 1-3 months



### Level 2 Apprenticeship healthcare support worker

Entry level qualification suitable for HCA without GCSE or equivalent qualifications. Will include English and Maths level 1 if needed. Band 2 posts

**Completion:** 12-18 months



### Level 3 Apprenticeship senior healthcare support worker

Advanced HCA qualification. Will include English and Maths level 2 if needed. Minimum requirement to apply for Band 3 HCA posts

**Completion:** 18-24 months



### Level 5 Apprenticeship assistant practitioner

#### Foundation degree

**Course overview:** Attend university 1 day a week. Specific skills for specialist clinical role e.g. theatres scrub. No external work placements.

Minimum requirement to apply for Band 4 assistant practitioner posts

### Level 5 Apprenticeship foundation degree

#### ENTRY CRITERIA

Manager support - 6 months in department, Care Certificate, level 3 qualification (A level, BTEC Level 3, apprenticeship level 3, NVQ 3) english & maths (Level 2 or GCSE Grade C or above)

**Completion:** 2 years

### Level 5 Apprenticeship nursing associate

#### Foundation degree

**Course overview:** Attend university 1 day a week. Broad based general nursing skills. 23 weeks work based placements

Minimum requirement to apply for Band 4 nursing associate posts



### Level 6 Apprenticeship ODP

#### BSc Hons ODP

**Course overview:** University attendance. Specific ODP training with placements. Minimum requirement to apply for Band 5 ODP posts.

**Completion:** 48 months. Reduced to 18-24 months if holds Foundation Degree (tbc)

### Level 6 Apprenticeship BSc Hons

#### ENTRY CRITERIA

Manager support - 6 months in department, 2 A levels or other Level 3 qualification (NVQ, BTEC 3 or apprenticeship level 3), english & maths (Level 2 or GCSE Grade C or above)

### Level 6 Apprenticeship nursing degree

#### BSc Hons Nursing

**Course overview:** University attendance. Nursing skills and placements. Minimum requirement to apply for Band 5 nursing posts.

**Completion:** 48 months. Reduced to 18 - 24 months if holds Foundation Degree (tbc)

For more information please email: [qvh.apprenticeships@nhs.net](mailto:qvh.apprenticeships@nhs.net)

### Further information

**Care Certificate:** All staff undertaking apprenticeships must complete the Care Certificate. Highly experienced staff or those who already hold a Level 2 or 3 clinical healthcare qualification may complete the Care Certificate self-assessment to reduce the amount of course work.

**Career progression pathway:** Steps in the pathway can be omitted by staff who meet the entry criteria to start at a higher level. E.g. staff holding 2 A levels and Maths and English GCSE may be considered for Level 6 degree apprenticeships. Completion of a qualification does not automatically lead to career progression. Staff with the required level qualification will be eligible to apply for vacancies within the Trust.

**Please note:** Prior to applying for career development an appraisal discussion is required.



# Pre-registration students

QVH supports students from different professional backgrounds and approved education institutions (AEIs). Student paramedics have placements to develop skills with difficult airways and burns management. The Trust supports student operating department practitioners (ODPs) as their main base of learning. Nursing associates and assistant practitioners train at QVH, experiencing a wide range of specialist skills. Pre-registration nurses have placements at QVH throughout their training. QVH supports return-to-practice students in both nursing and ODP, and supports both EU and non-EU nurses through the adaptation and registration processes.

## Courses

Case study: Lucy, return to practice nurse

Case study: Daniella, access to nursing course

“ Everybody has been so welcoming and helpful, I have made some great friends and had a really good induction to the different areas of the hospital. ”



## Lucy return to practice nurse

### Why did you choose QVH?

I chose QVH as it's a small hospital local to where I live.

### What course are you doing or have done?

Having been away from nursing for 16 years I decided to work as an HCA in recovery before starting my return to practice (RTP) course at Brighton University. My RTP placement was for four months in the critical care unit (CCU).

Having let my registration lapse 16 years ago, the RTP course brought me up to date with current practice within the NHS. The caring and compassionate side of nursing quickly returned but the challenge was in the changes in paperwork, documentation and legislation. My years of experience previously as a senior nurse enabled me to reflect on changes in the present nursing role.

I have been welcomed into the recovery team and my confidence has grown with the positive feedback I have received from both staff and patients.

### What makes QVH special for you?

QVH is a special place to work; with such a small workforce it is easy to get to know people. The recovery team especially have been so warm and welcoming to me. I have been so supported and I feel part of the team. My requested hours of work have been facilitated by being on the nursing bank with regular rostered shifts, and I feel I am valued and included within the team.

### What's the next stage for your learning / career development?

I am at present enjoying my new found confidence and have completed a year with the recovery team since

regaining my Nursing and Midwifery Council registration. I have successfully completed all the competencies for working in the area and am enjoying the challenges and new learning opportunities that arise during the working shift. Having been in a very senior position earlier in my nursing career, I am at present very happy to stay as a band 5 staff nurse. I never believed I would return to nursing when I left all those years ago but QVH has given me the opportunity to return to the job I initially trained to do and has enabled me to rekindle the love of my nursing role. Who knows what the future holds but I am so pleased I took the chance to return and maybe in the next few years I will decide to apply for a more senior position within QVH as I cannot imagine working anywhere else.



# Daniella

## healthcare assistant

### Why did you choose QVH?

I chose QVH as it stood out the furthest to me because of its proud heritage and as it's renowned for the life changing reconstructions it provides, as well as the rehabilitation services. The care at this hospital is outstanding and the friendliness and warmth from the staff made me realise that this hospital was for me.

### What course are you doing or have done?

I am currently undertaking an access course at Lewes College, alongside my part time employment at QVH. I have also completed the Care Certificate within my work setting, both of these have helped me to further my

knowledge and experiences and have improved my skills whilst working as a healthcare assistant.

### What makes QVH special to you?

QVH is known for its unique surgeries and treatments and makes this a truly special hospital to work at. Working on the surgical ward, I have had the opportunity to care for patients who have received phenomenal surgical procedures and I have taken pride in delivering aftercare for them.

### What's the next stage for your learning/career development?

In September, I will begin my two year nursing associate course within QVH and Brighton University. I am excited to further my career and to take on more responsibilities. I look forward to supporting the nurses and providing extended care for all our lovely patients.

Since the launch of this brochure in 2019 Daniella has started her Nursing Associate apprenticeship at QVH.

# Newly-registered nurses

Newly-registered nurses at QVH benefit from our unique education pathway that is specifically designed to support their continued clinical development and enhance their workplace wellbeing.

## Courses

Case study: Yasmin, nursing associate

Case study: Steve, newly qualified ODP



# Yasmin

## nursing associate

### Why did you choose QVH?

I chose QVH due to its excellent reputation for burns and plastics care, this is something I have a great interest in. I am originally not local to QVH but I had heard of the exceptional care that it delivers.

### What course are you doing or have you done?

I very recently completed a foundation degree in Health and Social Care Practice, the Nurse Associate Apprenticeship. This is a new course and a new role within hospitals, it was created to bridge the gap between Health Care assistants and Nurses. I am fortunate enough to be in the cohort who are the first in the South of England to qualify, it has been an excellent opportunity.

By completing this course I was able to continue to work full time alongside my studies, as well as having constant learning opportunities due to being at work for 30 hours a week.

### How has the course or role made a difference to you as a nurse and to patients / colleagues?

Previously I worked within the community giving care to children with complex care needs, I have always wanted to further develop my knowledge so my quality of care would be higher. By completing the Nurse Associate course I am now a valued member of a fantastic team and my patients benefit as I can apply my new knowledge and experiences to deliver more in depth care.

### What makes QVH special for you?

QVH is special to me as I am able to be part of a very talented team and it will always have a soft spot in my heart as it's the place where I got qualified and began my Nursing career.

### What's the next stage for your learning / career development?

I plan to spend the next year solidifying myself with my NA role, then I will continue on to become a Registered Nurse. Within that year I will complete my preceptorship on my unit and attend internal training courses to continue to develop my role and knowledge.





# Steve

## qualified operating department practitioner

### Why did you choose QVH?

QVH was a preferred choice to begin my healthcare career, as it was a hospital with good values I agreed with, a strong caring reputation which is confirmed consistently by staff and patient surveys and by a very good rating from the CQC, as well as having an outstanding historical background for being innovative and pioneering.

### What course are you doing or have done?

QVH has provided me with many in-house courses to increase my competence, but has also provided me with nationally recognised training from external sources too. This includes a Level 3 BTEC extended diploma in perioperative service, which awarded me with sufficient credits to then complete a BSc (Hons) degree in operating department practice.

### How has the course or role made a difference to you as a nurse and to patients / colleagues?

Completing the degree provided me with the opportunity to become a registered operating department practitioner (ODP), which allows me to apply myself more fully in the hospital, and so able to assist in more situations, whilst providing a more holistic care in comparison to my previous unregistered working role. This is benefitting staff and patients throughout the Trust.

### What makes QVH special for you?

QVH is a unique hospital, not just because it is a leading specialist hospital, but because of the caring and diverse culture that I feel has been nurtured and reinforced throughout

the Trust. The staff I have worked with throughout training have supported me and other staff to reach our full potential. The Trust clearly values and promotes education highly, and this has allowed every motivated person to undergo career progression with a clear and supported learning pathway, which is another of QVH's outstanding qualities.

### What's the next stage for your learning/career development?

I have only recently completed my probationary period as an ODP, but I am keen to complete my mentorship training as a very next step, so I can also be part of the support network I was able to enjoy as a student of QVH. Since the launch of this brochure in 2019 Steve has been promoted to a senior ODP position in the theatre department.



# Preceptorship

The Trust supports newly registered staff through a preceptorship programme. Each department has designed a programme reflecting the service and the skills and knowledge required. In conjunction with the local preceptorship programme, the Trust delivers face-to-face training covering many areas of nursing which support the transition from student to professional. For more information about our preceptorship programme you can watch our trust video on YouTube at <https://youtu.be/ji5D9IGBRks>.

“ Being newly registered was a daunting prospect however, with the tailored preceptorship programme I was very clear as to what I needed to learn during the first few months of my employment ”

# Experienced nurses

Once you are qualified, your learning doesn't stop there. We are interested in giving you the skills and knowledge to progress in your career. QVH has supported many staff to develop within special fields, such as oncology or resuscitation, as well as staff who lead specialist services such as paediatrics and nurse led clinics.

## Courses

Case study Hannah, dental nurse

Case study Ellen, care certificate trainer

Case study: Riya, surgical nurse

Case study: Julie, paediatric matron

Case study: Shona, resuscitation lead

Case study: Danny, charge nurse corneo plastics

Case study: Elle, clinical educator burns unit





# Hannah

## dental nurse

### Why did you choose QVH?

The reason I chose to work at QVH is due to its fantastic reputation. I have always had a keen interest in maxillofacial surgery and orthodontics and working here allows me to access to both of these specialist areas.

It was well known amongst dental nursing circles that QVH is a lovely place to work, so it was an easy decision to come and join the team.

### What course are you doing or have done?

I am currently undertaking a postgraduate course in orthodontic dental nursing. I have already obtained qualifications in intravenous sedation and dental radiography.

I am also currently undertaking the Leading the Way management courses to help with my role as deputy matron.

### What makes QVH special to you?

What makes QVH special to me is the wonderful team I work with and the wonderful patients. Working within two different specialities I see a wide variety of different patients from head and neck oncology to cleft lip and palate.

Being part of this wonderful team, that helps make such a difference is a real honour. I feel very proud to work within the NHS and especially here at QVH.

Having worked my way up the career ladder I feel very privileged to be

deputy matron and am loving my role within the management team. I especially enjoy empowering my colleagues to enhance their own roles and helping support them as they have supported me.

### What's the next stage for your learning/career development?

The next step is completing my qualification in orthodontics and to continue to develop myself as part of the management team. I am looking forward to helping QVH keep its 'outstanding' reputation in the future.





# Ellen

## care certificate trainer

### Why did you choose QVH?

I chose to work at QVH after leaving Ghana more than 14 years ago. I had heard a lot of positive things about QVH and therefore decided to apply for a nurse position at the hospital. Since then I have worked in a number of different areas in the Trust and been promoted to senior staff nurse.

### What course are you doing or have done?

I recently completed a mental health course which I have been interested in for a long time as I felt this would support the patients in my care with these specific needs. Since completing

the course I now deliver mental health training for healthcare assistants as part of the care certificate training. I really enjoy teaching and mentoring other staff and have been involved with the trainee nurse associates development and the preceptorship programme for newly registered staff.

### What make QVH special to you?

I feel happy here, I have had opportunities to develop and access courses to boost my confidence as a nurse. I feel at home at the QVH which is the reason I have stayed so long.

### What's the next stage of your learning?

I am about to start my top up course to gain by BSc (Hons) in nursing practice which is supported by the Trust.





## Riya

### surgical nurse

#### Why did you choose QVH?

Out of all the interviews I passed, QVH attracted me the most. I felt, the fact that it is a small hospital would mean a closer family atmosphere. I was not disappointed. Reading about the hospital made me even more determined to join the QVH family. The history of the hospital and the pioneering surgeries conducted here, were attractive prospects I wanted to be a part of.

#### What course are you doing or have done?

Recently I have completed my tracheostomy care competency. It helped me develop skills and confidence to look after patients with acute needs and made me better equipped to provide airway management.

#### What makes QVH special for you?

Since the day I joined this hospital a year ago, I have received nothing but warmth. Every member of the hospital is cordial and welcoming. I always feel that the opinion of every individual in the hospital is respected. There is a respect for each other and a helping nature that is embedded in the work culture of this institute, that despite your differences you are inspired to follow. Our training and education department is approachable and work with us, encouraging us to take the next step and update our knowledge. The management and the education department are keen to ensure all staff are trained and have opportunity to work to the best of their potential. I feel a pride in being a member of QVH and in future would like to take up any opportunity that comes and maybe use

my nursing and teaching qualifications to train and educate nurses.

#### What's the next stage for your learning / career development?

I would like to take up more mentorship roles and get more specialist trainings to expand my knowledge and career opportunities.



# Julie

## paediatric matron

### Why did you choose QVH?

I chose QVH because it is a lovely hospital with a great reputation in the burns care field. The surgeons are skilled and the team around the patient are dedicated and hardworking. It is a small hospital and site but it receives the highest praise from the patients and families so I can be confident the staff give their best care possible. I am closer to my family who live in Sussex, which is an added bonus.

### What course are you doing or have done?

The education I have accessed as a nurse has been exceptional. I have completed my mentorship training, my high dependency care of the child training, my BMed Sci in health practice development in intensive care of the child, the emergency management of severe burns course, and several management courses and practical training in areas such as topical negative pressure wound therapy.

As part of my role as ward matron, I am the educator for Peanut Ward

and teaching is part of my role. I am an instructor on the emergency management of severe burns (EMSB) course and travel all over the country to teach burns care. At Brighton University I teach the nursing students about burns. I also teach burns care, topical negative pressure wound therapy and drug administration on Peanut Ward. I enjoy this part of my role because I can give other nurses the knowledge and skills I have learnt over the past 20 years and they can use this to improve their practice and then pass this on to others.

### What makes QVH special to you?

I originally trained and qualified with a diploma in Paediatric Nursing in 1999 from Canterbury University College. I wanted to gain wider experience in children specialities by moving to a specialist children's hospital and I worked at Sheffield Children's Hospital (2002-2004, 2006-2017). It was at this time when we had several children with severe burns admitted to PICU. I was fascinated by the care needed and the outcomes of these children. To improve my knowledge I worked for a year at Manchester Children's Hospital Burns

Centre (2005-2006) and completed the EMSB course.

I then returned to Sheffield and ran the regional burns unit there from 2008 until 2017.

Working at QVH with its history and reputation for innovative burns care makes me proud to be a burns nurse here. Moving to QVH allowed me to consolidate and use my wealth of paediatric burns knowledge to deliver exceptional care to our children, from all specialities. I feel QVH is a supportive, friendly trust that allows the nurses to do what they do best and to develop themselves throughout their time here.

### What's the next stage for your learning / career development?

Moving forward I am hoping to study at Brighton University this year to be able to become a non-medical (nurse) prescriber for children at QVH. This will improve the service we can give to the children and their families.



## Shona resuscitation lead

### Why did you choose QVH?

I started work at Queen Victoria Hospital when I was 18 as a healthcare assistant. I knew I wanted to work within healthcare but was not sure of which area to specialise in. As QVH was my local hospital I thought it would be a good place to start. I began my career in theatres. I enjoyed working as a healthcare assistant so was offered the opportunity to begin my training as an operating department practitioner. This meant I attended London Southbank University and achieved a Diploma with Merit in Operating Department Practice.

### What course are you doing or have done?

Throughout my years at QVH I knew I wanted to help teach the new students and mentor junior members of staff. To achieve this I completed my mentorship course and also became part of the simulation team. By participating in simulation and working as part of this team it has expanded my knowledge and skills and enabled me to develop as an educational lead for the Trust.

I then completed my advanced life support course. The skills I developed from attending this course have increased my knowledge and confidence in an emergency situation. This in turn has enabled me to offer advice and support to other members of staff and offer the best level of care to patients.

### What makes QVH special to you?

My colleagues are what make QVH special to me. The continual help and support has enabled me to progress throughout my career.

### What's the next stage for your learning / career development?

As I have become the resuscitation lead for QVH, I hope to continually develop my skills surrounding resuscitation and hope to build a team of link practitioners to support and train other members of staff in the Trust, whilst delivering excellent patient care.





## Danny

### nurse specialist corneo plastics

#### Why did you choose QVH?

I am proud to be part of the QVH family. This is where I was given opportunities to develop my potential as a registered nurse. I was supported and motivated to learn and achieve what I wanted to be through training and education. I started as an adaptation nurse then became staff nurse, charge nurse, ophthalmic nurse practitioner then ophthalmic nurse clinical specialist. I am also a mentor and assessor and an independent nurse prescriber.

#### What course are you doing or have done?

Currently, I am having in-house teaching, training and education and I have completed training to successfully run a nurse-led clinic on cataracts (pre and post op), dry eyes and YAG laser

capsulotomies. I have also successfully completed a non-medical prescriber/ independent nurse prescribing course.

#### How has the course or role made a difference to you as a nurse and to patients / colleagues?

Delivering a nurse-led clinic and becoming an independent nurse prescriber are lifetime learning experiences and achievements for me. They provided me with self-fulfilment, professional growth and development opportunities. They make a huge difference to patient care and staff experience by reducing patients' waiting times, freeing doctors for more complex cases, generating productivity and additional income for the Trust. They also provide inspiration and encouragement to others.

#### What makes QVH special for you?

QVH is special for me as it has opened doors to good opportunities that in turn helped me to develop personally and professionally as a registered nurse. QVH provided me with encouragement, support, acknowledgement and recognition.

#### What's the next stage for your learning / career development?

Aside from enhancing my role as an ophthalmic nurse clinical specialist and delivering a nurse-led clinic on cataracts (pre and post op), dry eyes and YAG laser capsulotomies, I would also like to continue training on how to see and examine stable glaucoma and ophthalmic emergency cases.



# Elle

## clinical educator burns unit

### Why did you choose QVH?

Prior to starting my adult Nursing degree my background had been as a medical secretary. Upon commencing my degree, I was lucky enough to start as a medical secretary on bank at QVH. I also became involved with a plastic surgery consultant trauma outreach service. This enabled me to combine my studies and gain valuable experience within the hospital. My love of burns started when I undertook a placement on the unit in Year one of my studies, so much so, that I completed my management placement there too. After qualifying I commenced work on the Unit in 2017. During my time here, I have worked my way up from a Band 5 and 6 to my current role as clinical educator. I have a passion for burn care and enjoy the complex needs of our patients and our holistic approach

### What course are you doing or have done?

Towards the end of last year I completed my emergency management of severe burns (EMSB) which has supported my move into the clinical educator role and to furthermore support this move, I obtained a mentorship qualification at the start of this year.

### What makes QVH special for you?

My job at QVH is the first job, I have never dreaded coming into work. Due to the nature of our work and the patients and the time in which they may stay with us, we are able to give one to one care and build up trust with both patients and team members. I also love the autonomous nature of our role within the unit and the opportunity to learn and progress.

### What's the next stage for your learning / career development?

My next project is to enrol on the burns module at master level which is currently under development with a university. In my role as clinical educator, I hope to have some input and involvement in the development of this course.



# Post-graduate courses

There are many opportunities for you to specialise at QVH. Here are some of our specialist nurses who are doing their post-graduate courses or have completed them.

Case study: Pam, breast care specialist nurse

Case study: Kaisa, critical care unit nurse

Case study: Koki, theatre nurse

Case study: Amy, simulation lead



# Pam

## breast clinical nurse specialist

### Why did you choose QVH?

I knew when I qualified I wanted to be a surgical nurse. I am local and was aware of QVH's fascinating history and amazing reputation. I wanted to be part of this hospital and continue to maintain its amazing credentials.

### What course are you doing or have done?

I have done pretty much every relevant course and site-specific study day available to me. Continuing my personal development is extremely important to me and even though it is a nerdy thing to say, I am a bit of a swot and like to study! I have my adult nursing diploma from University of Surrey, a specialist degree from Brighton University and have completed a relevant breast course at the Royal Marsden Hospital at Masters level.

### How has the course or role made a difference to you as a nurse and to patients / colleagues?

The courses have ensured I am up to date and make sure I have the ability to offer accurate and appropriate advice to my patients.

As a Clinical Nurse Specialist (CNS) it is vitally important I am well-read and accurate about my subject matter (breast reconstruction).

### What makes QVH special for you?

QVH will always be special, as we are a small trust. Knowing all your colleagues, where they work and what they look like, makes it easy to have excellent communication and creates fantastic teamwork across the site and departments. This then becomes normal practice for us all.

### What's the next stage for your learning / career development?

As we look after such a massive cohort of patients, time is precious and in short supply so seeking other relevant modules at Masters level can be difficult. However, it is always my goal to be as up-to-date as possible. I will aim for regular courses to maintain this.



## Kaisa critical care unit nurse

### Why did you choose QVH?

I came to work at QVH about six years ago due to its longstanding history in burns care (my speciality) but the reason why I've stayed for so long is that it is a lovely place to work. I still remember my first day here, coming from working at a very busy London hospital; a random staff member greeted me in the hospital corridor. I remember thinking 'this is what it's like here, people actually say hello to each other?!' At QVH we aim to give our patients the best quality of care. Although we are very busy at times, it is nice to work in a hospital that encourages you to give the highest quality of care.

### What course are you doing or have done?

I am doing an ITU course next March which I am really looking forward to. The course will allow me to increase my knowledge even further on intensive care and ultimately help to provide even better care for my patients. It will also open more opportunities for me to further my career.

### What makes QVH special to you?

QVH is the nicest hospital I've worked at in the UK and we have a lot of staff that have stayed with us for a long time. That says something! I've heard from other nursing colleagues their employers aren't as flexible with allowing part time work for mothers which is a real shame, but just shows how great QVH is. I wouldn't be able to work any more hours so if this

was not an option, I would have to give up work completely and just be a stay at home mum. At the moment this arrangement works very well for my family; my husband looks after the kids one day a week and they know as well that mummy has to look after sick people. Plus, I get to talk to adults at work!

### What's the next stage for your learning / career development?

My future aspirations are to stay at QVH and once my children grow older the sky's the limit. I will quite easily see myself as a permanent member of staff at QVH until retirement. We have so many different nurse practitioner roles available there's always something else you can do if that's what you wish.



## Koki

### theatre nurse

#### Why did you choose QVH?

I had a promotion opportunity within my specialist field of theatre nursing.

#### What course are you doing or have done?

I have attended numerous in-house courses organised at QVH particularly relating to patient care within my specialist area of breast and skin oncology. I am also developing my leadership skills on the Leading the Way programme, which contains a number of key courses that support my understanding and ability to lead teams within my service.

#### How has the course or role made a difference to you as a nurse and to patients / colleagues?

It has improved my leadership ability and understanding of complex cancer care to support my delivery of better patient care.

#### What makes QVH special for you?

It is a friendly work environment.

#### What's the next stage for your learning / career development?

To prepare myself for further promotion opportunities and the Trust is supporting me to top up my nurse qualification to a degree level.

Since the launch of this brochure in 2019 Koki has been promoted to the band 7 team leader for plastic surgery in the theatre department.





## Amy theatre simulation training lead

### Why did you choose QVH?

I have worked at Queen Victoria Hospital for nine years. I came to the trust to undertake my operating department practitioner (ODP) training on a secondment. I love QVH as it has a fantastic history and became world famous for its pioneering burns and plastic surgery, and also has an excellent reputation for supporting student development.

### What course are you doing or have done?

During my time at QVH I have consistently worked on developing myself professionally which has led

to me becoming an advanced theatre practitioner and now a clinical specialist lead for maxillofacial surgery

### How has the course or role made a difference to you as a nurse and to patients / colleagues?

I am a qualified mentor supporting students, new starters and fellow work colleagues. I am the lead ODP for delivering in-situ critical incident simulation training to theatre staff. Running the training in-situ ensures that in the event of an actual emergency, staff are familiar with location, layout and protocols essential in time-critical emergencies. I am proud of what we have achieved and plan to

develop this further, facilitating training being delivered in all areas of the Trust.

### What's the next stage for your learning / career development?

I am enjoying new challenges as a team leader and I am keen to develop my management skills further.



# Apprenticeship

The Trust supports a number of different apprenticeship programmes, including level 2 and 3 senior health care worker, level 5 nursing associate, ophthalmic assistant and assistant practitioner foundation degrees. We also support ODP and nurse degree apprenticeships programmes.

Case study: Toni, trainee nursing associate

// The course is helping me to have a broader my understanding with a variation of health issues, as well as appreciation for different areas throughout the hospital with my experience of my placement and spoke experiences. //



# Toni

## trainee nursing associate

### Why did you choose QVH?

I chose QVH as it offered professional training and the heritage and reputation of the hospital appealed to me. I also wanted to start my career in the NHS moving away from the private sector.

### What course are you doing or have done?

I recently achieved a level 3 diploma in health and social care which helped me to apply for the trainee nurse associate programme at QVH.

The course is helping me to have a broader understanding of various health issues, as well as appreciation for different areas throughout the hospital using my experience of external training placements and spoke experiences.

### What makes QVH special to you?

QVH is special to me as we are a specialist hospital that deals with burns and offers an alternate understanding of specific medical conditions. My dad was in the Army and so the historical attachment of this

hospital for the treatment of the Guinea Pigs is something that is close to my heart. The wealth of knowledge from all our clinical staff still overwhelms me to this day and I'm proud to be part of this.

### What's the next stage for your learning / career development?

On completion of my apprenticeship, I want to go on and complete the additional nursing apprenticeship.

Since the launch of this brochure in 2019 Toni has successfully completed her course and is now a registered nursing associate on the children ward.



## George

### ODP apprenticeship

#### Why did you choose QVH?

After considering other hospitals, I chose QVH because I aspire to be an ODP in the future, and one of QVH's key priorities is the development of nursing. I also believe the team at QVH will always support me to have an outstanding practice..

#### What course are you doing or have done?

I am currently enrolled in an ODP apprenticeship. This is a brilliant start in what I aim to be a very long career in healthcare.

To take part in the apprenticeship it was required that I had completed my care certificate, QVH happily supported me and helped me achieve this.

#### What makes QVH special to you?

What makes QVH special to me is the outstanding staff that I have the pleasure to work with. Due to QVH being a small hospital you are able to meet other departments which makes the hospital more of a community, having this environment helps us provide an outstanding level of care.

#### What's the next stage for your learning / career development?

My next step is to complete my ODP apprenticeship, after that I hope to take on more responsibilities within theatres to become more skilled in my current area. Later I hope to work extra shifts in other departments so that I can not only be competent in multiple areas of the hospital, but also be able to better understand the hospital as a whole which will hopefully improve my practice..



## Meet the practice education team

The practice development team consists of experienced, passionate and innovative nurses from across the Trust.

The purpose of our multi-professional team is to ensure we support the development of our nursing teams to have the skills and knowledge to proficiently provide excellent patient experience and care, all the time and every time.

We meet on a regular basis to drive forward the nurse training and development agenda.

### How to get help and more advice

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