



Ellie Thirkeld, 1st Year Pre-registration Adult Nurse

By 2015 the Nursing and Midwifery Council would like nursing to be an all degree profession. I believe this will provide nurses with a greater foundation of knowledge and understanding of patient needs and equip them with the skills required to implement positive change.

From my clinical experiences so far I am aware that it is often too easy to fall into a familiar routine and not see areas in need of improvement. I have not yet learnt formally about service improvement but I realise that this is going to be an important factor in my personal development to enable me to contribute to the on-going enhancements in the quality of care and safety of my future patients.

If I see something I would like to improve on a placement, I would like to know:

- Who would I talk to about my ideas?
 - How would I implement them?
 - Would this change be safe?
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- Would it make a difference and to whom?
 - Would it be feasible and be cost effective?
 - Are these changes sustainable?

Some of the knowledge that would assist with service improvement:

Listening to other people's experiences of care – patients, carers, colleagues
Knowing your care setting – policies, procedures, people
Personal awareness of self – strengths, style
Changing culture – breaking habits, embracing change

Tools that would assist with service improvement:



Experience Based Design



PDSA Cycle



Process Mapping

Why should students get involved?

Timing of Service Improvement learning - we are a blank canvas, it is important to learn skills early
Skill development - practice under supervision and be ready when qualified
Transferable skills - developing communication and leadership skills

What can students do?

At the forum students can benefit from insight of experienced colleagues and gain the ability to see where change is needed.

Benefits of students getting involved in International Forum on Quality and Safety in Healthcare 2009

To have fun

Influence the direction of future learning

Cross cultural awareness

Dissemination

Collaborative working

How I'd like to feel on leaving the conference

I hope to leave the forum feeling inspired, motivated and energised, brimming with fresh ideas and ready to translate the knowledge gained into effective, high quality, safe practice.

Acknowledgement: NHS Institute for Innovation and Improvement www.institute.nhs.uk

References : NHSI Improvement Leaders Guides

http://www.institute.nhs.uk/building_capability/building_improvement_capability/improvement_leaders%27_guides%3a_introduction.html
& Experience based design

http://www.institute.nhs.uk/quality_and_value/introduction/experience_based_design.html

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