

The Name of Your Service

<p>1 WTE Posts</p>	<p>List names, bands and whole time equivalents or how many hours/which days per week your service covers</p>
<p>2 Service Summary</p>	<p>This is your elevator speech! Sum up in one or two sentences what you do and why its important. Use positive and active language and think about avoiding killer phrases like “I give advice & support”!</p>
<p>3 Patient experience</p>	<p>Do you have recent patient experience work ie survey or feedback to show how the service is valued? Just put headlines here. For example “In the 2013 patient survey of 70 patients 95% rated the nursing service as good or very good” Don’t be afraid to point out any areas where capacity might have affected experience for example “in the national survey 95% of 365 patients felt the CNS answered all of my questions but only 53% felt that the CNS was easy to get hold of”</p>
<p>4 Current SWOT analysis</p>	<p>Strengths What are the strengths of your current service? High quality? Rapid access meets best practice standards? Achievements?</p> <p>Weakness What are the weakness? Lack of capacity? Spending some time doing lower band work? Could do more if...?</p> <p>Opportunities What productive things could you do more of if you had a small investment? Nurse led clinics? Teleclinics? Admission avoidance? More self-management with patients? Free consultant time? Group appointments? Teaching? Research?</p> <p>Threats What are the threats to the organisation if your service is no longer there or reduced? Quality? Poor compliance with national guidance? Increased cost of alternative?</p>
<p>5 Gap analysis</p>	<p>Educational Do you need to up skill? Prescribe?</p> <p>Organisational What do we need to make this happen? Look back at the weakness section. Is there lack of clinic space? Are their cultural issues that need to be addressed? Do you need more staff (and be specific ie 0.4 band 3 admin)</p> <p>Other anything else stopping you?</p>
<p>6 Caseload & Evidence of activity</p>	<p>Use any data you have here. This could be caseload/workload or a snapshot of activity. Pick out some key numbers/findings I you are not currently say why. Also say if you think data collection is not sensitive.</p>
<p>7 Trust wide Leadership Activities</p>	<p>It’s really important to list any activity you do that contributes to the wider nursing community of the organisation OUTSDIE of your specialist area. Are you role modelling? Setting or monitoring standards? Informal teaching? Working with ward staff on projects?</p>
<p>8 Nursing Service Key Performance Indicators</p>	<p>Here say how you know you are giving or will have given a good service. What indicators will you use now and in the future? A clinical audit against best practice NURSING/QUALITY standards? It has to be specific to your service! Perhaps patient experience work?</p>
<p>9 Best practice guidance</p>	<p>Insert here any measures or best practice guidance that your service meets or contributes to (that is evidence based)</p>

Only insert Good news-no bad news! OK to insert mixed news. This is the only place for bad news