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JVF ICU Cambridge

Empowering nurses and encouraging bottom up change through a band five forum. Daniel Harris – Staff Nurse JVF ICU



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What is a band five forum?

- Voluntary meeting of band fives,
- Paid for their time,
- Led by a band five (with senior support)
- Used to discuss issues, encouraging candour, speaking up, escalating concerns and examining different ways of working to improve patient care,
- Allows for teaching, updates and education with invited specialists,
- Platform to improve care and teamwork,
- Allows for an open and patient-centered culture through teamwork (The Kings Fund, 2013).

Plan-Do-Study-Act

To assess the effectiveness and gather feedback

Undertake anonymous feedback after the forums

Introduced one -hour of ring-fenced teaching

Nurses felt able to introduce change. Felt it was pro-active and interactive and receptive to change. But staff wanted more teaching

Conclusion

The impact of the forum

We have introduced:

- Pod Leader role,
- Admission checklists.
- Bereavement box and Bereavement cards.
- Walkie talkies for the unit to aid communication.

We have had teaching/updates from:

- Lead nurse/matron,
- Link nurses,
- Assessing psychological distress,
- SNODs.
- Bereavement care.
- CNS updates,
- Research updates,
- Literature searching.

• Feedback has been positive and evolved to the department's needs.

- Has responded to Safety Learning Reports.
- Allowed change to be directed by band fives; developing their leadership skills, empowering the workforce and motivating them.
- Ensures our unit is open, provides a platform to discuss issues and come to an appropriate solution.

References

Gluyas, H. (2015) Effective Communication and teamwork promotes Patient safety. *Nursing* Standard 29 (49):pp.50-57.

The King's Fund (2013)
Patient-centred
leadership
Rediscovering our
purpose. The King's
Fund: London.