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- Clare Cable ..... Chief Executive and Nurse Director
- Angie Henney ..... Programme Manager
- Rob Mackie ..... Research, Policy and Communications Officer
- Elaine Dee Thomas ..... Administrator
- Dawn Cruise ..... Office and Welfare Manager

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- Professor Sir Lewis Ritchie ..... Chair
- Dr Linda Pollock ..... Vice Chair
- Alan Davidson ..... Honorary Treasurer
- Jane Walker ..... Honorary Secretary
- Irene Bonnar
- David Boswell
- Hilda Campbell
- Jane Cantrell
- Dr Fiona Coutts
- Robin Morton
- Julie Wilson

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**From the Chair**

As I come up to my first anniversary as Chair of QNIS, I can look back on what has been a busy and exciting year for us all. While the team had begun 2015 in typically active style when I was appointed, the first milestone for me was the Conference in March. It was a wonderful day, with a record-breaking number of delegates, and a programme that truly justified the demand.



Meeting so many of the retired Queen’s Nurses at the Annual Gathering in June was a delight; there is such an abundance of experience and wisdom. As we move towards the reintroduction of the Queen’s Nurse title, spending time with the previous generation to proudly carry the title shows us the best qualities which a contemporary Queen’s Nurse should have.

November saw the AGM and Awards ceremony. It was a privilege to be able to present Long Service badges to so many worthy community nurses. Seeing so many smiles and the collective years of service makes what we do worthwhile, and I truly hope we are able to continue the trend of recognising more and more recipients each year. Across 2015 we awarded badges for a collective 4,000 years of community nursing. Truly astounding numbers, showing that QNIS are doing well, but also doing good.

Across my first year as Chair, the Council has seen a number of changes, both incoming and outgoing, yet the core ethos remains the same, and it is encouraging to have a positive group of Trustees with the greatest of intentions for QNIS.

Difficult decisions have had to be made across 2015, including the discontinuation of the Fellowship, but sometimes we have to set the boats out of the harbour before the tide goes out, and the future looks promising.

I have thoroughly enjoyed the opportunities from the Conference, the AGM, and from other meetings throughout the year, to be able to meet so many of the QNIS supporters who have done so much for QNIS throughout the year in helping to promote excellence, leadership and innovation.

2015 was a wonderful year for QNIS, and I am certain that this will continue through 2016. I wish the same prosperity and success to all.

Lewis Ritchie

**From the Chief Executive and Nurse Director**

Our task for 2015 was to revisit and refresh our strategy. We would like to say a huge ‘thank you’ to all of you who came to our stakeholder day last March to share your ideas about where we could add value and to the retired Queen’s Nurses who have contributed their views. Council has agreed a way ahead. On the centre pages you will find our forward plan for the next four years which affirms who we are and what we do:



We are a charitable organisation promoting excellence in community nursing to improve the health and well-being of the people of Scotland.

Our purpose is to enable nurses who work in Scotland’s communities to be the very best they can be.

The themes for our work going forward are connecting, championing and equipping: **CONNECTING people who share a passion for high-quality nursing in the community; CHAMPIONING nurses’ roles as advocates for quality health and care; and EQUIPPING nurses with the education, skills and confidence they need to help people achieve better health and well-being.**

Linked to our refreshed strategy, we have reviewed our governance structure and slimmed down our committees, mindful of the time commitment required of the many expert volunteers who have supported us for years. I would like to take the opportunity to thank all the members of our Research, Education and Advisory Committees who have given up so much of their time to support us and we look forward to working with you in new ways going forward.

The first of our priorities for action is to reintroduce the Queen’s Nurse title to Scotland and you can read more about this on page 17. We are particularly grateful to Scotland’s Gardens for their financial support which means we can create a development programme which will enable a group of pioneering community nurses to enhance their skills to really make a difference for their communities.

In terms of celebrating the work of those who are already making a difference the Creating Connections and Catalysts for Change projects are profiled on pages 7-9. All the projects demonstrate the impact that dynamic practitioners can have in enabling positive change in the lives of those they serve.

Please continue to involve yourselves in our work. Keep up with news on our website, volunteer to visit the retired Queen’s Nurses in your area or to make tea for a Scotland’s Gardens open day near you!

Clare Cable

## Hellos and Goodbyes

We have welcomed three new Trustees on board at the close of 2015:



**Hilda Campbell**

Hilda is Chief Executive Officer of COPE Scotland, has 32 years' experience in the mental health field, 28 years at management level, and was presented with her Long Service Award at our AGM in 2015.

**Fiona Coutts**

Fiona is Dean of School of Health Sciences, at Queen Margaret University, Edinburgh, where she is responsible for the leadership and management of the School for academic, research and knowledge exchange, international and commercial activity.



**Julie Wilson**

Currently head of Education and Learning for Keep Scotland Beautiful, Julie has served double terms as a Charity Trustee for several third sector organisations. Having attended a QNIS Stakeholder afternoon to discuss possible avenues of development for the organisation in the future, Julie was inspired to work with us.



**And two new members of staff:**

**Elaine Dee Thomas** has joined our busy team as our new Administrator. She is a native Welsh speaker from the Llyn Peninsula in North Wales. Elaine moved to Edinburgh following a career as an Environmental Planner. Alongside working for QNIS, Elaine is a Trainee Gestalt Psychotherapist and has a particular interest in child development, healthy attachment and personal growth. Her QNIS role involves administering our funding programmes, internal committees and external events.



**Kallum Corke** has joined us on a short term basis to provide us with some digital media expertise. With a Film and Theatre Degree from QMU and a Masters in Digital Film and Television Production from University of York, he will add much-needed expertise in developing video and digital content for our website over the coming few months.



**We have also bid a fond farewell to two long term Trustees; Julie Taylor and Mike Winter.**

After many years of involvement with QNIS, Julie has relocated to the University of Birmingham, where she is Professor of Child Protection. As well as being a Trustee, Julie was Chair of the Advisory Committee. In recognition of her contribution to our work, Julie was awarded an Honorary Fellowship in 2015.



Mike has been a Trustee since 2008, and has also served as Vice Chair. During his tenure, Mike has been instrumental in helping to modernise our work. Most notably, he spearheaded our change to a SCIO, which provided indemnity protection for our Trustees.



## Scotland's Gardens marks 85th anniversary

Terrill Dobson, National Organiser

Snowdrops and star gazing, stunning views of the Highlands, inner city allotment veg patches, scenic Scottish burns and sensory flower borders are some of the horticultural highlights in 66 new gardens opening to the public for Scotland's Gardens in 2016.

In the charity's 85th anniversary year, 440 gardens in total will be throwing open their gates as part of the scheme, stretching from Wigtownshire in the south west to Shetland in the north east. Winton House in East Lothian gets a special mention as it will open like every year bar one since Scotland's Gardens began in 1931 - at its first opening the owners raised £20 8s & 6d. Highlights of our new gardens opening in 2016 include:

- Craigengillan Estate and Dark Sky Observatory in Ayrshire opening into the evening for snowdrops and star gazing!
- Two new allotment openings - Craigentenny and Telferton Allotments in Edinburgh & West Lothian and Tillicoultry Allotments in Stirling.
- Three new villages - Boarhills Village Gardens in Fife, Muckart Village in Perth and Kinross and Kilbarchan Village Gardens in Renfrewshire – join 14 other village openings. There are also three rural group openings and one new coastal opening at Golf Course Road Gardens in Ayrshire.
- Dundee & Angus College will share the work and teachings of their horticulture students and the beautiful Crichton Rock Garden and Arboretum is opening in Crichton University Campus in Dumfriesshire.
- Auchinstarry Sensory Garden in Glasgow & North Lanarkshire, Forfar Open Garden in Angus & Dundee and The Castlebank Gardens in South Lanarkshire which are all supported by volunteers.
- Stunning Scottish Highland views from Craig Dhu in Inverness-shire, Pentland Hills views from Huntly Cot in Midlothian and a traditional glen garden with burns at Braevallich Farm, Argyll.
- The Walled Garden, Sheildhill in South Lanarkshire, a contemporary update of a 200-year-old walled garden; Easter Weens (Roxburghshire) has a beautiful pear shaped walled garden and Bridgend of Teith (Stirlingshire) is protected by a 100-year-old yew hedge.



If you're a history buff, nearly 50 gardens have opened for at least 50 years for the charity, including:

- Langwell, Caithness and Logan House Gardens, Wigtownshire will be celebrating their 75th year with SG.

Also Yetholm Village Gardens, Roxburghshire is opening for the 26th year, a remarkable achievement. Opening includes stalls, live music and cream teas.

And of course you can beat the winter blues by getting out to join Scotland's Gardens Snowdrop Festival 30 January – 13 March. Or blow your mind at Portrack's amazing Garden of Cosmic Speculation. To plan your days out to participating gardens, click onto [www.scotlandsgardens.org](http://www.scotlandsgardens.org).

In the last 3 years, over £1 million has been raised for charity by Scotland's Gardens. Forty per cent of funds go to charities nominated by each garden owner with the net remainder being donated to SG's beneficiaries who currently include the Queen's Nursing Institute Scotland, Maggie's Cancer Caring Centres, The Gardens Fund of the National Trust for Scotland and Perennial. The QNIS is our longest standing beneficiary, receiving money raised through garden openings over our full 85-year history. Please support the QNIS by supporting Scotland's Gardens. You



can help us to raise funds for QNIS by visiting our garden open days. You can also volunteer to help on one of our District committees (there are 27 districts located across Scotland), by joining a committee or just offering help for a particular garden opening day. You might even like to open your garden!

**Visit our website [www.scotlandsgardens.org](http://www.scotlandsgardens.org) or contact our office on 0131 226 3714 to find out more about how you can help.**



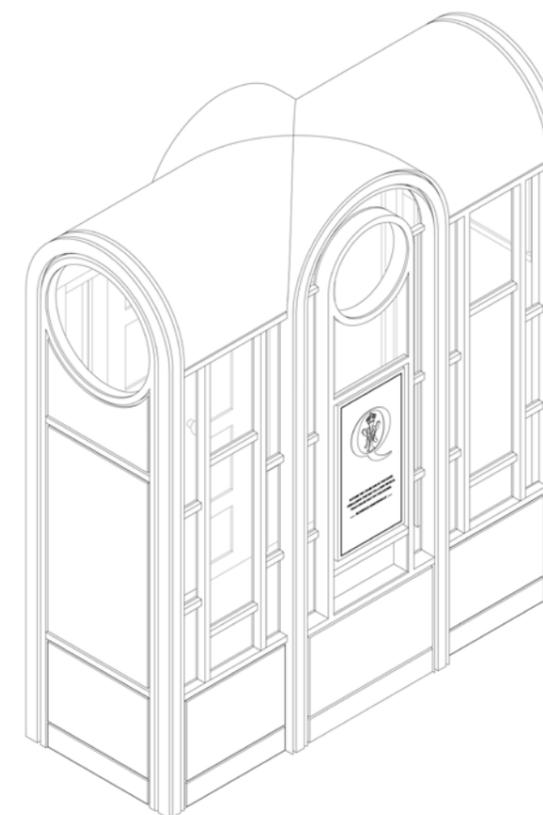
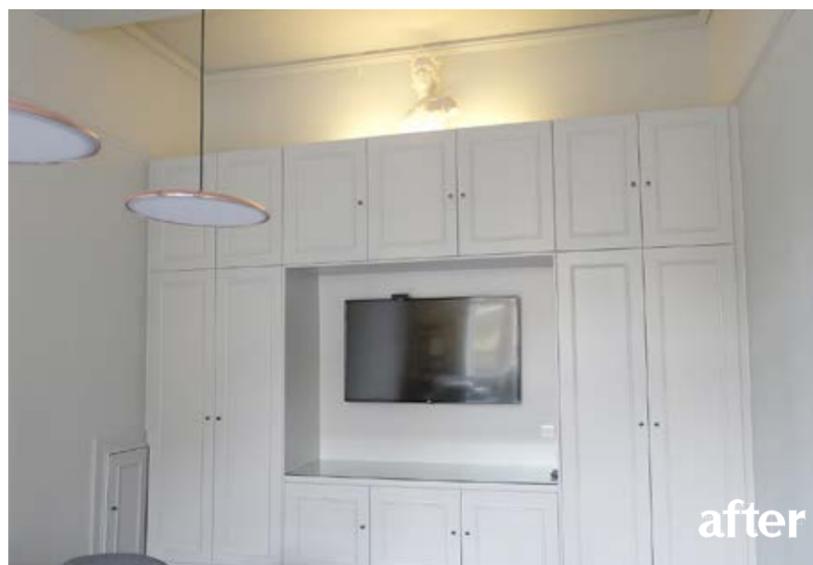
# Office Refurbishment

Over the last few weeks of 2015, and the first of 2016, the QNIS office has been undergoing a refurbishment. It has been a number of years since Castle Terrace was last decorated, and it provided an opportunity for a much-needed modernisation of the office.

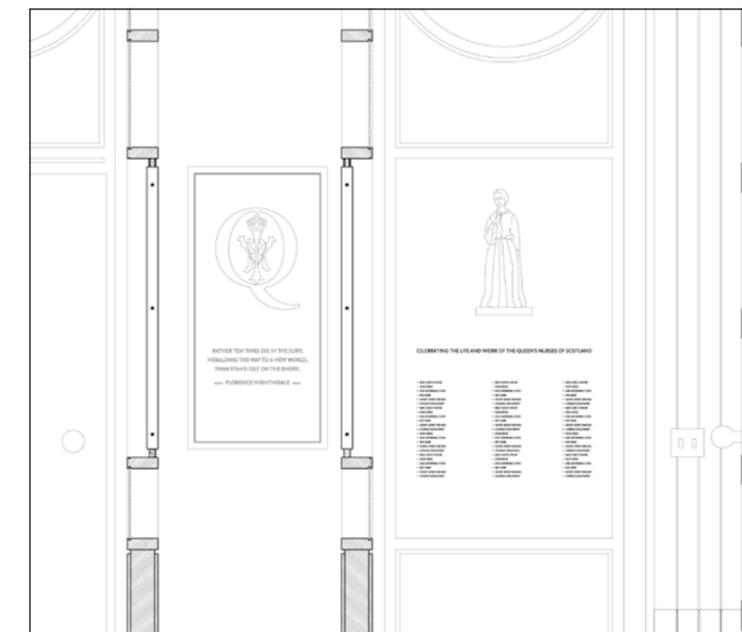
Once all the work is completed, we will have the ability to videoconference, allowing for increased involvement from people across Scotland, the UK and beyond. The new technology will also allow networked file sharing and reduce the amount of paper used for meetings. The screen is incorporated into a new storage unit in the boardroom, which has also provided a new illuminated platform for our treasured bust of Queen Victoria.

In the main office, all the desks are now in one large central island, allowing for more space around the office. Storage has been streamlined to ensure that only the essentials are kept onsite!

Our walls are still bare, awaiting pictures, both old and new, which we will put up once all the 'snagging' is finished. As part of the master plan, it is intended to create a museum wall in the boardroom, to give our visitors a small taste of QNIS's extensive history. We have also added a large decal to the main window, featuring our logo – and it is clear how much more noticeable we are now.

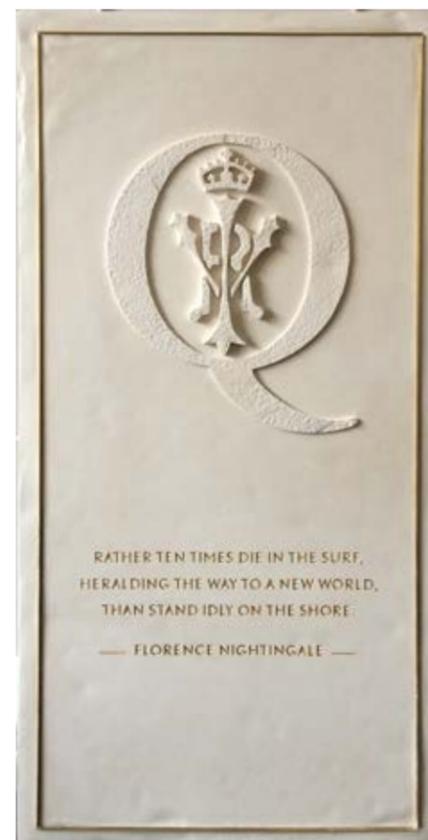


## Plans for our modified vestibule and the Celebration Wall



One of the most important parts of the project is our new celebration wall. Kindly donated to us by architect, Roz Barr, whose mother, Averil Barr, was a Queen's Nurse in Ayrshire, this wall is designed to celebrate the life and work of the Queen's Nurses. It is the focal point of our new vestibule which has also been designed by Roz. After discussions with the Queen's Nurse Visitors at the Welfare Committee, we would like to invite any Queen's Nurse to add their name in return for a donation to the work of the Institute. We are aware how important Castle Terrace is to Queen's Nurses, whether they trained here or not. The Welfare Committee considered that the opportunity to be remembered in the building would be appealing to many retired Queen's Nurses or their families.

If you would be interested in having your name added to the celebration wall, please get in touch with Dawn Cruse at [dawn.cruse@qnis.org.uk](mailto:dawn.cruse@qnis.org.uk).



## WEBSITE AND SOCIAL MEDIA

This year, we have made a valiant effort to increase our social media output, in an effort to reach out to more people. We try to vary our output, including updates on QNIS activity, advances in policy and best practice and anything else we think might be of interest to the wider nursing community.

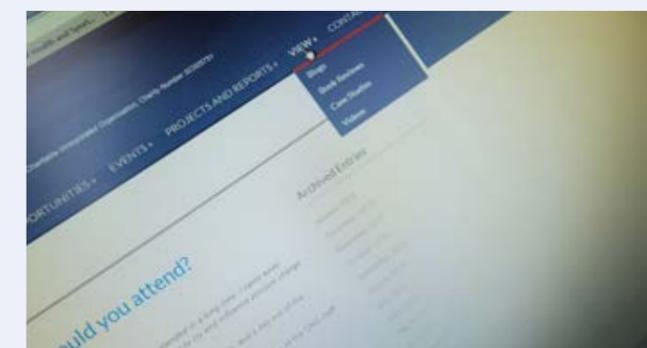


Since last year's conference, our **Twitter** following has grown exponentially, and we have now reached over 800 followers. Our aim is to reach 1,000 followers by the end of March, so if you aren't already following us, please do so, you can find us at [@QNI\\_Scotland](https://twitter.com/QNI_Scotland).

We have also been increasing our output on the website. Our new 'Castle Terrace View' provides a slightly different approach, featuring blogs, videos and book reviews.

'Blogs and case studies' is intended to provide a little insight into what we at QNIS do, along with a look at what is going on in the wider world of nursing. We aim to upload two blogs a month, on the second and fourth Fridays, on a number of different topics. We have recently added the ability to comment on our blogs, and hope that this will promote positive debate with a friendly atmosphere.

'Our videos' is an area we are looking to move into, providing short, sharp videos of nurses in action, talking about their education, their project or their role. We hope that by providing different means of accessing our information and documentation, we will be able to meet a wider audience.



Finally, there is our 'book review' section. In this section, we hope to provide a little bit of illumination on some new, and some not so new, novels concerned with nursing or aspects of treatment. We started with 'Call me Sister', by one of our own Queen's Nurses Jane Yeadon, and have been adding further reviews since.

If you have recently read a book you would like to provide a review for, please submit it to: [rob.mackie@qnis.org.uk](mailto:rob.mackie@qnis.org.uk).

We are in the process of modernising our website, hoping to see some revolutionary changes. This is where we want your help. We want to know what you would like to see on our website. Do you want links to best practice, case studies and research? Discussion and comment boards? Policy updates? News from across community nursing in Scotland? Blogs and videos? Tell us what you want to see and we will make sure and provide the website that you want.

## QUEEN'S NURSING INSTITUTE SCOTLAND PROGRAMMES

Over the last 3 years, QNIS has provided over £115,000 in funding sixteen innovative projects (delivering dignity £53,431; creating connections £39,541; catalysts for change £23,000).

All of our funding calls have resulted in a large number of applications – it is heartening to know that there is an enthusiasm for leading innovative work within the nursing community. Due to the competitive nature of the Programme funding, the projects that we have funded have demonstrated excellent outputs. In addition, a recent impact evaluation highlighted how this work developed research capacity.

Individual community nurses developed specific project management and research skills, as well as softer skills such as collaborative working, negotiating and influencing. Perhaps the most important skill that emerged was ability to create networks that lead to partnerships and collaborations that can sustain practice innovations beyond the life of a project. Strong partnerships, between nurses, academics, charities and others, developed and were sustained. Managers who were involved valued the opportunity to see teams develop and change and adapt community nursing practice.

In addition to the funding, the above programmes were brought together at significant points of their work to share learning and impacts. There are huge benefits of bringing project leads together for collaborative workshops where they can share their learning and develop a supportive network, including nurses in the community, who are passionate about working in different ways for the good of the people of Scotland.

### Catalysts for Change Programme

Building on the success of our debate on nurses as catalysts for community health and wellbeing, this programme funded six projects that were chosen for developing innovative approaches, in collaboration with other agencies, focussed on addressing health inequalities.

### Towards a Mentally Flourishing School

This project was a collaborative venture including partners in education, the NHS and the voluntary sector. Pupils, staff and parents were included in planning, implementation and evaluation. By providing opportunities for school staff, external agencies, pupils and families with appropriate learning and training, this exciting project succeeded in both raising awareness of mental health issues and the capacity for staff and pupils to effectively and proactively support young people to keep themselves well in the broadest sense.

The project ensured that capacity to continue the work was created within the school through the Health and Wellbeing group and through training staff within to deliver Scottish Mental Health First Aid (SMHFA). It has also created a model that can be replicated in other schools. The stress sessions were also well received and staff identified they had improved their knowledge about how to manage their stress and look after their mental health.

The links made with the wider community resources will also be beneficial in the long run; the relationships which have been built will enable positive opportunities for partnership working in the future. From a school perspective, there has been a considerable increase in awareness of positive mental health in pupils, staff, partners and beginning to communicate it to parents.



Logo designed by a 6th year pupil at Hawick High School



### Moving On from Homeless Care Services to Community

**Moving On** is an evaluation of a Community Psychiatric Nurse-led, public and social partnering practice-based study, aimed at helping people make the transition from homelessness care services to local community networks. It brings together the Edinburgh Access Practice (NHS Lothian) with three established community services – Kirk O'Field Community Building Steering Group, Co-Co Counselling in Communities and Street Fit Scotland. One day a week for six months the CPN who is leading the project brings people together. The workshop involves a meal together and then health & wellbeing information. Street Fit Scotland takes a health assets approach - by welcoming people as they present it encourages sustainable, "protective and promoting factors to buffer against life's stresses..."

As well as evaluating the impact of the intervention on individuals, the project is enabling a community mental health nurse to develop stronger partnership links with social enterprises and local community initiatives.

### Education and support for individuals and their carers living with dementia

Set in North Ayrshire, this innovative project aimed to shift the focus of community nursing team referrals away from reactive nursing task interventions to a more proactive approach, enabling patients and their carers an opportunity to access more co-ordinated and integrated care in the community. As a result of education, the use of a workload tool and effective analysis of data, both the knowledge of nurses in the team around dementia and the number of patients with dementia on the district nursing caseload significantly increased. This is an important step towards enabling community nurses to identify and support people in the early stages of dementia.



### Committing to Collaboration, Enabling Recovery

Led by two Advanced Nurse Practitioners in Aberdeenshire, this project offered community based interactive sessions to adults with learning disabilities and mental health conditions in order to increase and enable greater understanding of how they can work individually or in collaboration with professionals to manage and maintain their own wellbeing.



Each session was led by one of the project members and co-facilitated by a mixture of health and social care and third sector staff. There were a core of regular attendees who energised the group with their enthusiasm; this was particularly memorable in that group members encouraged each other in a number of ways despite their varying levels of cognitive ability.

Seeing the penny drop, to coin an old phrase, was great; that sudden realisation of how thoughts and feelings link together and the impact of that upon how people then behave. Having individuals coming back to sessions and being able to give an examples of when they had experienced negative thoughts or that feeling down had lead them to drink more alcohol was so valuable to the groups learning.

The groups offered an opportunity to fill the gaps in individuals' knowledge that had been causing anxiety and fear and provided the chance to try out exercise machines in a safe space. An exercise group is also being set up by the visiting physiotherapist in a local residential unit.

### Women's Health and Wellbeing Project

Women involved in the sex industry are vulnerable and in need of considerable support, however they come up against many barriers that prevent them from accessing this support. These women are likely to have low self-esteem and therefore will be unable to make proactive choices in terms of their health and well-being.



The NHS and 'Another Way' worked in partnership to assess the health and welfare needs of women working within lap dancing bars in Edinburgh. By taking a partnership approach to this outreach work, they positively engaged with women, to empower them, share information and support them to access services such as health, welfare, employability and criminal justice services. Inequalities were challenged in negotiating access to the bars with the bar owners, and starting to build relationships with the women, therefore potentially improving health and social care outcomes for these women.

Funding has been secured to continue this valuable work in the short term, with a longer term aim of sharing the findings to raise awareness amongst the appropriate nursing and voluntary agencies to tackle the hidden issue of sexual exploitation of women.

### Sunday Choices

This project provided outreach workers from SACRO (Scottish Association for the Care and Resettlement of Offenders) Edinburgh to engage with people who are in Police Custody. The aim was to improve the health and wellbeing of those who have spent a weekend in custody who are in great need of support, and who would otherwise be hard to reach. The impact of this work was that vulnerable people were signposted onto services that helped to keep them safer and/or healthier by workers that they trusted – relationships were key. The interventions included Alcohol Brief Interventions and Distress Brief Interventions. In some cases, the SACRO workers engaged further with people following meeting them in the custody suite.

The Police are interested in rolling this relatively low cost work out across Lothian; the pilot project has provided an evidence base to seek further funding to expand this valuable service.



## Creating Connections Programme 2014-2016

The aim of the above programme is to support nurse leaders in the community to develop new approaches to enable people to stay well and/or deliver care in the community, designed with individuals, families and voluntary groups, in collaboration with professional partners.

### Building Safer Communities

COPE is a social enterprise based in Drumchapel, Glasgow.

This community based project had an initial focus of addressing two issues: fire safety for vulnerable groups and the development of a good neighbour/good neighbourhood watch. The learning from this pilot was used to inform and support the development of a larger piece of work to address wider community safety concerns raised by stakeholders. As a result of the funding, new connections have been made that empower people in the community to address community safety issues.



Community nursing practice has benefited from an innovative approach to shared decision making; Hilda Campbell, CEO and project lead, is sharing this learning with District Nursing students in Glasgow.

### Living with Catheters in the Community

This project involved collaboration between West Dunbartonshire Health and Social Care Partnership (HSCP) and the School of Health Nursing and Midwifery at University of the West of Scotland.



People living with an indwelling urethral catheter often experience catheter related issues, which can greatly affect their quality of life. This project explored the experience of patients, carers, community nurses and other health and social care staff in relation to urethral catheter issues resulting in callouts.

A wide variety of patient experiences were reported. Healthcare staff reported feeling confident about their roles regarding urethral catheter care, with a strong team ethic evident. However, patients and their carers reported a lack of available information about how the catheter worked, how to best manage it and what to do if something went wrong. As a result, the team developed an evidence-based educational resource focused on urethral catheters that can be used in the future to inform patients and their carers and potentially empower them to use self-care strategies.

### CHOICE – Connecting Health and social care to Offer Individualised Care at End of life

In order to deliver timely person-centred end of life care at home, health and social care workers must be able to work effectively together. Evidence from the literature and practice suggests that care can be fragmented, with issues such as poor communication leaving staff feeling under-valued.

Using innovative research and practice development models, the project team brought together community nurses, social care workers and family carers to come up with a shared vision and model for integrated person-centred care. All staff involved in the project developed significantly, and the team have already successfully sought further funding to develop the model further.



#### Vision for integrated person-centred end of life care

*Skilled health and social care staff working together, supporting each other to build a relationship with the 'cared-for person' and family and/or significant others to provide holistic care where everyone feels valued, has choice and dignity through open communication. We will work together with 'cared for persons' to assess, plan and evaluate care of their choice giving sufficient time to give streamlined, coordinated care with staff continuity to achieve a dignified death.*

### Healthy Lymphatics after Cancer Treatment

Based in the Haven Centre, Wishaw, this project succeeded in building capacity and strengthening connections between acute, community sectors and the Haven, a Third Sector organisation that opened a new centre in the grounds of Wishaw General Hospital in Summer 2015. The project piloted a new approach to delivering support to people who are at risk of developing lymphoedema (chronic swelling) associated with cancer treatment. Evidence based tools were developed to enable self-management of lymphoedema, and awareness of the condition was raised with a wide range of health professionals, including community nurses. The project developments were underpinned by a team approach and research evidence, enhancing services for people at risk of lymphoedema in an area of high social deprivation.



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## Delivering Dignity and Update

Our Delivering Dignity programme was launched in 2012, alongside our funding partners, the Burdett Trust for Nursing, with the aim of demonstrating how innovative research can protect and enhance the dignity of older people, and improve their healthcare experience.

The full report – *Telling the Story: Impacts of the Delivering Dignity Programme in Scotland* - can be found under Projects and Reports on [www.qnis.org.uk](http://www.qnis.org.uk).



### Caring Conversations; bringing Dignity to everyday practice in care homes

In Carnbroe Care Home in North Lanarkshire, staff, residents and families were actively involved in developing an educational intervention, based on Belinda Dewar's Caring Conversations model that promotes caring conversations with and for the people in the care home.

#### Where the work is up to now:

The educational intervention is openly available on the My Home Life website, and has proved very popular. The project leads continue to develop the Caring Conversations framework. A publication in the Health and Social care in the Community journal and two conference presentations, one in Toulouse, France, have effectively disseminated this excellent work.

### Raising Community Nurses' Awareness of sensory impairment; An Educational Approach

This project aimed to raise the awareness of the information, support and advice available for people with sight and hearing loss to community nurses working in the Western Isles.

#### Where the work is up to now:

As a direct result of this work, a grant has been received for a large scale Chief Scientist Office study around sensory impairment. The work was presented at a Health and wellbeing Conference, and a journal article is awaiting publication. Curriculum work around sensory impairment is now firmly embedded in the undergraduate nursing programme with nursing students participating in sensory simulation workshops prior to their first practice placement.

### Being Mindful of the Carers; Reducing the stress of carers

This project piloted a mindfulness based cognitive therapy (MBCT) programme to carers of people with dementia in Oban, and assessed the effectiveness of that programme upon their caring role.

#### Where the work is up to now:

The group have been working to embed and support the concept of mindfulness for carers in Argyll and Bute and mindfulness groups continue in the carers' centres. There are early plans to develop a mindfulness manual with Mindfulness Scotland/Carers Trust for Scotland/NHS based on the outcomes. The findings were presented at the NHS Highland Mental Health Conference, the NHS Highland Research and Innovation Conference and the Alzheimer Europe Conference. The team won the Mental Health Nursing Forum for Scotland Practice Excellence Award for Research/Evidence into Practice in April 2015.

### DRINK-Up; Promoting fluids, avoiding infections among care home residents

Urinary Tract Infections account for 53% of all infections in care homes, and have a negative impact on quality of life. This project tested the relationships between increasing fluid intake, number of UTIs and falls among older residents of a care home.

#### Where the work is up to now:

The findings from this work are being presented at a Care Inspectorate Conference on Continence in February. In addition, a community nurse has been seconded to complete a systematic review of interventions for hydration in older people living in care homes.

### Food for Thought: Enhancing mealtime experiences for older people with dementia

Set in Erskine Home, Bishopton, this project enhanced the dignity of older people with advanced dementia, by using innovative methods to facilitate their food and drink choice. The five senses were used to enhance their eating and drinking experience, and new ways were developed to guide staff in assisting the person to eat and drink.

#### Where the work is up to now:

An afternoon tea at Erskine following completion of the project enabled the successes to be shared with staff and families. On a practical level, improvements have continued to be made around mealtime experiences for residents, and Erskine has introduced a ten point meal plan to ensure residents enjoy a good dining experience. The findings have been presented at events for Dementia champions, and at three international research conferences. In addition, the results of the project have been incorporated into recent training projects for NHS Education Scotland and will inform the new pre-registration programme at UWS for 2017.

### Telling Their Story; Exploring Dignity Therapy for people with dementia

Dignity Therapy is a brief psychotherapeutic intervention that enhances the lives of people at the end of life. It gives patients a chance to record the meaningful aspects of their lives and leave something behind that can benefit their loved ones in the future.

#### Where the work is up to now:

The findings have been disseminated internationally with the project lead giving three oral papers and publications at a number of international research conferences.

## HISTORY PROJECT

As can be expected from an organisation that has operated in three different centuries, the QNIS has a quite remarkable history. We recognise that we have a responsibility to act as curators of this history, so in 2015 we took a multi-pronged approach in order to safeguard and record all that we had achieved.

Over the years, several attempts have been made to produce a documented history of the Institute; some have been more successful than others. Across summer, we decided to try and make sense of the different histories and compile it all into one comprehensive document. We employed an intern whose primary responsibility was to collate a comprehensive timeline of all that had gone beforehand. Ailish George was an Ancient History graduate from the University of Edinburgh and did an excellent job bringing all this work together.

This timeline will be adapted and an interactive version will be featured online to allow everyone access.

We have also accumulated a huge amount of interesting documentation and artefacts over the years, which we wanted to preserve. So we worked alongside the archiving team in the RCN to organise and document it all. We now have a complete registry of over a hundred years of materials: from annual reports to photographs; awards to service badges; uniforms to medical kits. Our thanks go to Neasa Roughan and Fiona Bourne at the RCN Archives for all their work on our project.

As part of the archiving process, a team of spirited volunteers dedicated themselves to capturing data from Queen's Nurse record cards. These cards contained information about the training of over 4,500 Queen's Nurses, enabling researchers in the future to see training practices and trends across the years. This mammoth task took the volunteers several months and is a fantastic asset.

These activities have unearthed some interesting anecdotes and occasions which may otherwise have gone unnoticed. For example, a series of images were unearthed from a historical pageant in 1927, attended by King George V and Queen Mary, with a variety of events and games being played by people in magnificent outfits. The pageant acted as a fundraiser for the Institute and was hopefully a success, given some of the outfits on show!

We have also been able to add to our photo archive, featuring a huge range of photos of Queen's Nurses over the years. If you have any photos from your training or practice that you think would be of interest, please let us know, we can scan photos and send you the originals back! Just get in touch via **0131 229 2333** or **rob.mackie@qnis.org.uk**



## QNIS ANNUAL CONFERENCE 2016

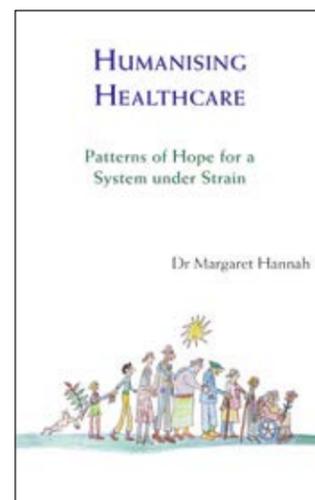
As this newsletter goes to print, preparations for our next **Annual Conference on March 17th**, are well underway. We have over 150 delegates booked in already, and it promises to be a marvellous event.

One of our keynote speakers is Jos de Blok, the entrepreneurial nurse behind Buurtzorg Neighbourhood Nursing in the Netherlands. Buurtzorg has revolutionised the care sector in the Netherlands, growing from four nurses in 2007 to 9,500 and providing care for almost 70,000 patients each year. Jos de Blok set up Buurtzorg on the principle of putting the person at the centre of their care with a focus on health prevention and team working. He is going to present to conference about the Buurtzorg Journey.

Fiona McQueen, the Chief Nursing Officer for Scotland, will launch the afternoon session. Fiona has been CNO for almost a year, but was Interim CNO from November 2014. In her short spell in the role she has progressed positive change for nursing, and we look forward to hearing what she has to say.

We will also have Margaret Hannah talking about Humanising Healthcare and Bernadette Malone on the journey so far with person-centred Integrated Care. All in all it is a high quality field of speakers, promising some interesting and inspiring content and we hope that those of you who haven't signed up do so!

## BOOK REVIEW



**Title: "Humanising Healthcare: Patterns of Hope for a System under Strain"**

**Author: by Dr Margaret Hannah (2014)**

**Publisher: Triarchy Press** (an independent publisher of new alternative thinking about organisations in partnership with International Futures Forum, inspired thinkers and practitioners who challenge us to embrace the potential of change: see also [www.internationalfuturesforum.com](http://www.internationalfuturesforum.com)).

Despite the somewhat unwieldy sub-title of the book, this text is a very readable analysis of current healthcare systems. This book was engaging from the start with the opening quote: "humankind gets people to the moon, created devices which connect us with others anywhere in the world ..... so why can't we find a sustainable model for healthcare?"

The thesis of the book is that modern medicine has lost its way, and is out of control (often delivering only marginal gains to patients). To tackle the chronic, relapsing burden of disease in the 21st Century (nearly half of all hospital in-patients are over 60 and a quarter over 75) she asserts that we need to take stock of the NHS's biomechanical thinking, its pervasive military style delivery systems, plethora of clinical specialists and 'integrated' care (which in reality is really 'additive'), which leave too many patients feeling lost and alienated.

The NHS culture needs to transform and concentrate instead on core human relationships within healthcare, its staff, and deliver person-centred care - what patients, families and communities want.

The text is well referenced and packed with examples of successful healthcare in the UK and abroad, and draws on the writer's knowledge and experience as a Public Health Consultant working in Fife. The author's ideas are supported with facts (sometimes surprising e.g. "for the first time ever in peacetime we are now facing a prospect of a generation of parents outliving their children"), and innovative healthcare projects that have been researched and evaluated as effective. Many of these were community based and resulted in improved resource use, significant cost reductions and, importantly, better patient outcomes.

She argues that refocusing on human relationships will address the greatest health crisis of our time, and lead to a complete transformation of the NHS into one that is affordable, one in which the patients have control and meaningful choices, and where staff are providers and partners in care. I recommend this book to all our readers.

Linda Pollock, January 2016



Mary Saunders was seconded from South Bank University to lead the project and she said: *"The process included the observation of District Nurses in practice across the UK, which allowed us to develop these standards based on the wide range of skills they require."*

QNI Chief Executive Crystal Oldman said: *"These new QNI/QNIS voluntary standards for District Nurse education and practice clearly place the specialist profession of District Nursing at the centre of community healthcare. It is a testament to the work of the individuals and all the key stakeholder organisations involved that we have been able to create and agree a unified vision for District Nurse practice across the UK."*

Scotland was well represented on the group, with QNIS joined by NHS Education for Scotland and the Scottish Government. Clare Cable, Chief Executive and Nurse Director of QNIS said: *"As all four countries move towards integrated health and social care, the need to articulate the role of the District Nurse and the generalist specialist skills which they bring is vital. This is a timely contribution to the conversations we are all having about delivering high quality care at home"*

The QNI and QNIS are calling for approved higher education institutions to work with their provider organisations in creating programmes based on these standards. They have been developed with the active involvement and support of the Association of District Nurse Educators (ADNE). The NMC has confirmed they will note where institutions have mapped future accreditation and validation against the new standards.

The new voluntary standards can be viewed and downloaded by visiting our website.



## Voluntary Standards for District Nursing

With health policy shifting to a community based, integrated system, the role of the District Nurse is absolutely central to high quality, person centred care.

However, the standards which define the specialist practice of a District Nurse were originally developed in 1994 by the UKCC and have not since been updated by the Nursing and Midwifery Council (NMC).

It was felt across the profession that there was a need to modernise standards for District Nurses, and the Queen's Nursing Institute (QNI) and Queen's Nursing Institute Scotland (QNIS) led a project to introduce new voluntary standards. These voluntary standards will enhance, not replace, the existing NMC standards, and will support the development of education programmes for contemporary and future practice.

QNI and QNIS established an advisory group made up of experts from each of the UK countries, including senior figures from education, commissioning, third sector, the NMC and the four governments to develop the standards. Following a consultation over the summer months, the final standards were launched in September 2015.

## FELLOWSHIPS

The Fellowship programme, accredited by Queen Margaret University, first began in 2001. Today, as we look back over its success, and ahead to new opportunities, we are honoured to have 37 Fellows of The Queen's Nursing Institute Scotland.



Cheryl Adair	Maggie Drosso	Clare Stiles
Elaine Allan	Julie Harvey	Margaret Taylor
Irene Bannerman	Karen Hemple	Margaret Umeed
Rhona Cameron	Anne McDaid	Pauline Waugh
Leanne Connell	Liz Millar	Linda Wilson
Kim Conroy	Margaret Millward	Liz Brown
Liz Cook	Liz Murray	Marion Taylor
Susan Cooper	Christine Nicholson	Sandra Muirson
Wilma Cowie	Helen Pickering	Ann McMorrow
Shona Davidson	Karen Platten	Eileen Macleod
Vivienne Davidson	Elizabeth Roberts	Diane Ratcliffe
Audrey Demetriou	Diane Sharp	

Towards the end of 2015, Council made the hard decision to discontinue the Fellowship Programme, and turn the attentions of the Institute to new initiatives. Our Fellows are proud of their unique relationship to QNIS, and we are likewise proud of their achievement. Being a Fellow has given them personal validation, a sense of achievement; career development and practice development.

This is what Dr Elaine Allan has to say about what being a Fellow means to her...



**"My path to wearing the FQNIS badge with pride"**

**- what the QNIS fellowship has meant to me.**

**Dr. Elaine Allan**

PhD, FQNIS, Post Grad Cert Research Methods, BA, HV Dip, SCM, RGN

On commencing the QNIS Fellowship at its inception, I had no notion of how much I would learn and grow from the experience. I certainly didn't imagine that I would be the first community nurse to successfully complete it. The QNIS Fellowship initiative appealed to me because I love learning. It was exciting, challenging and motivating. For me, it provided the vehicle to support my commitment in the pursuit of excellence in my community nursing role at the time. The process certainly stimulated my personal development growth and learning. I found the Fellowship to be a flexible methodological and demonstrable approach that evidenced working at a high level of performance in the community nursing workplace. My starting point was to look inwards and consider what I already perceived I knew, what I had experienced, and then move towards what I could improve upon both personally and professionally to improve the delivery of care.

In addition, the QNIS Fellowship required proof that I could work at a higher academic level through evidence based practice. For example, the academic requirements of the Fellowship encouraged consideration of the connections between theoretical aspects of practice with practical situations and experiences in the community nursing workplace. In other words, and from my personal experience, it helped me to join up the dots. This was evidenced through demonstration of innovation, skills and competencies which link into eKSF and NMC requirements. These competencies included project management, interpersonal skills (written and oral), networking & collaboration, leadership, management, research, multi-disciplinary working, international experience, negotiating, and raising money or managing budgets to support a research goal or a mission of an organisation.

All these skills have stood me in good stead throughout my career, especially as I believe the process helped to improve my ability to balance multiple tasks simultaneously, integrate the products of my work with those of others and meet the multiple demands of the NHS whilst still maintaining the ethics & integrity of the community nursing profession.

I believe that the experience collectively improved my management, leadership and innovative skills contributing to improved service delivery in the community. These skills are essential to keep honed at any time but especially during the challenging times we face today due to austerity measures. Nursing redesign whilst keeping the service user at the centre will continue to be an ongoing test of how community nursing services are delivered now and in the future.

Moreover, the QNIS Fellowship gave me the opportunity to gain experience and improve my research skills and techniques relating to the research environment and in research management. This, in turn, gave me increased confidence and self-belief, and sharpened my analytical skills, to be able to apply these skills to subsequent ventures. I later undertook and successfully completed my PhD whilst working full time.

If someone had told me that my QNIS fellowship would eventually lead to being called Dr. I probably wouldn't have believed it.

However, my experience of being a Fellow of the QNIS is about giving back too. It is about raising the profile of community nursing. I have done this by supporting community nurses through service and personal development, specifically in terms of identifying and mentoring fledgling fellows. I have also offered assistance that is multifaceted, supportive, encouraging and reached out to encourage colleagues to apply for QNIS funding to help fill gaps in services which may otherwise go unmet.

I have found that being part of a bigger group of Fellows makes me feel part of something extraordinary and unique and I am pleased to be raising their profile.

The QNIS has a long tradition in shaping and supporting excellence in community nursing through evidenced based nursing. I wear my FQNIS badge with pride.

I would like to think that perhaps if a colleague is reading this that it will inspire them to work with QNIS, and perhaps taking on the historical and aspirational title of "Queens Nurse" in the future.

## QNIS Forward Plan 2016-2020

At our AGM on November 12th, we were delighted to announce our Forward Plan, which will direct our work until 2020.

The Plan introduces our three core principles of **Connecting**, **Equipping** and **Championing** to enable nurses to be the very best they can be. These three principals will underpin everything that we do moving forwards. We retain our goal of promoting excellence in community nursing to improve the health and wellbeing of the people of Scotland.

This was a collaborative process which began back in March with a gathering of 40 of our stakeholders. Since then, we have honed and fine-tuned our priorities to create a way forward which will add value to community nursing across Scotland.




We are a charitable organisation promoting excellence in community nursing to improve the health and well-being of the people of Scotland.

Our purpose is to enable nurses who work in Scotland's communities to be the very best they can be.

**We are about:**

»» **CONNECTING** people who share a passion for high-quality nursing in the community, by

- encouraging people across generations, professions and agencies to work together
- helping nurses to stay in contact with each other to strengthen their professional identity, confidence and resilience
- working with others to share good practice and to promote nursing leadership, research, education and practice
- supporting nurses to engage meaningfully with their communities
- keeping retired Queen's Nurses in touch with one another and with the nursing profession

»» **EQUIPPING** nurses with the education, skills and confidence they need to help people achieve better health and well-being, by

- helping nurses understand how policies affect their roles and how they can bring about positive change in community nursing practice
- seeing nurses' potential and supporting them to take advantage of education and development opportunities
- making research evidence available to nurses and helping them put it into practice
- giving nurses the skills and confidence to solve everyday problems
- supporting retired Queen's Nurses with companionship and financial help

»» **CHAMPIONING** nurses' roles as advocates for quality health and care, by

- raising the profile of nursing's role in improving the health and wellbeing of Scotland's communities, particularly the most marginalised
- promoting compassionate, high-quality, community-based health and care
- developing leadership at every level
- influencing community nursing policy and practice by looking to the future and drawing on the lessons of the past
- advancing research, development and education in community nursing

Promoting Excellence in Community Nursing across Scotland

Image courtesy of NHS Scotland




We are a charitable organisation promoting excellence in community nursing to improve the health and well-being of the people of Scotland.

Our purpose is to enable nurses who work in Scotland's communities to be the very best they can be.

We have eight priorities for action between 2016 and 2020.

**We will:**

- 1 reintroduce the Queen's Nurse title to Scotland
- 2 provide development programmes and awards for community nurses
- 3 hold a major community nursing conference in Scotland every year
- 4 develop a "Community Nursing Observatory" – a hub from which nurses can access research and evidence to improve their practice
- 5 create a community nursing think-tank to shape policy on key topics
- 6 enable the fellowship of the retired Queen's Nurses
- 7 create an interactive record of our history
- 8 build an organisation which enables staff and trustees to give their best and achieve their potential

*All this will be supported by a newly designed, easily accessible website.*

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This Forward Plan is a summary of who we are, what we do and what our priorities are for the next four years. Our plan has been displayed here in full, but you will be able to find out more detailed information on our eight priorities elsewhere in this newsletter. This Plan will be the core of our work over the next five years, and we have taken great strides with many of the different strands of work.

It is an exciting, yet challenging, time for community nursing so we hope this forward plan will help us to connect, equip and champion for the benefit of community nursing.

## Reintroduction of the Queen's Nurse title

The first strategic priority in our forward plan is to reintroduce the Queen's Nurse title to Scotland. The title will be awarded to clinical leaders who can demonstrate their impact as expert practitioners. In whatever community nursing role the work, they will act as catalysts for change in the communities of Scotland:

- Demonstrating integrity, kindness and compassion whilst delivering the highest quality care to individuals, their families and carers.
- Building trust through exceptional communications skills.
- Acting as coaches, bringing others with them and making a difference in the communities they serve.
- Thinking beyond the caseload, influencing policy locally and nationally.
- Modelling a commitment to research, continuous learning and the development of community nursing practice.



**Building on a 79 year history of developing Queen's Nurses for Scotland:** Queen Victoria's Jubilee Institute for Nurses first started training Queen's Nurses at Castle Terrace in 1889. Training stopped in 1968 and we have a proud tradition and clear set of values as a foundation for contemporary community nursing excellence.

**Building on the precedent set by QNI:** The Queen's Nursing Institute (constituted as a separate charity to cover England, NI and Wales) currently has 702 Queen's Nurses. The reputation of the award means that applications have been increasing year on year without the need to advertise. There is a growing profile of contemporary Queen's Nurses and we are receiving enquiries from community based nurses in Scotland asking if they can apply for the title.

The exact nature of the QN development programme in Scotland will be shaped by those with expertise in leadership and practice development. However, its core is expected to be residential workshop/master class learning around advanced communication skills and coaching; influencing; innovation and evaluation with coaching. The work is in the planning stages. Look out for more details on the website later in the year!

### Candice Pellett OBE

*I am an experienced District Nurse with the SPQ in District Nursing and hold the Practice Teacher and non-medical prescribing qualifications. I became a Queen's Nurse with the first cohort of community nurses to be awarded the title when it was reintroduced in 2007. This has been instrumental in my career pathway as I have been invited to contribute to national policy documents over the past eight years as a Queen's Nurse.*

*Examples of my national work include membership of the Transforming Community Services Board at the Department of Health, secondment to become Clinical Lead (Nursing) on the Transforming Community Services Programme, member of the Prime Minister's Nursing and Care Quality Forum and the Clinical Nursing Advisory Group (Department of Health). Being a Queen's Nurse has given me the recognition of being an experienced "hands on" clinician at national level and I have been asked to contribute on work around palliative and end-of life care - a passion I have within District Nursing.*

*In 2014 I was awarded the OBE for "Services to Nursing and Healthcare" and was very humbled to receive this at an investiture at Buckingham Palace from Her Majesty the Queen. Later that year I was awarded The Queen Mother's Award for Outstanding Service by the Queen's Nursing Institute.*

*I would encourage any community nurse who wants to make a real difference to patients' lives to become a Queen's Nurse.*



## Values of being a Queen's Nurse

We have a proud heritage, and it is important for us to have the support of the retired Queen's Nurses as we move forwards with the reintroduction of the Queen's Nurse title in Scotland.

### We asked our retired Queen's Nurses what the title meant to them. This is what they said:

- The fellowship of comradeship... we were proud of the heritage and to uphold the standards.
- Being a Queen's Nurse makes me feel proud to be part of a nursing community that contributes to excellence in community nursing.
- To promote excellence in nursing but also to look to the future.
- Looking after the holistic needs of patients, not forgetting their family.
- In years gone by because of our recognised uniform, you would be stopped in the street for advice and help. Shopkeepers would tell you they hadn't seen so and so for a day or two.
- In the past we just thought we were nurses and the families were important and included in the care. We were taught that when we went into houses, to respect the families and their homes, and that we had no right of entry. In return we received kindness, friendship and in poor families, this was especially noticeable if they had a treat set aside for the nurse. These were the things that you did not forget and meant so much.



### It was important for us to share our plans with the retired Queen's Nurses first and find out what their thoughts were. This is what they said:

- I do not think that there have ever been nurses who enjoyed greater respect than those admirable women of 79 years ago... the envisaged title of the Queen's Nurse sounds exciting and innovative.
- The award will embrace all the qualities needed for a future nursing generation, to fulfil and meet needs in a fast-changing world.
- I am delighted to learn of the proposed exciting development.
- It is an excellent idea to recognise the quality of education and care that our nurses have worked hard to achieve and demonstrate.



### The Queen's Nurses truly are a wonderful group, and we know that they have set a high bar for the new cohort. We look forward to making them proud as we move forward with this exciting initiative.



## Long Service Awards 2015

Each year, we are always inspired and humbled by the Community Nurses who apply for our Long Service Award. To dedicate 21 years or more to the profession is an achievement worthy of celebration and recognition. These nurses who receive our award have committed themselves day after day, year after year, to providing excellent care to people in our communities and making a difference to the lives of patients and their families. This work more often than not passes by unrecognised, and we rarely stop to acknowledge the tireless contribution that is made day in day out, by staff on the frontline of practice and education.

We are delighted that our work with nurses in the community across Scotland allows us the opportunity to stop, and say a heartfelt "Thank you".



2015 saw 192 nurses receive the Long Service Award.

We travelled the length and breadth of the country to support local award events, and were lucky enough to be joined by fifty two nurses at our AGM on the 12th of November. One of the award recipients was Katherine Jamieson, a Queen's Nurse we had lost touch with over the years, who had missed receiving her award when she was still working – it was an extra special privilege to be able to present her with her green badge!

Our Community Nursing Award for Long Service is open to any NMC registered nurse who has worked for 21 years or more in a community role. This can be roles out with Scotland, and overseas and can be made up of both full and part time posts. If you would like to nominate someone for the award, or would like to apply yourself, please visit our website [www.qnis.org.uk](http://www.qnis.org.uk) for the application form and more information or email [dawn.cruse@qnis.org.uk](mailto:dawn.cruse@qnis.org.uk) to find out more.



Long Service Awards in Shettleston, Glasgow (above) and in East Renfrewshire (below). Left: Katherine Jamieson receives her Queen's Long Service Medal. The top two photos are award recipients at our AGM.



## ANNUAL GENERAL MEETING

Our AGM took place in November this year, at the City Chambers in Edinburgh. This year's AGM allowed us to welcome our new Trustees, Fiona Coutts, Julie Wilson, Hilda Campbell and Elaine Allan, whilst sadly was an opportunity to say goodbye to our Vice Chair Mike Winter, whose contribution will be missed from Council.

It was a wonderful event, with a positive atmosphere and a lot of deserving award winners. 52 Long Service Awards were awarded by our Chair, Sir Lewis Ritchie, and we also celebrated two of our student Prize Winners. We were delighted that so many nurses were able to take time out of their busy daily schedules in order to celebrate with us. A particularly poetic moment came as we gave an award to Hilda Campbell, who had just been appointed one of our Trustees

Chief Executive and Nurse Director Clare Cable started proceedings by summarising the highlights of what has been a typically busy year for QNIS before handing over to Treasurer Alan Davidson who provided an update on QNIS finances.

Another success, we are already looking forward to what we can do for the 2016 AGM.



## Finances

QNIS annual expenditure has remained at the same level over the last two financial years, totalling £370,525 in 2013/14 and £371,519 in 2014/15. Our priorities are our expenditure on Nurse Welfare, Education and Professional Development and Practice, Innovation and Research, and we have increased the proportion of our spend in these areas from 83% to 85% of our total. We have made some savings on our audit and legal costs to allow for this increase, and kept expenditure on our other overheads at a similar level. We also have costs in respect of the management of our investments, and these have also been pegged at a similar level to the previous year.

**Alan Davidson**  
Honorary Treasurer



## QNIS Academic Prizes 2015

Each year, QNIS has been delighted to offer an annual prize of £50 (undergraduate) or a £100 (postgraduate) to students attending nursing programmes in Scotland and who show the most promise in Community Nursing. This could be someone who is undertaking District Nursing or Health Visiting training or another post qualification module which enhances community nursing practice in the fields of mental health, children's nursing, occupational health nursing, advanced practice or research.

In 2015, we awarded a total of thirteen academic prizes to students at Universities across Scotland. Two of the prize-winners were able to join us at our AGM, so that their academic achievements could be celebrated. Each of the prize-winners have also been awarded with a free place at our exciting QNIS Conference.

### Undergraduate Prize Winners

Beth Cropley  
Chloe Neeson  
Gillian McRobbie  
Kara McKie  
Laura Gallagher  
Sarah Adams  
Eilidh MacDonald  
Felicity Flemming  
Sean Molloy

### Post Graduate Prize Winners

Jill Robertson  
Ruth Astbury  
Andrea Taylor  
David Stewart



Above, l to r: Ruth Astbury, Lewis Ritchie & Eilidh MacDonald  
Below, l to r: Jane Walker, Ruth Astbury, Chloe Neeson & Jayne Donaldson



## Education and Professional Development Grants

In 2015, QNIS funded three streams of Education and Continued Professional Development Grants and a total of £16,715 was awarded to individuals across Scotland.

This funded 21 Individual Education Grants, two Learning Visit Grants and one Headspace Grant.

A total of £13,920 was awarded for Individual Education Grants which were available towards a module of study towards accredited training for individuals in Community Nursing. The majority of funding went towards dissertation modules enabling nurses in the community to gain a Masters level degree.

Learning Visits provided an opportunity for community nurses to visit and shadow other professionals who are modelling new ways of working. Two visits were funded; one from the Western Isles to the Scottish Borders and one over to Sweden with a total sum of £820.

The Headspace funding stream facilitated taking 'time out' for creative reflection on enhancing team effectiveness within the organisation. This was a pioneering fund of £1,975 which enabled one team to build capacity for facilitation.

QNIS would like to give thanks to all our Education and Professional Development Committee members who helped make this possible.

QNIS is currently reviewing its professional development funding. Our website has a list of other providers of Education Grants.



## Why I Want to be a Community Nurse; Beth Cropley

My first experience of community nursing was with a Health Visiting team in an area of socio-economic deprivation in Edinburgh. I'm sad to admit that I initially went into this placement expecting it to be boring and to be 'just weighing babies' all day; however I finished this placement with an ambition to become a health visitor. It did not take me long to work out that community nursing was, in fact, challenging and exciting, with the essential requirement to use your own initiative and to adapt to any surrounding on a daily basis.

As a student nurse, my eyes were opened to the health and social problems faced by many within more deprived communities, and I became aware of the vast health inequalities experienced between different areas. This realisation served to increase my passion and desire to work as a community nurse, supporting individuals, families, and communities to improve health, social, and emotional outcomes. One particular experience of seeing a health visitor work with a young mother and support her with breastfeeding when she wanted to give up showed me the value of community nursing and the impact it can have on improving a person's health trajectory.

I believe that caring for someone within their own home offers a unique opportunity to provide true person-centred care. A person's home often tells a story, and from the moment you walk through the door you begin to get a sense of who the person is. As a community nurse you do not just get to know the person, but also their family, friends, neighbours, pets, paintings, photos, and memories. My favourite part of my pre-registration district nursing placement was the opportunity I had to build relationships with the people I visited. It was a

real privilege to be able to get to know them, understand what is important to them, care for them through their ups and downs, and learn their stories.

During my third year at university, we received a lecture on 'Policy in Practice', and for the first time I was excited about policy and the important impact that it has on community nursing practice. The Scottish Government's 2020 Vision is 'for everyone to live longer, healthier lives at home, or in a homely setting.' I believe that community nursing which has a focus on prevention and anticipatory care is key to achieving this, and it is my aspiration to become a forward thinking community nurse who will continue to work toward reaching this ambitious goal.

This year I was excited and very surprised to be awarded the QNIS Undergraduate Award. Since my very first placement and throughout all my subsequent community placements I have had a real desire to become a community nurse, so it was a great privilege to receive this award and have my enthusiasm for community nursing recognised. It was a huge encouragement

to be able to attend the QNIS conference. Particularly as a student about to qualify, it was a very motivating to be surrounded by people who really appreciate the value of community nursing and to hear from speakers who clearly had a real passion for the work they did. I hope very much that one day soon I will be able to attend a QNIS event as a community staff nurse, who works towards reducing health inequalities and offering person-centred care to all people.

**Beth Cropley,**  
University of Edinburgh



## PATRON'S LUNCH FUND AND STREET PARTY

As one of Queen Elizabeth's patronages, the Queen's Nursing Institute Scotland has been invited to attend a prestigious event in London on the **12th June 2016** to celebrate her 90th birthday. The Mall in St James's Park will be transformed to celebrate The Queen's patronage of over 600 charities.

The event takes the form of a lunch and street party under the shadows of Buckingham Palace. The QNIS has paid for a table for ten and look forward to a successful event. In order to best represent the diverse range of activities we support, there will be a variety of groups represented at our table, from retired Queen's Nurses to education grants and prize winners.



The lunch is part of a wider Patron's Lunch Fund, which will use generated income to help those charities which the Queen supports. The QNIS will therefore have an opportunity to submit a proposal to receive some of this funding for initiatives which would otherwise not be able to go ahead.

This is a fantastic event, and a wonderful opportunity to raise the profile of the QNIS. Furthermore, we look forward to developing a project which can be financed through the Patron's Fund and will help us in our charitable objectives.



# News from the Retired Queen's Nurses

Right: Christmas Lunch at the Millennium Hotel, Glasgow



Above: The Inverness Annual Get-together at the Kingsmills Hotel



Right: The Isle of Lewis Gathering

## Calls to honour war nurse

In January 2015, Dunfermline Press featured a fascinating article about a Queen's Nurse called Mary Grey from Oakley in Fife. Mary left home at the age of 25 to train as a Queen's Nurse before signing up for the Scottish Women's Hospitals. Soon after the sisters travelled to France where they made their way to Calais to work at the Royaumont Abbey Hospital. Witnesses to some of the first World War's bloodiest battles, the women worked day and night, taking care of the wounded soldiers. Sadly in January 1916, Mary died after an operation for appendicitis.

She was buried in a French cemetery, near the Abbey where she had worked. The headstone she was given is now almost illegible, and historian Alan Cummings (originally from Fife) is campaigning to have the headstone restored.

To find out more about this project, visit [www.scottishwomenshospitals.co.uk](http://www.scottishwomenshospitals.co.uk).

The Scottish Parliament is currently hosting an exhibiton featuring the work of renowned Scottish Artist, John Bellany celebrating the nurses and the wounded soldiers of the Scottish War Hospitals. The exhibition is free, and is on until the 16th April (excluding Sundays)



Some of you may have seen our special notelet packs, featuring the wonderful image of retired Queen's Nurse, Catriona Prentice, taking absolute delight in weighing a baby.

Catriona was a guest at the Inverness Queen's Nurse annual reunion in August 2015, which was marvellously organised by Angela MacDonald. The event was attended by over 40 Queen's Nurses, and our Chief Executive and Nurse Director, Clare Cable and was featured in the local press (If you are interested in attending this event in 2016, or any of our regional gatherings, please see our Queen's Nurse Diary supplement).

During the afternoon tea, Catriona shared some find memories with the group....

*"After I finished at Castle Terrace, I was getting ready to go to a District in Lochmaddy, when Mrs MacMahon told me not to stay longer than two years or I would be in with the bricks. Prior to moving north, I bought myself a Corgi pup. We both set off to the Nurse's cottage in Lochmaddy, and for the first time in my life, I lived on my own.*

*I started work with a very nice Dr Alexander MacLeod, who had delivered me in 1932. He was a great man, who had started the air ambulance service and was available 24 hours a day.*

*There were three nurses on Uist and on my day off another nurse from the west side would take over my duties. In turn, I took over the Carinish area which was quite scattered with an island (Baileshare) only accessibly by boat, or by foot across the sand. One could borrow a horse to cross - no health and safety in those days!*

*Another area, Lochportain, was only accessible by boat, and once there, I used to borrow a gents bike for my rounds. I also had a Ford Anglia, which had to be started by cranking the handle. Luckily, the Mini came out in 1961 and I got one of them!*

*As nurses were on duty 24/7, I used to leave my whereabouts with the local telephone engineer, so he would know where I was in case of phone calls. People normally called the nurse direct, and she would contact the doctor if necessary.*



*The District Nurse was very respected and was on the same footing as the Banker, Postmaster, Policeman and such like. We had a weekly table tennis night nearby and used the main hall for badminton. We also had a big dance hall in Carinish, where we went to celebrate the opening of the causeway linking North Uist with Benbecula. I had the honour of being judged the Causeway Queen!*

*I left Lochmaddy in 1962, having stayed the two years Mrs MacMahon advised! I was a most fortunate nurse to have worked there. I thoroughly enjoyed every minute of it!"*

*The event was a unique opportunity for these nurses to recount their memories of working in the very earliest days of the National Health Service. Angela said "In those days, the work was very demanding – although we were eventually given wee cars, many of these nurses would have walked miles to homes and communities without roads, to look after people. They were very much at the coal face of caring at that time".*

If you would like to attend the Inverness reunion this year, please contact the office in the first instance on **0131 229 2333**

## Cheryl MacIntosh MBE receives her long overdue Long Service Award

It came to our attention that one of our Queen's Nurses, Cheryl MacIntosh, despite having nursed for over 25 years, was never presented with the award. Two of our Visitors - Fiona Ross and Angela MacDonald – presented her with the award at The Moorings Hotel in Banavie, and the local press ran a feature on the happy occasion.

Miss MacIntosh said that she failed to receive the award when she was working, as she was a nurse manager, and that "you only did it for your staff – you didn't do it for yourself". Recalling her time as a District Nurse, Miss MacIntosh said "It was a very interesting job, and I would recommend it to anyone. It was such a happy experience to be working with families in the community, be it nursing, midwifery or health visiting. I have very, very happy memories of that time".



## Our District Nurse

WJC – 22nd March 1950 *Poem penned for Miss Mary Anderson*

In uniform of Navy blue  
She gets into her car  
And visits all the old and sick  
In and around Braemar

She rubs their sores with gentle hands  
And comfy makes their beds  
The pillows all arranged so nice  
To rest their weary heads

Up to the school to see the bairns  
Their heads, their teeth, their lugs  
At parties, picnics and sic like  
With tea, she'll fill their mugs

Cod-liver oil and juices  
For the toddlers in their pram  
On how to cure or feed them  
She'll give advice to Mam

To the Castleton Hall she goes  
On certain hours and days  
To ease the stiff rheumatic limbs  
With ultraviolet rays

Manicurist, chiropodist  
And barber too no doubt  
She brings them to this world as well  
As watch them passing out

Needles massages or dressings  
They all come in her line  
Happy smiling, cheerful  
They are always doing fine

Attending guilds and WRI  
Church meetings as a rule  
Then off to church on Sunday  
And to teach in Sunday School

Housekeeping, baking, cooking  
Her mending and her books  
Her shopping in the village  
As she hurries 'roun the neuks

She's working from morning  
Til long, long after dark  
And busy with church session  
For she's their session clerk

She goes climbing hills or hiking  
Or on a cycle run  
Skating, ski-ing, curling  
Always out for fun

Assistant to the doctor  
She drives mile after mile  
In every home she's welcome  
With her breezie-cheerie-smile

Away up in the heather  
At the foot of the Morone  
She lives there in the hospital  
But seldom she's alone

Most people are quite civil  
A few may rave or curse  
But where would our poor village be  
Without our District Nurse



Photo courtesy of NHS Scotland

### Mrs Jessie Cameron (nee MacDonald)

**Aged 84. 25th May, 2015**

Mrs Cameron was appointed to the Queen's Roll in 1954, working as a District Nurse and Midwife in Glasgow. Following her marriage in 1957, she left nursing until 1963, initially returning part time. Jessie returned to full time work in Lochaline where she worked until her retirement. She was presented with her Long Service badge in 1986, and eventually accumulated 33 years of service in the community. Jessie was greatly loved by her community, and this was evident by the great number of people who came to pay their respects at her funeral at the start of June.

### Miss Margaret Cordiner

**Aged 84. 14th August 2015**

Miss Cordiner achieved her ambition of becoming a Queen's Nurse when she qualified in Aberdeen in 1963, becoming a triple duty nurse with Banff County Council. In 1972, she was promoted to Area Nursing Officer, later becoming Senior Nursing Officer with Grampian health board. Her long service badge was presented in 1985. Proud of her nursing heritage, Margaret kept a case full of her medals, photographs and certificates. Margaret was a much loved and loving sister, sister-in-law, aunt, great-aunt and a dear friend to many. She passed away suddenly and unexpectedly at Aberdeen Royal Infirmary, on Friday 14th August 2015.

### Miss Elsie Jean Cowie

**Aged 93. 16th September 2015**

Jean was brought up on the family farm of Yonder Bogrie, at Forgue, near Huntly, one of a family of five girls and three boys. Her nursing training began at the City Hospital in Aberdeen, before moving to Bedford and then on to Edinburgh for midwifery training, and then Queen's at Castle Terrace.

Jean's career as a nurse began in Crathie, then Strathdon, Inch, where she remained for 23 years. Her final post was in Rhynie, where she remained until her retirement to Newmacher in 1982. There, she lived with her two older sisters who greatly appreciated her help and care. After they had passed away, Jean moved into Bonnyton Care Home, where she was very well cared for. She is remembered fondly by her nieces, great nieces and nephews.



### Mrs Nenee Falconer (nee Donald)

**Aged 87. August 2015**

### Mrs Margaret Ferguson (nee Gilmour)

**Aged 97. 24th January 2015**

Mrs Ferguson was born in Fife, 1917. Her life as a nurse began at the Royal Infirmary, Dundee, before completing her Queen's certificate in 1942. She was presented with her Long Service Badge in 1963, and didn't retire until 1977, having been in the community for 36 years. Mrs Ferguson was still known locally as Nurse Gilmour (having not married until later after retirement).

### Miss Innes Field

**Aged 85. 4th April 2015**

Innes Ford Field was born in Coldstream on 9 April 1932 to John and Jessie Field. The youngest of eight children, life was made all the more difficult for Innes and her siblings by the death of her father when she was only 7.



At the age of 16, Innes knew she really wanted to be a nurse, but at this age she was too young. So, in the intervening years, she joined the Royal Observer Corps and spent the intervening time plotting aircraft from all around Britain. She became a student nurse at the age of 18. She rose to be a staff nurse in Stobhill Hospital but again she needed a fresh challenge and decided to train as a midwife. Her training took place in Rotten Row Hospital. She was especially proud of the badge she and her fellow midwives wore, two snowdrops, one representing the mother and the other the baby. This was to prove the best career move she had ever made.

Most of us will have watched the television programme "Call the Midwife" and been horrified by the poverty families endured in the West End of London, well Glasgow's East end was no different. Innes delivered babies on newspapers on the floors of Gorbals tenements, and was most proud of the fact that she never lost a single baby despite the poor conditions she had to work in. The poverty she saw in some of these tenements shocked her and she was known to return armed with baby clothes and warm blankets for the other siblings. She wasn't confined to delivering and caring for the babies and children of the poor, she gave post natal care to the then Marchioness of Graham, who would go on to become the Duchess of Montrose. It didn't matter to Innes if you came from a Gorbals tenement, or a stately home. The same care and compassion was there for all. Her next move was to Drymen as the District Nurse and then on to Erskine as a Health Visitor. Her final role was to move into McMillan nursing and she was one of the first nurses appointed by ACCORD Hospice. She helped set up the Day Care facility within the old Hawkhead Hospital and then moved into nursing care in the community. Innes thought nothing of going out in the middle of the night to bring comfort to her patients and their families.

Innes will be remembered as a warm human being who loved her native Scotland. She loved nature, wild life and of course the view from her kitchen window of the hills and the bridge. She was a loving sister, special aunt and a loyal and true friend. She will be greatly missed.

*Contributed by Margot Bowman*

**Mrs Grace Fleming (nee Gilland)**  
**Aged 77. 4th December 2015**

Grace was born in London on 10th March, 1938. On the family return to live in Calderbank Airdrie, she was educated at Calderbank Primary School followed by secondary schooling at Airdrie Academy. Her nursing career started at the Homeopathic hospital, Glasgow where she worked as an auxilliary nurse until she was old enough to start her general training at Glasgow Royal Infirmary. Midwifery training followed leading to an interest in home nursing and midwifery. She then embarked on training offered by The Queen's Institute of District Nursing. Following a spell in Hamilton she was delighted when offered by Queen's a place in Glasgow on the Health Visiting course. Kilsyth in Stirlingshire was where she had the happiest of times as she carried out triple nursing duties. It was also where she met Iain who was to become her husband in 1965. Following a spell of part time midwifery at Stobhill and on research work, Grace entered retirement.



She was a committed Christian, revealed in her concern of others first, followed by care and service. Her steadfast faith and positive attitude to life, even in times of trouble, were an inspiration everyone she met. Her smile and kindness at all times, was assured. Her grandchildren Mark, Paul and Nathan were her great joy in later life.

*Contributed by Grace's cousin, Jean Shearer, Queen's Nurse*

**Mrs Rosalind (Rose) Fortune (nee MacGrath)**  
**Aged 79. 27th August 2014**

Qualifying as a Queen's Nurse out of Castle Terrace in 1962, Rose spent more than 40 years as a District Nurse in Stratherrick, Errogie, Foyers, Dores and White Bridge. She was highly respected and loved in the community by her patients, their families and her colleagues. Rose had a happy and humorous nature and was a born motivator and encourager.



Outside of nursing, Rose set up First Aid classes for the local children and involved them in fund raising to support the British Red Cross. Because Rose believed in holistic care for all age groups, she also set up exercise classes specifically for the elderly to encourage healthy mobility.

Rose believed that it was better to give than to receive, and her faith was most important to her. The esteem with which she was held was evidenced by the large number of mourners at her funeral.

**Mrs Margaret Jean Kinder (nee Carlyle)**  
**Aged 83. 8th December 2014**

Her nursing career began at the age of 17 when she started out as an Auxiliary Nurse at Redlands Hospital for Women in Glasgow. Margaret qualified as a Queen's Nurse at Castle Terrace in 1967. After some time stationed in Jedburgh, Margaret began triple duties at Conon Bridge eventually becoming Nurse Manager (Community) for Dingwall and West Ross.



Incredibly proud of her nursing achievements and career, she was presented with her Long Service badge in 1986, and had been nursing for 26 years when she retired from her post as Community Nurse Manager in 1992.

Margaret was active in many charities, including hosting children from Belarus affected by the Chernobyl disaster.

Mrs Kinder passed away at home, following a short but aggressive illness. She was lovingly cared for by her son, Andrew, and the local district nursing team – many of whom she had mentored.

**Mrs Sadie (Sarah) MacFadden (nee Louge)**  
**Aged 86. 8th July 2015**

Born on the 30th August 1929 in Castlederg, Northern Ireland to farmers Mary and John Louge, Sarah was the eldest of five children. She left home for England at the age of 16 to start work at Bournemouth Psychiatric Hospital. In 1949, she came to Scotland where she began her formal nurse training at the Royal Alexandra Hospital in Paisley, where she qualified as an RGN in 1952. In the following year, she completed her midwifery qualification at Rotten Row. Sadie married Peter MacFadden in 1955, and started to work part time. After having her children Peter and Deirdre, Mrs MacFadden qualified as a Queen's Nurse in 1960. Her career blossomed, and she eventually became Clinical Nurse Manager in Ayrshire, before retiring in 1989. In retirement, she divided her time between her grandchildren (Charles Jnr, Sarah Kathleen and Gerald), her garden, handcrafts and dogs, whilst still finding time to remain active in Nursing Associations, coffee mornings, and helping out at Marys Meals charity shop in Troon. Latterly, she was able to spend time with great grandchildren Anna and Thomas.



Sadie sadly passed away at Crosshouse Hospital, Ayrshire on the 7th July after a short illness. She is survived by her husband Peter, and son Charles.

**Mrs Lena MacKenzie (nee Macauley)**  
**Aged 89. 8th April 2015**

Lena was born in Uist and carried out her General Nurse training in the Southern General Hospital in Glasgow in 1952 where she also earned her 'wings' as an air ambulance nurse. Her initial training was in Mearnskirk Hospital near Glasgow where she carried out TB training before going on to her general and midwifery in the Southern General and Queens in Bath Street, Glasgow.



Lena's full name was Malcolmina Lachmina as she was named after her brothers who had died of Diphtheria. Lena felt her name was very long, and shortened it to Lena, but when she met another student nurse from Ireland starting her training on the same day, she said she felt better as her name was longer than Lena's - Mary Theresa Bridget Kathleen!

Lena worked in Maryhill, Glasgow when she did her Queens training. She often recalled the poverty she found there in comparison to her home area in Uist but also spoke of the kindness of the people of Glasgow and her love for the local people! Lena returned to Uist and did relief work throughout the island which she thoroughly enjoyed. She then married a policeman, Norman from Bernera on the island of Lewis in 1957, and worked in Glasgow before having her children, Iain, Donald and Christine. She and her husband retired to Lewis in 1984. Lena was a gentle and friendly lady who will be greatly missed in her community as well as by her family and friends.

**Mrs Lena (Dolina) MacLean (nee Graham)**  
**Aged 95. 17th June 2015**

Born on 9 April 1919 at Peingown, Kilmuir, Isle of Skye, Lena was the youngest (and the last surviving) of three siblings. After gaining her Scottish Certificate of Education at Kilmuir School (where she was also awarded the Dux), Lena completed her nurse training at Stobhill Hospital, Glasgow between 1939 and 1943. Lena went on to complete her Queen's Institute of District Nursing training for rural areas in Edinburgh the following year and, thereafter, her first posting was to Shetland during the final year of the Second World War. Lena recalled her nursing days extremely fondly. In the short memoir that she left, she said of her time in Shetland: *"I had to learn to drive in such a scattered area to get around the district. No headlights were allowed on cars except dimmed even on frosty or snowy roads! There were no conveniences in homes: no running water and no electricity or telephones. If I was called out and needed at night, the patient's relatives or neighbours used a fishing rod to knock on my bedroom window to waken me up. In spite of all the problems, I loved the experience of rural nursing."*



Lena returned to Glasgow from Shetland and continued to nurse before meeting and marrying John Maclean (a male nurse from North Uist) in 1946. Lena and John had 2 children: Christina (known as Christine) and Angus. In 1964, John and Lena moved to Ayr from Glasgow where they bought a guest house at 21 Eglinton Terrace ("Fairway") which they ran together (whilst John also continued to work as a psychiatric nurse until his retirement). In early 1987, John and Lena sold 21 Eglinton Terrace and moved to a flat at Goukscroft Court. John died in the September of that same year, having been cared for by Lena for a number of years. Lena welcomed four great grandchildren into her life between 2005 and 2012 (Charlie, Rowan, Ivor and Flora). Lena is survived by all of her children, grandchildren and great grandchildren who loved her dearly.

Lena lived a long and very full life. She had a great sense of humour, mischief and fun as well as incredible independence, determination and strength. She was also unfailingly kind and generous with a very caring nature (perhaps why she became a nurse!). Family, friendship, faith and her gaelic/highland heritage (as she put it, "her roots") mattered most to Lena. She loved reunions

with her Queen's Institute nursing colleagues; the photo included was taken at the last one she attended at Crieff Hydro. She will be greatly missed by all who knew her.

*Contributed by her granddaughter, Jennifer*

**Mrs Elspeth D MacLeod (nee Maclean)**  
**Aged 86. 14th October 2015**

Elspeth was born in Lochinver, the eldest of four children. In 1948, aged nineteen, she began her (SRN) nurse's training at Glasgow Royal Infirmary and continued her training in midwifery at Rotten Row, Glasgow.



It was on 1st October 1954 that Elspeth completed her Queen's Training in Castle Terrace, Edinburgh and became a Queen's Nurse, an achievement of which she was very proud.

Whilst working in Largs she met John Macleod from Stornoway, who worked in Lochinver. In 1957 they married and returned to Lochinver to live, during which time they began a family. The family moved north to Bower in Caithness, where Elspeth worked as a District Nurse and made many life-long friends.

In 1971, Elspeth took up a Midwifery & District Nursing post in Bonar Bridge. With no maternity hospital nearby, many young mothers relied upon her skills and knowledge to safely deliver their babies, and if there was a need for aftercare, she tended to the individuals with kindness and skill which demonstrated a genuine love for her work.

In 1977 Elspeth completed her Health Visitors Certificate which took her to Dundee for a year. Thereafter she returned to her nursing post in Bonar Bridge, which was to become her place of work until her retirement in 1993, as well as her much loved home for the rest of her life. Next to her family & friends, nursing - especially District Nursing - was what she loved. She liked to reminisce about her times on the District and had many stories to tell! Despite the long hours, hard work and single track driving involved, she always said she would never have chosen a different career if she were to have her life over.

Elspeth's retirement years gave her the opportunity to do the things she enjoyed. She derived great pleasure from her home and garden, was a first class cook, a beautiful baker, flower arranger and singer. She enjoyed Scottish country dancing and loved all types of music; and for many years was a member of the Lairg Gaelic Choir. Elspeth's faith remained extremely important to her throughout her life and she took great solace from the Church. Her natural kindness and compassion for others never left her. She was quiet and gentle; sympathetic and empathetic; compassionate and generous.

Elspeth is survived by her children Iain and Janne. She will be sadly missed by all those who knew her.

*Contributed by her daughter, Janne*

**Miss Catherine Macleod**  
**Aged 98. 20th December 2015**

There is much that could be written about the late Catherine Macleod, whose first forays into the world of nursing began in 1940 at the Victoria Infirmary, Glasgow. Her career contained many highlights – she was Chief Administrator and Tutor at the Glasgow training centre for Queen's Nurses, 218 Bath Street. With her colleague, Miss Lamont, they instigated the Queen's Nursing Sisters to Group Attachment to GP surgeries and Liaison Sisters to Geriatric and Surgical Units. She was also a founder member of the Scottish District Nursing Association, which then became known as the District Nursing Association. Miss Macleod was also responsible for setting up the first Practical Work Instructor Course in Glasgow. She was quite the pioneer.



During the early days of her career as a District Nurse, Miss Macleod was stationed at Bunessan, on Mull – the islands Iona and Erraid formed part of her district. She recalled that Erraid was home to a small number of lighthouse keepers' families, and was separated from Mill by a narrow stretch of water. One of her favourite stories was of being called to a birth on Erraid, only to find that the boat could not transport her and the doctor across to the Island due to low tides. Her journey to this particular delivery was made by piggy back, courtesy of the boatman!

Miss Macleod nursed for over 31 years, and received her long service award in 1969. After retiring from her illustrious career, she remained very involved with all aspects of The Queen's Nursing Institute Scotland, and was a guest at the very last holiday hosted at Colinton Cottage.

By all accounts, Miss Macleod was a remarkable lady who will be sadly missed but remembered with great fondness.

**Mrs Effie McArthur (nee Maclean)**  
**Aged 88. 21st April 2015**

Born in 1927, into a loving crofting family in Halistra, Waternish on the Isle of Skye, Effie was the middle of three girls: Mary, herself, and Flora. This was the place that remained never far from her heart, and where she would always call home. From an early age, Effie had always wanted to be a nurse. When she was old enough, she followed her elder sister Mary, and went to train at the Edinburgh Royal Infirmary, qualifying in 1949, and then as a midwife from Simpsons in June 1950. Effie then worked as a midwife at the Eglington Hospital in Edinburgh, and the Bellshill Hospital in Glasgow. She continued with district nurse training and her name was entered onto the Queens roll in October 1952.



It was whilst working as a district nurse in Ayr that she met her husband to be, Archie. After completing her Health Visitor Training in 1954, Effie went to Sutherland, working in Golspie and Durness, before leaving in 1956 to get married, which took place in Edinburgh in March

1957. She finally settled down in Inverness, which was to remain her home until her death on April the 21st 2015.

After having her two children, William, and Marie, she continued nursing part-time in both Hilton Hospital and Culduthel Hospital in Inverness. In 1975, she returned to Health Visiting until she retired in 1990. Effie thoroughly enjoyed Health Visiting and the diversity of the daily experiences she encountered working with a broad range of clients with so many differing needs. She would often comment that her education and mind were certainly being broadened - though true to patient confidentiality, Effie never ever discussed her work, earning her a reputation of being a good and kind listener. Confidentiality was of the utmost importance to her, and this extended beyond her work her into her relationships with friends who often remarked that Effie was the one person who they could truly trust.

Following her retirement, Effie remained very active. She often accompanied her sister Mary on visits to retired district nurses. On one occasion they even flew to Unst in Shetland, a trip she would fondly recall in later years. She regularly returned to the family home in Waternish, holidayed at Lake Garda in Italy with her daughter Marie, and so enjoyed visiting, and being visited by friends and family. Effie was a great believer in good home cooking and in fresh ingredients. She loved eating out, coffee with friends, cookery and new recipes, as well as baking, and was a fierce and exacting critic of what came out of her own oven! Effie loved gardens and gardening, both at home in Inverness, as well as in Skye, and she especially loved her roses. Effie was a loyal and faithful friend and made a positive impression on all those who met her, even into the last weeks and months of her life. She had a great sense of humour and she always had a twinkle in her eye. A huge part of her life, and her greatest joy was her family. She was also mother in law to Janice, who she regarded as a second daughter, and was a devoted and loving grandmother to her two grandchildren Daniel and Bethany, of whom she was so proud.

Effie's entire life revolved around her Christian faith. It was at the core of her life and was reflected in every aspect of her day to day living experiences and in all of her personal relationships. She loved both Gaelic and English Psalms, as well as reading her Bible on a daily basis. But Effie was not without faults, and she was the first to acknowledge her failings and shortcomings, often with a twinkle in her eye! She always considered and put the needs of others first, rarely focusing on herself. Even in the last days and hours of her life Effie was more concerned with how others were feeling, or how others were getting on, encouraging them onwards, and continuing to minimise her own deteriorating health until she quietly slipped away. Effie is missed by a great many people, but it is her family that she was utterly devoted to, William, Marie, Janice, Daniel, Bethany, Flora, and Archie, her husband of 59 years who misses his wife and life partner, the most.

*Contributed by her daughter Marie, and son William*

**Miss Mary McGill**  
**Aged 93. 8th September 2015**

Mary Ellen McGill was born in Crindle, Myroe in Northern Ireland on the 19th February 1923.



In November of 1947, Mary moved to England to train at Hope Hospital, qualifying as a Registered Nurse in 1951. After a spell nursing in Northern Ireland, Mary came to Edinburgh in 1958 to train at Castle Terrace as a Queen's Nurse, living in Castle Terrace during her training. After qualifying, Mary worked as a District Nurse in Granton, living in a nurses' house. When this was sold, she moved to Westerhailes, and travelled in each day back to Castle Terrace to coordinate her staff. She then moved to the much loved Colinton Cottage. She was so very proud of her career as a District Nurse, and loved Edinburgh. Mary returned to Northern Ireland in 1979, and worked in Ballymoney as a District Nurse until retirement in 1983. Mary was a wonderful person and is sadly missed.

*Contributed by her nephew, Robert Armstrong*

**Mrs Alexandrina (Lexi) McLachlan (nee Forbes)**  
**Aged 95. 9th July 2015**

Originally from Fochabers in Moray, Lexi embarked on her nursing career in 1939 at the Aberdeen Royal Infirmary, and the Belvidere Infectious Diseases Hospital in Glasgow. A natural nurse from the outside, with great kindness and compassion, Lexi completed her Queen's certificate at Bath Street in 1950.

Lexi nursed for over 31 years, and was awarded with her Long Service badge in 1971. After her retirement, she enjoyed her Queen's holidays at Crieff Hydro, and the coffee mornings in Glasgow with the girls. Sadly, Lexi suffered from poor health for many years, and was housebound for the later years of her life where she was lovingly cared for by her niece.

*"Those we love don't go away,  
They walk beside us every day,  
Unseen, unheard, but always near.  
Still loved, still missed and very dear"*

**Mrs Catherine Morrison (nee Knight)**  
**Aged 83. 16th February 2015)**

As early as primary school, Cathie had said that she wanted to be a nurse. Her ambition was realised when she finally completed her Queen's training at Castle Terrace in 1956. After qualifying she spent a short spell in Alloa and then Alva where she remained until she married. Whilst in Alva, she was very pleased at correctly diagnosing a Funic Presentation! After a short spell living in Kinlochberrie, she returned to Edinburgh to help care for her father who was dying. She returned to work at Castle Terrace and was based on the south side, becoming in time, a nursing officer before taking early retirement on health grounds. Cathie not only nursed her father, but also her mother, and then her own husband till their deaths.

She loved reading, crosswords and a good joke. She was involved in various activities in her church where she had many friends. Although suffering ill health for a number of years, her death was sudden. She is much missed by her sister, nieces, nephews and their families.

*Contributed by her sister, Mary Morrison, Queen's Nurse*

**Mrs Marjory Murray (nee Graham)**  
**Aged 94. 30th August 2015**

Marjory Graham was born in Lochinver, Sutherland on 6th December 1921, the second in a family of five. When only 8 years old her father died leaving her mother to rear the family single-handed. Marjory was educated in Lochinver Junior Secondary School and in 1940, she began her nurse training in Glasgow's Western Infirmary, followed by midwifery in the Southern General and Queen's District Nursing at Castle Terrace, Edinburgh. Once qualified, nursing took her to Shetland, then Dornoch District and later, to Applecross and Lairg. In January 1954 Marjory became wife to Rev Alexander Murray so that by February she was a "minister's wife" in Winnipeg, Canada. This was a 2-year term. By August 1956 the family were home in Scotland and in Applecross, Wester Ross for 28 years. In 1984 they came back to Lairg, Sutherland until March 2005 when they retired to the family croft at Migdale. Sadly their eldest daughter Morag, died in 1984 leaving 3 month old daughter, Vhairi. Marjory was 63 years old, but began motherhood all over again.



Marjorie is survived by her husband of 61 years, seven children, thirteen grandchildren and two great-grandchildren. We shall greatly miss her cheerful presence as the days go by. Till we meet again, the Lord willing.

**Mrs Jean Nish (nee Scott)**  
**Aged 87. 10th February 2015**

Mrs Nish was a proud Queen's Nurse, and until poor health in recent years, was a regular and guest at the Crieff holidays. Jean was lovingly cared for by her family, who miss her dearly.

**Miss Margaret Ogilvie**  
**Aged 92. 10th February 2015**

Margaret was born in Stewarton, and spent most of her life there. She completed all of her nurse training in Glasgow, qualifying as an RGN at the Western Infirmary in 1953; S.C.M at Rottenrow in 1957 and her Queen's in Bath Street in 1961. Working as a health visitor in Ayrshire until she retired in 1982, Margaret continued caring for and nursing others until her sad death in February 2015. Each week, regardless of the weather, Margaret would make a trip to the local care home, where she visited the residents who she thought were in more need than she was.



Margaret was devoted to the fellowship of the Queen's Nursing Institute Scotland, and was a regular at the Glasgow coffee mornings and holidays at Crieff Hydro. She is sadly missed by all who were lucky enough to have known her.



THE QUEEN'S  
NURSING  
INSTITUTE  
SCOTLAND

We hope that you have enjoyed reading this slightly delayed review of our busy year. If there is anything you would like to see included in the next edition, please let us know.

Thank you for reading, and our best wishes for the year ahead.

Save the date!!



To make sure you don't miss out on more Conference and other news from us, sign up to our e-newsletter via our website [www.qnis.org.uk](http://www.qnis.org.uk) or by following us on Twitter @QNI\_Scotland