

2. IN SUPPORT OF YOUR APPLICATION – please read the excellence profile in the guidance document and give us examples from your practice of **HOW** your expertise matches the areas below. Remember this is not a job application, we are not looking for a list of achievements, rather your ability to reflect and describe the impact of your skills and behaviours on others. Each statement begins with the question HOW?

How have you made a difference?

- changing how things are currently done
- making things better for individuals, families and communities
- helping others to make a significant impact

As midwives, we have the opportunity to make a difference with every person that we meet. I currently work in community providing antenatal care to a very diverse population with many different ethnicities.

Whilst working in this setting, I have recognised that the women require more individualised care to help them navigate them through their pregnancies. The generic pathway does not fit their requirements and there is a real need for additional support and innovative ways to tackle the language and cultural barriers.

I feel particularly passionate about the inequality in care provision for those with race, ethnicity and cultural disparities. I pro actively share information that will help my colleagues make differences in their working practice that will directly improve care for individuals, families and communities.

Differences in service uptake, communication issues and culture and attitudes can all have an impact on a woman in the maternity setting. These are all avoidable and can and must be changed.

In my practice I identify women at risk from their vulnerabilities. I use interpretation services routinely if there are any language barriers, and encourage other midwives to do the same. This ensures that the communication is accurate and non biased and will reduce discomfort for women wishing to discuss personal concerns. Facilitating interpreters helps to improve outcomes in maternity care and women benefit from having increased access to their medical histories which has an impact with regards to reducing errors.

Migrant pregnant women are more likely to face poverty, domestic violence, FGM and higher burden of disease and poverty. Often these women arrive with very little and do not have the necessary equipment to care for a newborn baby.

I facilitate the use of food and clothing banks and ensure that the families know how to access professional support for any financial concerns. I recommend these facilities to my colleagues within the wider midwifery team to ensure that they are considered routinely.

I enlist in support from the social work department for help with baby items although I frequently source a lot of the equipment myself from charities and clothing banks.

Information leaflets are provided in the clients' first language. I have sourced leaflets in alternative languages for my colleagues to share with their clients. I also deliver bespoke antenatal parent education to the women via language line to ensure effective communication.

The women are signposted to resettlement support groups, religious and women's groups if they wish. This can help to combat the loneliness and isolation that many feel from living so far from home.

Religious festivals are recognised and appointments are adapted around these times.

Each woman is referred to the financial inclusion service which considers each family individually and will assess their financial requirements. They are offered assistance when required. A vigorous assessment of their financial situation often results in access to grants and benefits.

I am regularly asked by colleagues who are looking after women that were not born in their host country, to help with ways that can make their clients' journey better.

Whilst these actions are a small example, i do believe that these changes create impact and encourage others to be kinder, more compassionate and thoughtful with regards to the care that they provide.

It is time however, to make a massive change!

(350- 500 words)

How have you demonstrated your tenacity and resilience?

- finding your way across boundaries, around obstacles, through bureaucracy
- successfully challenging attitudes
- being prepared for continuous change, development and transformation

The Coronavirus pandemic provided the world with an unprecedented and uncertain time. I identified that people needed a safe, steady and reliable source of information, and wanted to find a way to help support others through this challenging time.

Whilst unsure about how the virus was going to develop and having my own anxieties about the unknown, I made a decision to help bring the Community together.

I founded a Coronavirus Support Group within our local community and informed the public via an online method to help the public navigate their way through the ever changing pandemic.

I led a group of volunteers to successfully disseminate correct information and helped to support people with prescription collections, accessing food and facilitated support for the mitigating logistical challenges that the virus brought.

We signposted to government grants and financial aid and supported those at home who were shielding.

The information that we provided and shared was always robust and accurate. It was a time of constant research to ensure that we would provide correct information in a rapidly changing time.

I was constantly (and at times aggressively) challenged by strong personalities insisting that the pandemic was a hoax and that the vaccines were dangerous and experimental. There was a lot of mistrust but there was still a steady stream of people looking for answers and help to find solutions to problems that we had never faced before.

When the community group was first conceived, i hadn't anticipated the controversial opinions and conspiracy theorists that would constantly challenge me. At times i felt it might be better to discontinue the

group but decided that the provision of accurate and up to date information and guidance was vital to help support the community. Many people relied on the group to share information and ask questions and were reassured by having a reliable group of people to depend upon.

Through our continued fortitude, the Group gained credibility and received recognition from local and National Government.

We were delighted to be awarded an `Emergency Response Award` by the Lord Lieutenant of Fife for our efforts and I was humbled to personally receive the 1Kingdom FM Unsung Hero1 award for my work in the Community

The public were better informed, personally supported with the challenges that they were facing and had quick and easy access to correct information.

(350-500 words)

How have you brought people with you?

- creating a ground swell of support and getting others to commit and get things done
- staying connected with important others
- working with crisis as a development opportunity

The community needed real support with the challenges that the virus brought. I discovered that individuals needed guidance with the change in lifestyle, services, lockdown and that many people believed in a lot of the misinformation that was written online.

Many of the public were unsure how to navigate the changes within the rules, PCR testing, regulations and information surrounding the vaccines. I decided that I would attempt to be a voice in amongst it all, but I couldn't do it alone.

The Community Coronavirus Support Group grew quickly and I was able to recruit a team of 12 well informed, professional and caring volunteers to help.

We worked 24/7 to provide answers and information on request. Often we had to search for information or discuss situations as a team to come up with solutions to problems. We shared the tasks and worked together.

The Group brought together the people of the area. It was incredibly humbling to have offers of help flood into the inbox and have absolute strangers working together to help one another through some tricky situations.

The Group benefited the area initially but quickly expanded beyond the region and even included some international members as the search for reliable and robust information widened.

In the face of uncertainty the group grew to 20,000 members. We provided current, NHS and Government information, and research based articles and answered many thousands of questions with regards to the developing pandemic. The group was seen as an anchor point in the area and helped minimise misinformation whilst signposting the community to alternative sources of help and support.

I worked with the Scottish Government to help develop Covid literature for the public and I was asked to attend an online discussion as a midwife with other professionals to offer information with regards to

breastfeeding during Covid.

This work led to a meeting with Nicola Sturgeon. We discussed the groups work and benefits to the local community during the pandemic and the difference that having an easily accessible source of information made.

The Coronavirus Group enabled me to develop my leadership skills and allowed me to collaborate with volunteers to provide a service with no resources.

I am very proud of how our team coped with the challenges that we faced together.

(350- 500 words)

How have you demonstrated your ability to reflect?

- listening deeply, seeking to understand what really matters
- approaching life reflectively, always learning
- showing kindness for yourself and others

As a midwife, we follow 4 main themes of reflection for our code of practice (prioritise people, prioritise people, practise effectively, preserve safety, and promote professionalism and trust.

Every woman in my care is given time without judgement, and has the opportunity to speak honestly and openly. I ensure that I am present, engaged and try to limit interruptions.

Listening deeply ensures that I understand better any concerns or problems that people may have. Listening deeply makes me a more effective communicator and also ensures that I develop and maintain an excellent rapport with the women and families in my care. It also ensures that I can construct a more accurate and relevant response within the conversation.

Reflection gives me time for learning. I reflect on many situations at work and at home. It is important to me to take a few minutes each evening just to sit, reset and ground myself. I like to reflect on events that have happened during the day and think about what went well and what didn't.

It enables me to further develop skills and review their effectiveness rather than carrying on doing things as I have always done them. I try to question myself in a positive way which helps me to decide if there is a better way of tackling a similar situation in the future.

One of my additional roles in the workplace is `Wellbeing Champion`. The role involves being available to colleagues that need more support or guidance. I signpost staff to supportive services in times of difficulty. By being a visible wellbeing champion in the workplace, I can promote wellness, kindness and a big bit of cheer and positivity.

I network with other health board area Wellbeing champions and we help to support each other in what can at times be a difficult role. We share creative ideas to help promote wellness. I also encourage colleagues to take regular breaks and be kind to themselves and each other.

Reflection is important to me as a practitioner. It is important to reflect on our own physical and mental health and encourage others to do the same. Morale at times can be a little low in the workplace. This can be due to increased pressures and staffing issues.

I wanted to try and boost our staff and find a way of keeping people cheery, so, I made a huge `Tree of Thanks`. This is currently in the midwifery unit. Staff and patients write positive and thankful messages on the leaves and stick them onto the branches. This has resulted in a lovely, colourful display of positivity and kindness. The tree had a positive effect on staff morale and self esteem. It's a simple yet effective way of passing on a little moment of kindness between others.

I regularly share wellbeing information and promote ideas to help cope with the stresses and strains of the workplace.

(350- 500 words)

3. WHAT IS YOUR VISION for the role of Queen's Nurses in Scotland's communities and why would you like to be selected for this year's cohort? Do you have a vision of what the *best you can be* looks like and feels like and the changes you would like to see in the community you work with?

My vision for the role of Queen's Nurses in Scotland's communities, is to be a strong, dedicated, professional and passionate network of voices that provide outstanding, holistic and personalised care right in the heart of where it all matters.

Being a Queens's nurse is a huge honour and privilege. This programme would provide an amazing opportunity to network with like minded practitioners and learn new skills together on a developmental journey.

It is a difficult time in nursing and midwifery with many leaving our profession and becoming despondent with the care that's provided and often out with their control. The Queen's Nurse role will inspire our colleagues that work in community to continuously change and evolve within their practice and have pride in the work that is done there. It will show a shining example of how determination, team work and excellent care can make a real difference to real people.

Importantly it would provide an opportunity to be pro active in addressing inequities in care provision. The programme would assist me in learning new skills to enable me to facilitate this effectively.

The MBRACCE report (2022) recognises that maternity care must change to improve lives. It is not acceptable that women's birth outcomes are less favourable depending on their ethnicity.

I am incredibly passionate about my work with women from different ethnic backgrounds. I would love the opportunity to work on a project that would make a significant difference to their maternity journey and outcomes. I would like to see all families having the same level of care regardless of what their ethnicity is.

By encouraging the people that are directly affected in the community to help identify the problems, we can work together to find innovative solutions. I would enjoy working with the families to provide a seamless and culturally appropriate maternity care pathway. By enlisting the families themselves, we can jointly bring about a catalyst for change.

The Queen's Nurse programme would support me to make these changes and help enhance leadership skills. That will enable me to deliver care that will make a real difference and truly save lives. That in itself, would be all that I need, to be the best that I can be.

(350- 500 words)

Please answer *either* question 4a or 4b. If you are applying for the main cohort, please answer question 4a. If you are applying for one of the Burdett Trust for Nursing funded places with a focus on primary prevention of cardiovascular disease, please answer question 4b.

4a. YOUR ISSUE FOR DEVELOPMENT – please read the guidance document and tell us about the issue you have agreed with your sponsor which you will develop over the course of this programme. Please set out the nature of the issue or community need you wish to address, and who you might involve, whilst recognising that the emphasis is on co-production so that plans will emerge as you listen to the views of others.

Our NHS system does not easily provide a robust maternity care pathway for vulnerable groups including asylum seekers, refugees, trafficked women and non English speakers.

It is evidenced that these individuals suffer poorer outcomes due to ethnicity, poor health and communication difficulties (Mbrance 2022).

My focus would be to provide a more streamlined service, culturally sensitive parent education with interpretation services, and to create a user friendly, holistic care pathway that would identify vulnerable women earlier and provide more support.

I would collaborate with midwifery colleagues to develop a more suitable pathway and request participation from women that have been through our system, to gain insight into their journey, and work in partnership with them to improve care for women in the future.

I would network with the Red Cross, police, social work, religious communities and International women's groups. These agencies have a wealth of resources and can have earlier contact with pregnant women that are new to the country.

(no more than 150 words)

4b. YOUR ISSUE AROUND CVD PREVENTION FOR DEVELOPMENT – please read the guidance document and tell us about the issue you have agreed with your sponsor which you will develop over the course of this programme. Please set out the nature of the issue or community need you wish to address, and who you might involve, whilst recognising that the emphasis is on co-production so that plans will emerge as you listen to the views of others.

- What is the nature of the issue you wish to explore and the evidence of its importance?
- How will you involve citizens, colleagues from across health and care, as well as local authority and third sector partners involved in the issue under review?
- What do you hope will be the short-term and long-term impacts of this initiative?
- What are your initial ideas about how the £2,500 grant might be used, recognising that plans will change as they are co-produced?

(300 – 500 words)

Please check your completed application before it is emailed to QNIS. **All sections** must be completed or the application cannot be put forward to the assessment panel.