

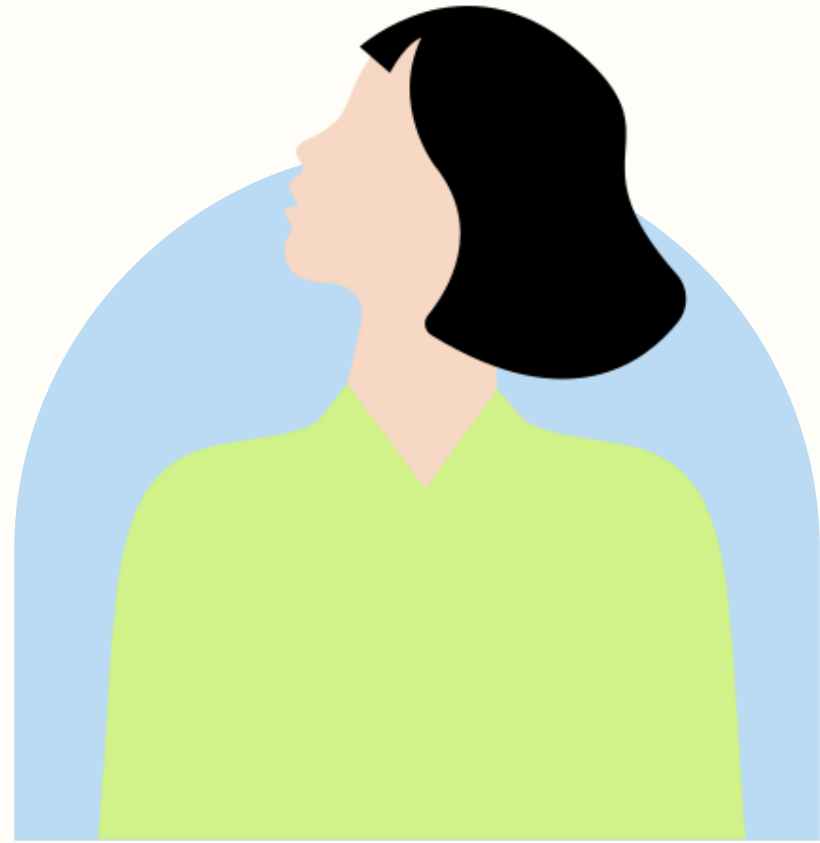
The Implementation of the Professional Nurse Advocate role in Critical Care

A Service Evaluation



Lucy Corn
Professional Nurse Advocate

Amy Stallard
Professional Nurse Advocate



Background

High workload, low staffing levels, long shifts, and low control are consistently associated with burnout in nursing (Dall'Ora et al, 2020)

These are characteristics commonly identified in Critical Care nursing. The potential consequences for staff and patients are severe

Professional Nurse Advocate -PNA

An NHS England initiative launched in 2021

Level 7 module offered to nursing staff focused around the A-Equip model. The model incorporates Restorative Clinical Supervision (RCS), support for service improvement and careers advice.

Studies have shown an improvement in recruitment, retention, compassion fatigue, staff engagement and a reduction sickness

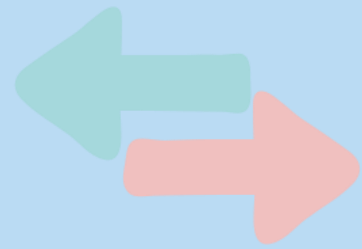


PNA Session possibilities

- Emotional wellbeing
- Career conversations
- Service improvement support



PNA session expectations



Not a form of counselling or performance management

A process of enablement
and may lead to signposting



Arrange a time and place

A formal /informal
agreement. Sessions could
be 1:1 or as a group, Face
to face or virtual



Privacy and Confidentiality

Create a safe, non-
judgemental space

PNA Service in Critical Care



The Reach

- 7 Units (2 sites) approx 105 beds
- Approx 570 staff bands 2 - 7
- 2021 - 2023 - 13 critical care nurses trained PNAs
- 2024 - 4 critical care nurses recently completed PNA training

Implementing the role

Two approaches



Building awareness

Assessing engagement



Book a Restorative Clinical Supervision Session

Face to Face
or
Via Teams

One to One
or
Groups



Scan the QR code for ses
Feb or



Do you want to talk?

Emotional well-being
Service improvement
Career Conversation

Professional
Nurse
Advocate

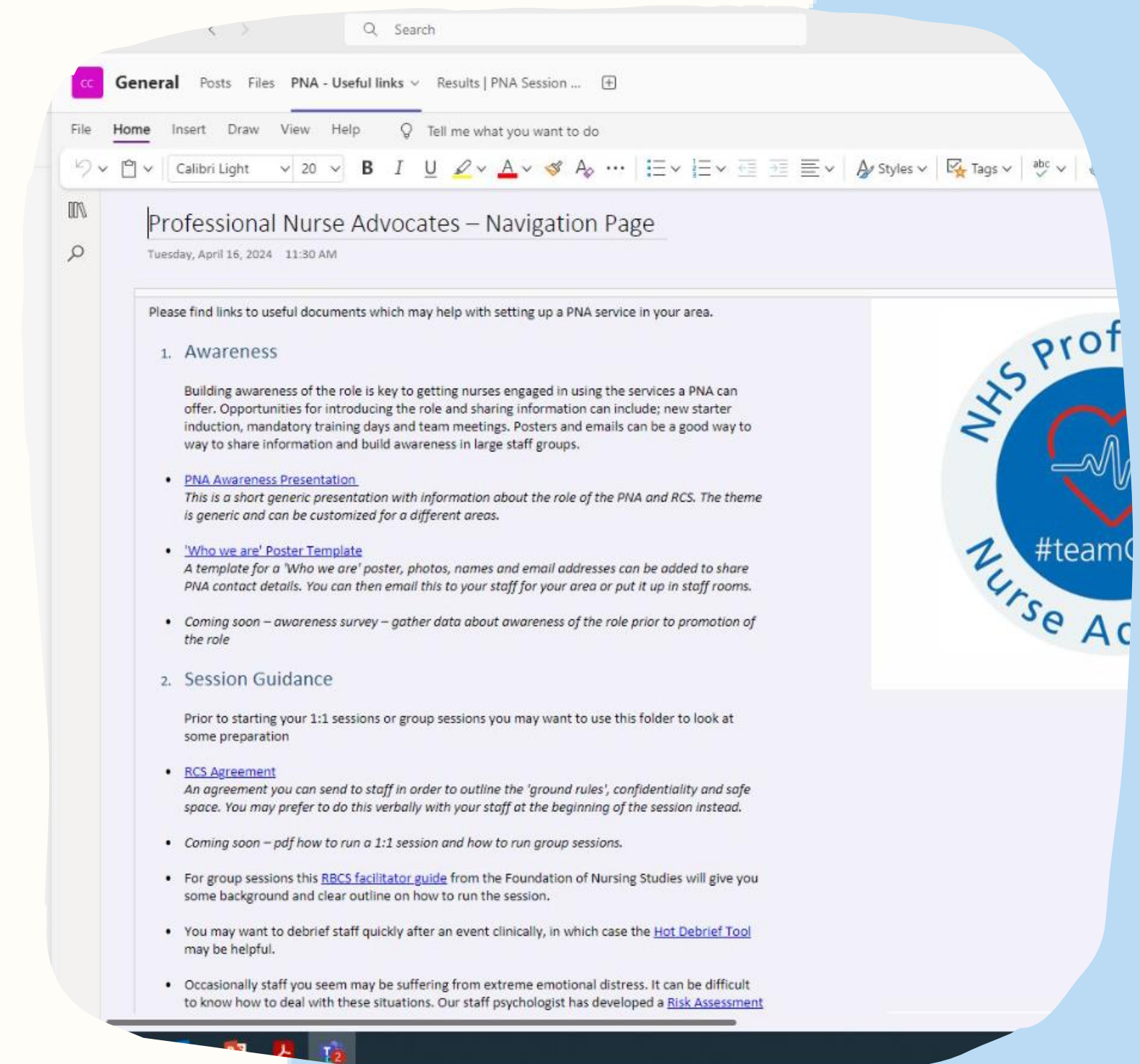


Building awareness

- New Starter Training days and Introduction to Critical Care Course (ICCC)
- ICCC RCS sessions (Online)
- Emails
- Booking system
- 'Who are we' Poster
- Mandatory Training
- Information cards
- Social events

Establishing the PNA team

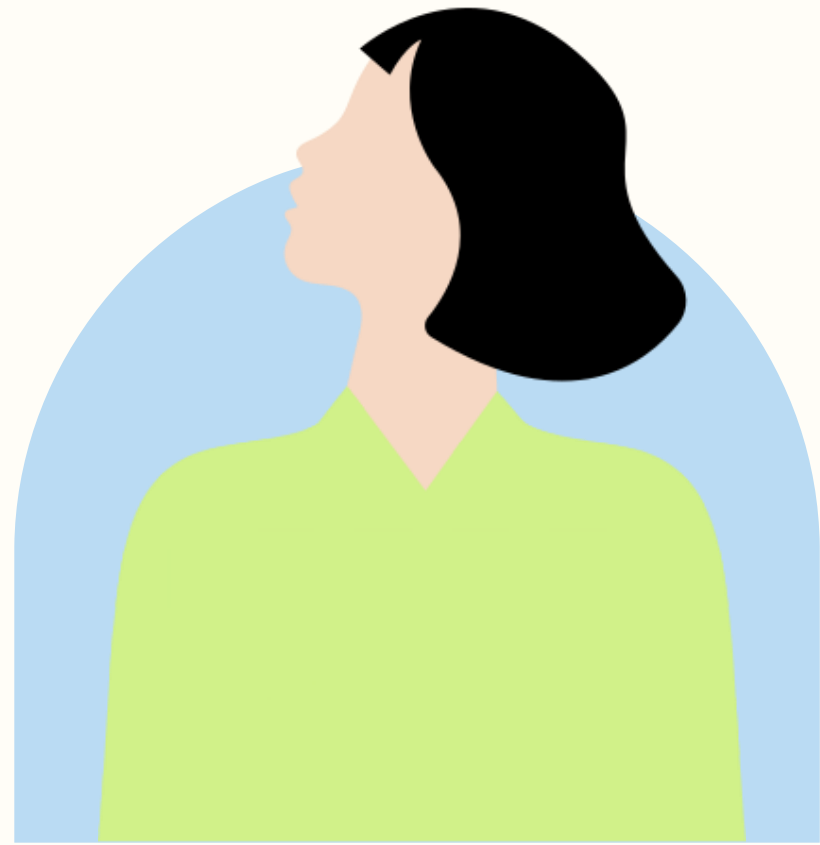
- Group email
- Meetings with HoN and lead PNA
- Rota introduction including a launch day
- MS teams channel
- Supporting and supervising new PNAs
- Shared spreadsheet to track activity



Assessing engagement

1. Recording PNA activity
2. Feedback Survey post PNA activity





1. Recording PNA Activity

Data collection

A shared spreadsheet, easily accessible by all PNA's on dedicated MS Teams channel. Included data sets required by NHS England for monthly reporting plus others specific to the trust.



Clipboard: Undo, Paste, Cut, Copy, Format Painter

Font: Calibri (Body), 11, Bold, Italic, Underline, Text Color, Background Color

Alignment: Wrap Text, Merge & Center

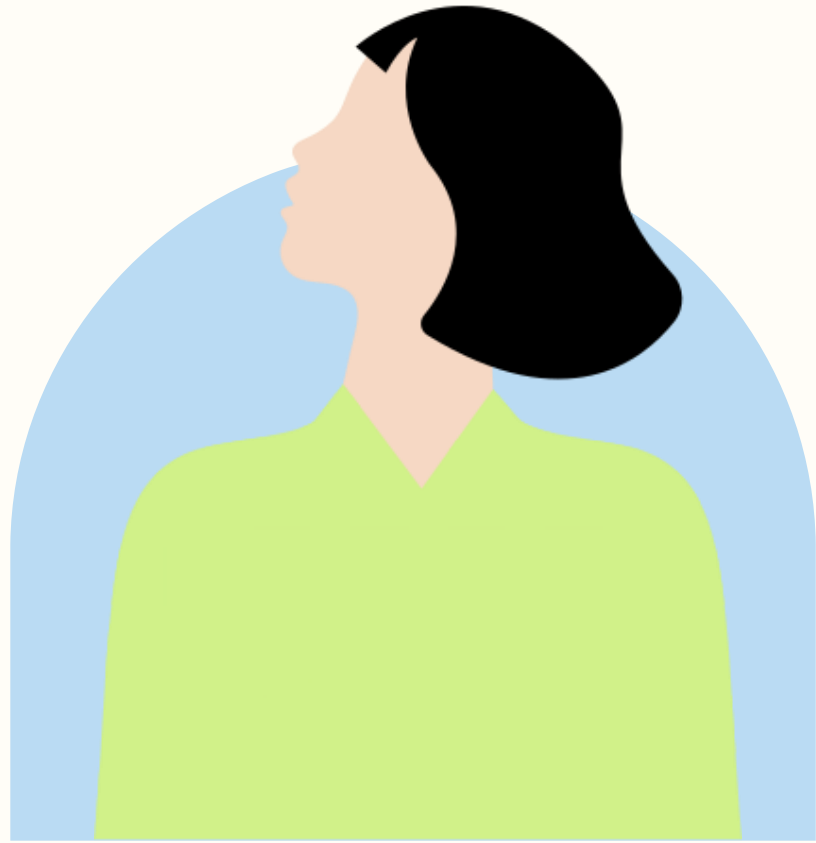
Number: General, Currency, Percentage, Date, Time, Text, Fraction

Styles: Conditional Formatting, Format As Table, Cell Styles

Cells: Insert, Delete, Format

Editing: AutoSum, Clear, Sort & Filter, Find & Select, Add-ins

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
1	Number	Date	Department	Type	PNA	Participants Band	Delivery	Invitation	Allocation of hours for participant	Allocation of hours for PNAs	Feedback Survey Given	Theme	Second theme	Theme details	Signposting	PNA to follow up		
2	Example	16/04/2024	Critical Care	1 to 1	AS	3	Face to Face	PNA Shift walkaround	During non clinical shift	PNA Shift	Yes	Career conversation		N/A	Employee Assistance programme	No		
3	1	04/06/2024	Critical Care	1 to 1	AS	7	Face to Face	PNA Shift walkaround	During clinical shift	PNA Shift	No	Wellbeing				No		Date - en
4	2	04/06/2024	Critical Care	1 to 1	AS	5	Face to Face	PNA Shift walkaround	During clinical shift	PNA Shift	No	Wellbeing				No		Departme
5	3	04/06/2024	Critical Care	1 to 1	AS	5	Face to Face	PNA Shift walkaround	During clinical shift	PNA Shift	No	Career conversation				No		down list
6	4	04/06/2024	Critical Care	1 to 1	AS	5	Face to Face	PNA Shift walkaround	During clinical shift	PNA Shift	No	Wellbeing				No		Type - Sel
7	5	12/06/2024	Critical Care	1 to 1	LC	5	Face to Face	Direct booking	Own time	Own time	No	Wellbeing			Staff psychology service	Yes		PNA - ent
8	6																	Participa
9	7																	Delivery -
10	8																	from drop
11	9																	Invitation
12	10																	options ir
13	11																	Allocatio
14	12																	did the pc
15	13																	from the
16	14																	Allocatio
17	15																	the PNA c
18	16																	drop dow
19	17																	Feedback
20	18																	drop dow
21	19																	Theme -
22	20																	down list
23	21																	conversat
24	22																	Second TI
25	23																	there was
26	24																	
27	25																	Other det
28	26																	reason fo
29	27																	listed.



2. Feedback Survey

Gain insight into the value of the service

A short electronic survey created and collected on MS Forms, sent to those who accessed the service. Completed anonymously



Survey Results



100%

of those surveyed either felt
the session met or
exceeded their expectations



86%

would Attend another
session



100%

would recommend the
service

“I am extremely grateful for the restorative clinical session by a PNA, that I attended last year, which was both validating and extremely useful in helping me to have the courage to push forward in my career and do what was best for my mental wellbeing.”

“The PNA was very professional in their approach, took time to listen and really understood my concerns. They skillfully guided the conversation to ensure all my concerns were addressed. We also discussed career opportunities and there was time to look through current job roles advertised within the trust that might suit my preferences-this exceeded my expectations.”

Evaluating the PNA service

Year on year review comparing
awareness against
engagement

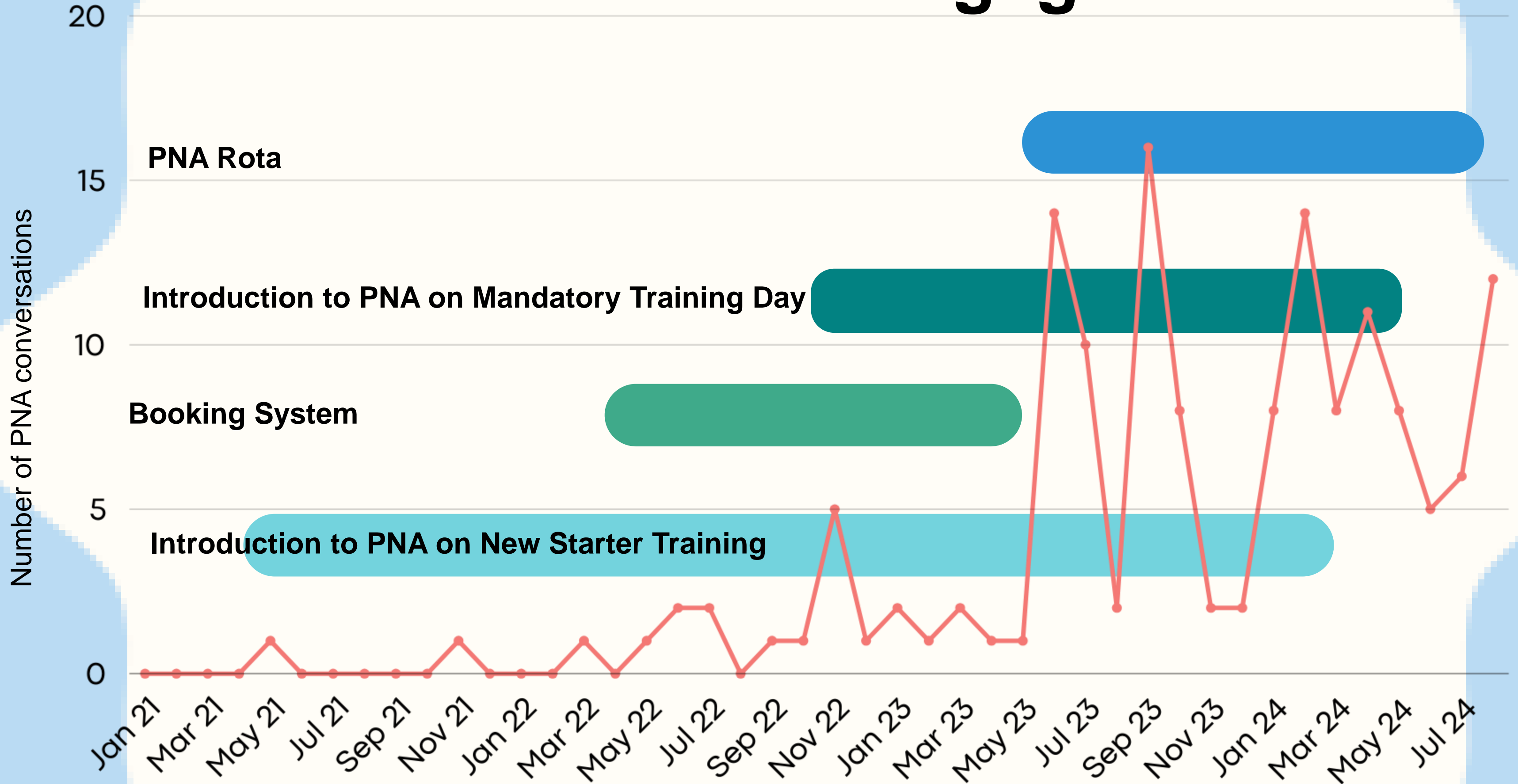
2021

2022

2023

2024

Awareness and engagement



Key points



A total of 149 PNA conversations have taken place



Approx. 550 staff have attended an awareness session



Year on year PNA engagement has increased



Conversation themes included: stress, anxiety, career advice, well-being and debriefing



A structured rota for accessing the service shows an increase engagement

Challenges



- How to measure success
- Difficult conversations
- Role division
- Diversity and seniority in PNA team
- How to engage PNAs themselves
- Support and longevity

Summary

- Awareness of the role and a structured rota has been shown to increase engagement
- Feedback has demonstrated that staff value the PNA role
- There are number of challenges to overcome
- It would be beneficial to evaluate how the PNA role impacts retention rates and staff satisfaction levels



“Thank you so much for running this service. It's much appreciated by those who use it.”

“The PNA service in its simplicity offers staff the chance to use a sounding board, safe in the knowledge that their challenges can stay confidentially in that room and they can say whatever they need to without fear of reprimand or action. It has been encouraging to see so many colleagues using the sessions go on to consider that they too would like to become PNAs as the service has had such value in their experience. Nursing continues to be a challenging career choice, especially in critical care and support should be available to those giving so much to others.”



Thank you

References

Dall'Ora, C., Ball, J., Reinius, M. and Griffin, P. (2020) Burnout in nursing: a theoretical review. *Human Resources for Health* 18(41) Available from: <https://doi.org/10.1186/s12960-020-00469-9>

NHS England. (2021) Professional Nurse Advocate A-EQUIP model: a model of clinical supervision for nurses. Available from: <https://www.england.nhs.uk/nursingmidwifery/delivering-the-nhs/tp/professional-nurse-advocate/>