

# Cuckoo Lane Practice, Hanwell

## Nurse led general practice

### Overview

Cuckoo Lane practice offers a model for nurse led care. It aims to provide high quality personal health care, develop and maintain a happy multidisciplinary practice which is responsive to needs and expectations.

CQC gave the practice **outstanding** inspection rating, commended it for innovative practice, well led, responsive and effective services, defined leadership structure, staff feel supported, shared learning to minimise risk.

The nurse practitioner led general practice was set up as a social enterprise general practice in 2005. It offers a completely new way of working using a team approach to deliver top class primary care. The objective of the practice is continuous improvement.

### Challenge

Meeting changing public expectations, doctors resigning, resource in the NHS, increasing pressure on Nurse appointments and balance between GP and Nurse Practitioner appointments.

### Findings and outcome

Successful practice since April 2005, moved to new purpose built health premises in February 2014.

### Innovation

Nurse Practitioners (NP) lead all clinical governance. Ratio 80:20 Nurse Practitioner to Doctors, NP manage doctors, GP employed on sessional basis. Established communication systems including twice daily huddles, Bespoke IT system, Mutual participation model Value Nurturing model, Culture of continuous learning, Defined leadership structure and staff feel supported in their roles

“clinicians are well supported and work is done efficiently” “I can ask advice on clinical matters freely”

### Services

Practice offers care for acute illness, long term conditions, screening and health promotion, specialist services and services for the locality. Practice was instrumental in establishing Ealing wide approach to three tier model of shared care for diabetes. Cuckoo Lane is also a nurse training practice and research practice

Added value includes community involvement in primary care, social enterprise culture, fosters innovation and economic efficiency, Community transport, skill mix

“The variety of skills mix in the team means the work gets done by the most appropriate clinician and team work is easy and streamlined to deal with the complex needs of patients”

“Since starting at Cuckoo Lane I feel that I have been able to extend my role using the experience and knowledge gained to its full potential. I feel this is mainly due to the support and guidance from the team enabling me to broaden my boundaries” - **Nurse Practitioner**

“made to feel as a person cared for, which is the best possible outcome”

“You see doctors at any time you like and on time”

“Staff have always been exemplary”



### Alignment to workforce key findings

### Key lessons learnt

- Learn from mistakes, no blame culture, share learning with all staff to minimise the risk
- Effective communication and take action straight away
- Open dialogue to solve issues
- Open learning culture
- Lot of smiles and laughter
- Sense of belonging to the organisation
- Feel appreciated
- Success attributable to both the leadership and communication of the team providing services.
- It can be replicated in other areas with appropriate supportive leadership and a learning environment

### Find out more contact

Carol Sears, Julie Belton  
Cuckoo Lane Health Care, Hanwell