

# *Improving school nursing workforce through digital transformation*

“The School Nursing team cares about your health and wellbeing. Your school nurse is approachable, listens and provides a supportive and confidential space. They can connect you to services to help you to be healthy, happy and safe.”



# Evelina London

Kathryn Dean

Practice Development Lead School Nursing

# Delivery of the Healthy Child Program

## CLIENT FOCUS

Visible, Accessible & Confidential

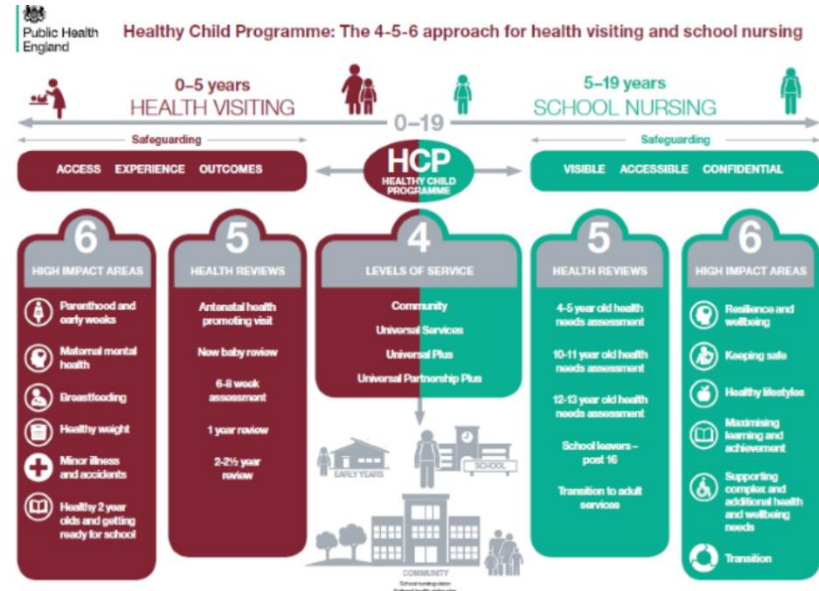
## CAPACITY of workforce

- Proportionate universalism
- Parity regarding mental health
- Multi agency working
- Identifying health needs for individuals & population level

School nurses in London 213 March 2019

Reduction in qualified school nurses – 24%

2009 -2018 Nuffield Trust



CENTRALISED ACCESS POINT

Lambeth & Southwark School Nurse Hub  
0203 049 4777

Email: [gst-tr.SchoolNurseSPE@nhs.net](mailto:gst-tr.SchoolNurseSPE@nhs.net)

Email referrals to central access point

# Agile Working

1. Increases flexibility of Workforce
2. Improves information governance
3. Ensures responsive flexibility of role



## Challenges

- Potential reduction in opportunistic team sharing of knowledge and expertise.
- Reliance on electronic device and connectivity.
- Practitioners reaction to change, identifying the champions (often unexpected)

# Chathealth

Web-based messaging system offering a safe and governed way of texting a school nurse.

Developed by Leicester School Nursing

Launched in October 2016 Evelina London School

## 477 Conversations

Received	4 138 text message
Sent	5 416 text message

October 2019 Evelina School Nursing were 4th in the national league table for conversations opened that month



# IMPROVING OUTCOMES FOR CLIENTS USING DIGITAL CONTACTS

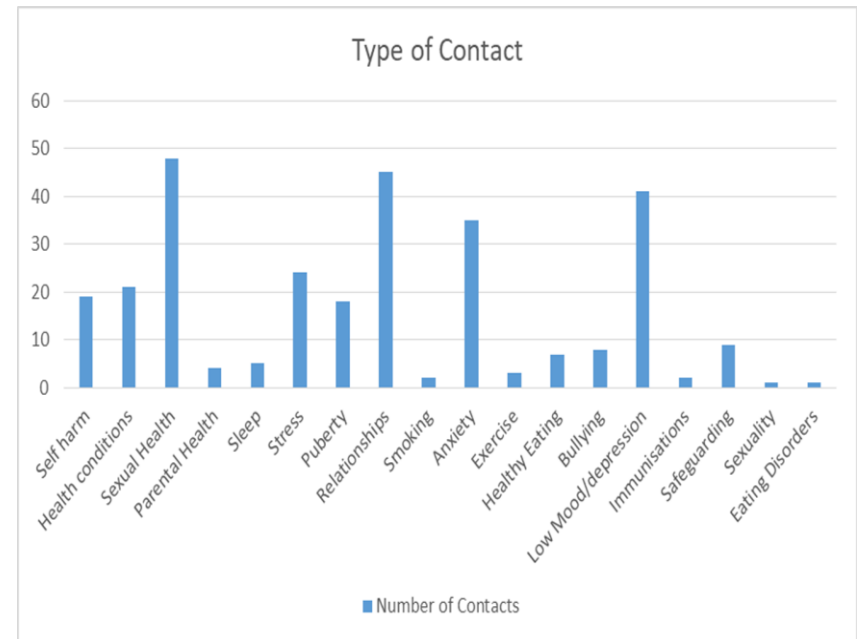
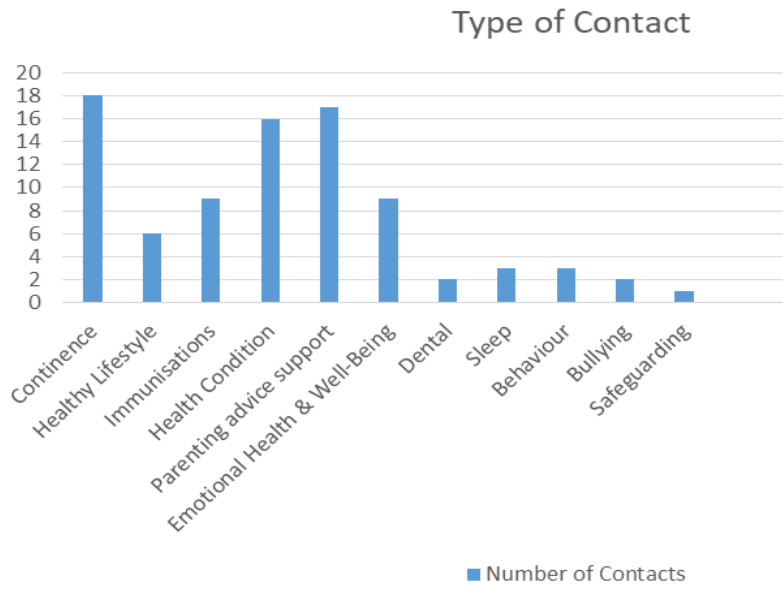
## Parentline

### REASON FOR CLOSING:

- 67% question answered
- 13% no longer responding
- 19% face to face meeting arranged.

## Young People

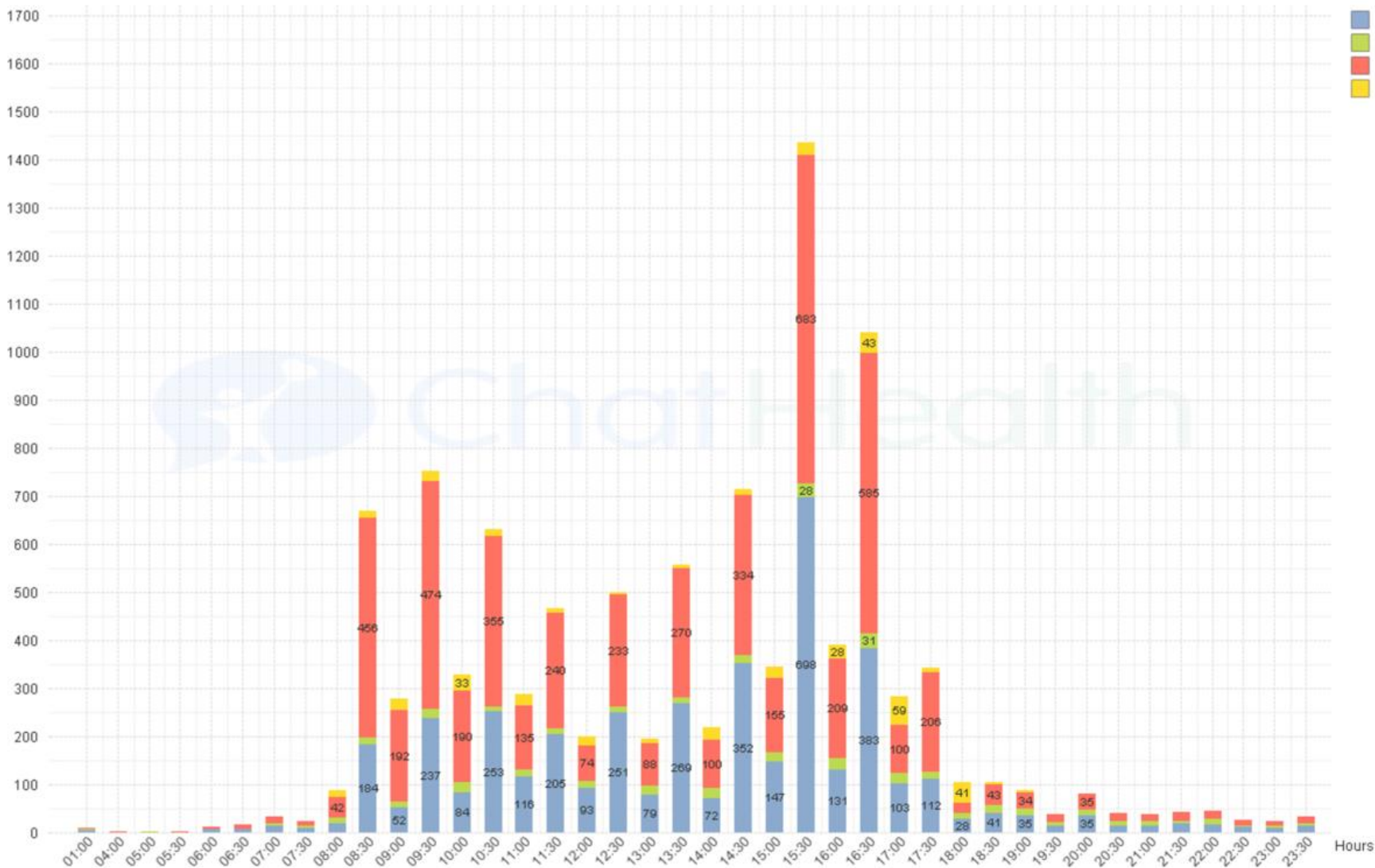
30% result in face to face



# When do C&YP make contact with SN by text

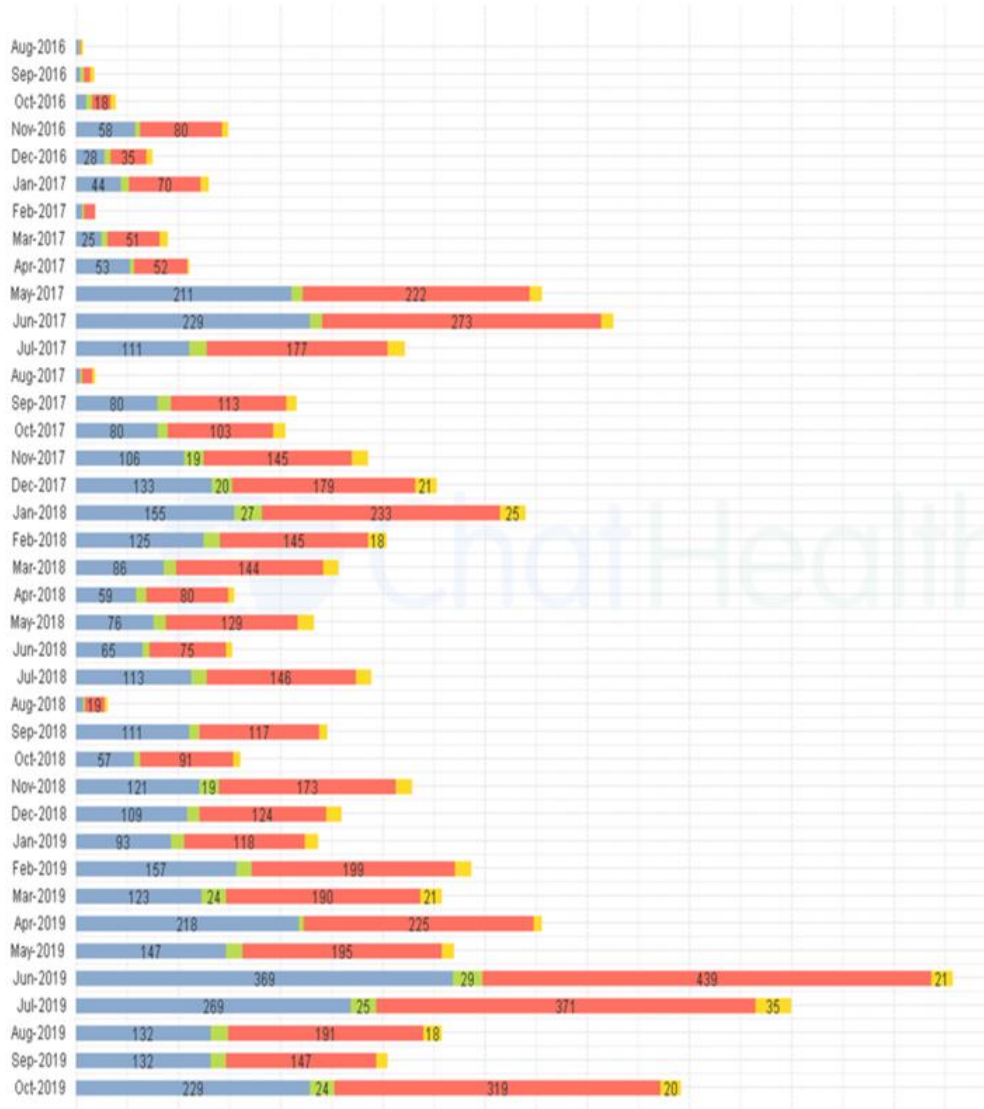
Total Hourly Message statistics for Guys and St Thomas NHS Trust — Since gone live.

- Msgs In 4138
- Opened Conv. 477
- Msgs Out 5416
- Closed Conv. 469





Total Monthly Message statistics for Guys and St Thomas NHS Trust --- Since gone live.



# Challenges

- **Communication:** *With stakeholders to ensure cohesion with the project in a timely manner*
- **Project Development:** *Skill set, adapting, learning anxieties amongst staff*
- **Client Challenge:** *Awareness of service, however, feedback has been positive*



- Listen
- Engage Do not sign post immediately
- Answer the question





# Client Feedback

***‘Sorry I haven't texted in a while. But I just wanted to give your amazing service a last check in. I knew I needed help but was too scared to actually take it. But now I'm a year older I took the leap, I'm so grateful that you have helped me to get to this stage! Thank you again for all your help’***

***“Saves me waiting weeks for a GP appointment and very helpful too. I was very impressed by this service”***

<b>Parentline</b>	<b>94%</b>	<b>5/5 rating</b>
<b>Young People</b>	<b>70%</b>	<b>5 or 4/5 rating</b>

# Identification of need ~ Yr 7 questionnaire 79% response rate across all schools

Outcome	SouthWest	SouthEast	North
<b>Medical Condition</b>	13%	12%	8.3%
<b>Growth concerns</b>	14.8%	20%	16%
<b>Peer pressure</b>	2.8%	4%	3.3%
<b>Sleep</b>	28.6%	30.5%	29.2%
<b>Body Image</b>	19%	19.7%	20.5%
<b>1:1 Follow up</b>	42.5%	36.4%	32.9%
<b>CORS &lt; 24</b>	14.8%	17.3%	20.7%

**Evelina London** **NHS**  
Guy's and St Thomas' NHS Foundation Trust

Your school nurse would like to ask you some questions about your health and well-being.

NAME: \_\_\_\_\_ DATE OF BIRTH: \_\_\_\_\_

What you say to your school nurse is **PRIVATE** but sometimes other people need to know what you have said to help you. Your school nurse will talk to you before sharing anything you say.

I have health worries that might stop me from going to school or makes lessons difficult. If yes, what disease? Write here \_\_\_\_\_ Yes No

I have medicine that I need during school hours or keep in school for emergencies. Examples: asthma, adrenaline pen. \_\_\_\_\_ Yes No

I look after someone in my home, and I am needed to help at home more than other young people. \_\_\_\_\_ Yes No

I have got worries about my safety at home, or school, or when I am out and about or online. \_\_\_\_\_ Yes No

I worry about how I look so I change what I do, or stop doing things. \_\_\_\_\_ Yes No

I would like to talk to the school nurse about my growth (height or weight) and/or being active and what I eat. \_\_\_\_\_ Yes No

I find it hard to sleep so I may be late for school, and at times unable to concentrate. \_\_\_\_\_ Yes No

I, or people I know have been pressured to do things we do not want to do, like smoking or drinking alcohol. \_\_\_\_\_ Yes No

Please turn over

## Forecast 20/21:

- **Client Focus: 743** face to face required based on the current triaging criteria
- **Capacity: 16** nurses to achieve follow up - 5 months to complete

## Advantages of Digital Interface for delivery of Yr 7 Questionnaire

1. Improved information governance.
2. Initial triage is completed digitally & each individual receives a report.
3. Increase in clinician face to face intervention as reduction in administration.
4. Data generation can be achieved at on multiple sample sizes and across time.

# CONCLUSION digital transformation

- Increases our client's ability to access health services
- Extends the scope and quality of provision
- Enables staff to be responsive & flexible with provision of the service.
- Increases the ability of the service to recognise & be adaptive to emergent needs of individuals and population groups
- Builds confidence and pride in our workforce.

To achieve our value statement

“The School Nursing team cares about your health and wellbeing. Your school nurse is approachable, listens and provides a supportive and confidential space. They can connect you to services to help you to be healthy, happy and safe.”

## For more information about the School Nursing Service

<http://gti/clinical/directorates/childrens/clinicalservices/community/schoolnursing.aspx>

<https://www.evelinalondon.nhs.uk/our-services/community/school-nursing-service/overview.aspx>

[www.evelinalondon.nhs.uk/parentline](http://www.evelinalondon.nhs.uk/parentline)

[www.evelinalondon.nhs.uk/chatheath](http://www.evelinalondon.nhs.uk/chatheath)



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