



WELCOME TO THE NURSING E- NEWSLETTER

The aim of our newsletter is to keep everyone engaged and updated with progress in relation to the standardization and digitisation of nursing documentation, and the new Welsh Nursing Care Record (hospital) application.

Welsh Nursing Care Record now live!

The Welsh Nursing Care Record is officially live, marking the start of a brand new, digital way of working for nurses in Wales.

On the 19th April, roll out of the new online documents began at sites in South Pembrokeshire Community, Neath Port Talbot, and Velindre Cancer Centre. They were shortly followed by Withybush General Hospital on the 27th April.

Early feedback has been excellent, with many nurses positive about how easy WNCR is to use and how beneficial it will be to their role.

The newest release of WNCR (version 2.0) contains significant improvements and additions following feedback from nurses on the pilot wards, ensuring WNCR suits the needs of nurses across Wales.

The improvements include; addition of a nurse reports function to capture free text updates, better re-use of data, visual improvements to increase ease of use, a business continuity solution providing access to WNCR data in the

Further implementations at Neath Port Talbot, Powys THB and Cwm Taf Morgannwg UHB are being planned for go-live during early summer, with other organisations planning for WNCR release later in 2021, aligned to local activities.

The next version of WNCR (2.1) is also well underway and is planned to be available for user testing by health board/trust staff in May.

The project has recruited a team of national Business Change Facilitators to help support the implementation across Wales, who are working with your local Clinical Informatics Nurses to deliver a suite of e-learning tools to help support training on WNCR.

The project continues to engage with colleagues across Wales on a series of new, standardised, all-Wales clinical content in the form of 16 new e-documents, including a food chart, wound care assessment record, mouth care assessment, frailty assessment, care plans and many more.

Have you been using the WNCR on your ward? Let us know your thoughts, feedback or suggestions by filling in a quick survey. Simply scan the QR code below or [click here](#).



The WNCR vision:

“Nurses, midwives and multi professional team members are confident and competent with using the WNCR. They utilise the data from the WNCR to drive improvements and learning across organisations in Health and Care in Wales, improving patient outcomes and experiences. Patients receive seamless care and patients and staff can move across services in Wales using the single WNCR system.”



Looking ahead

As we move into phase two of the Welsh Nursing Care Record and its implementation across Wales we have also identified the next set of documents that will be standardised and added to the Welsh Nursing Care Record as detailed.

Contact has been made to all the national multidisciplinary specialist groups and to date we have received recommendations from 4 national groups that are currently going through the approvals process within Health boards and Trusts. All documents will be approved by the Directors of Nursing, where documents are multidisciplinary they will also be approved by Directors of Therapies and Medical Director to ensure appropriate assessments and tools are implemented across Wales.

- Bristol Stool Chart
- Fluid Chart
- Mouthcare Assessment
- Blood Glucose Chart
- All Wales Frailty Assessment
- Urinary Catheter / Care Bundle
- Food Chart
- IV Access / Care Bundles
- Repositioning Chart
- Sepsis 6
- Wound Care
- Care Plans
- Infection Prevention RA
- End of Life Care Decisions
- Decision Support Tool
- Discharge Planning
- Continence extended Assessment

WNCR becomes award-winning project

The national transformation of nursing documentation won a Nursing Times 2020 Award in November.

The prize was achieved in the category of 'Technology and Data in Nursing'.

Fran Beadle, National Clinical Informatics Lead for Nursing, said the main achievement of the project has been to produce "a nationally approved standardised nursing language that has enabled the development of a national digital platform that supports evidenced based nursing to improve outcomes and care for the citizens of Wales".

Project Senior Responsible Owner, Claire Bevan added, "It's been a fantastic team effort by everyone. I've been so impressed by the way everyone has come together and placed patients at the centre to improve nursing care processes".



Useful tips



Look out for icon on the left, this will appear on your desktop and take you directly in to the Welsh Nursing Care Record application.



A [Welsh Nursing Care Record User Guide](#) is now available for you to access. This guide will provide you with a reference point when using the system.

Pilot testimonials video



Meet the new members of the team



Anna Harries

Senior Nurse,
Professional Standards
- Velindre University
NHS Trust

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Anna Harries is the Senior Nurse for Professional standards and digital at Velindre University NHS Trust. She has been in post for just over a year (yes, she moved role during COVID-19 pandemic).

This is her first corporate role and Anna has learnt so much in such a short space of time. Being part of a smaller organisation, she wears many hats throughout the day.

Anna's career to date has shaped this, from a very clinical background as an Advanced nurse practitioner to a Matron role... every day you plan a "task" and every day the plan changes. Adaptation is part of her role and Anna thoroughly enjoys being kept on her toes.



Elizabeth Williams

Senior Matron Clinical
Nursing Informatics
Officer - Swansea Bay
University Health Board

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Elizabeth Williams has a diverse career gaining nursing expertise in areas such as Medicine, Intensive Care, Emergency Department, Cardiology and Musculoskeletal.

She has spent the last 9 years in a range of senior roles within Secondary Care and Primary and Community. She sees her role as a Digital nurse as facilitating the flow of information and events between the clinical and the digital fields ensuring patient safety remains the primary concern.

Elizabeth is excited to start this role as we launch WNCR transforming nursing documentation.



Peggy Edwards

Chief Nursing
Information Officer -
Aneurin Bevan
University Health Board

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Peggy Edwards is the new CNIO for ABUHB, her background is theatres and ITU nursing but has been working in the patient safety arena for several years and more recently in the digital arena at NWIS.

Peggy is keen to ensure the standardisation and digitalisation of nursing documents means that nurses will get an equal voice in the digital world and that patient care is enhanced and supported by this venture.



Helen Thomas

Informatics Clinical
Nurse Specialist -
Hywel Dda University
Health Board

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Helen qualified as a Registered Nurse in 1987 in Cardiff. After gaining experience in Oncology and General Medicine she has spent the majority of her career in the community as a District Nurse and as a Long-Term Care Specialist Nurse.

Following a change in direction Helen worked as a Clinical Research Nurse Specialist working on and supporting the implementation of numerous Clinical Research Studies within the Health Board.

Her interest in Informatics enabled her to be awarded a Post Graduate Diploma in Health Informatics in 2010 and was recently appointed Informatics CNS in Hywel Dda University Health Board, to support the local and national project team implement the WNCR.



Cheryl Lewis

Informatics Clinical
Nurse Specialist -
Velindre University
NHS Trust

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Since qualifying as a registered nurse from Cardiff University in 2008, Cheryl has been employed by Velindre University NHS Trust. Throughout her career she has gained extensive knowledge and experience of caring for oncological patients at all stages of their disease trajectory.

Cheryl completed her MSc in Professional Practice in 2017 and was recently involved in supporting the delivery of electronic staff rostering into Velindre. She commenced the role of Informatics Clinical Nurse Specialist in January 2021 supporting the implementation of the WNCR.



Nigel Broad

Informatics Clinical
Nurse Specialist
-Powys Teaching
Health Board

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Nigel qualified as a registered nurse in 1989 at Neath General Hospital and worked in general surgery for a couple of years before moving to work in the Welsh Centre for Burns and Plastic Surgery in Chepstow in 1993, prior to it moving to Morriston hospital in 1994. He worked there for 20 years leading on several successful change programmes. He then moved to Powys as a senior nurse and has worked as the community services manager for South Powys up until the end of 2020 when he retired from that role.

Nigel commenced the position of Informatics CNS in January and is already enjoying the new challenges this brings.



Deborah O'Sullivan

Informatics Clinical
Nurse Specialist -
Cardiff and Vale
University Health Board

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Deborah qualified as a registered nurse from Middlesex University as a Registered Nurse in 2001 and started working on an acute surgical ward. She went on to obtain a BSc in nursing from St Bartholomew school of Nursing and Midwifery, and worked across various clinical areas including Surgical, Medical and Orthopaedics.

In 2006 Deborah started working in Cardiff and Vale UHB in emergency Medicine, and then moved into Interventional Radiology Nursing.

Deborah has a keen interest in service improvement, and has been involved in the development of care pathways, documentation and care planning in her previous roles. Her wide range of nursing experience and passion for driving forward change brought her into the role of Informatics Clinical Nurse Specialist, and has joined the team in the role out of the WNCR.

Tracy qualified as a registered nurse in 2005 from Swansea University. She spent the first ten years of her career working on a tertiary cardiology ward accepting patients from across South West Wales. In 2015 she broadened her horizons and took on the role of MINAP co-ordinator in ABMU, working across two hospital sites collating and entering audit data for all ACS patients, feeding this back to local teams and to the ambulance service.

Tracy Jones

Informatics Clinical

In 2016 Tracy became a transfer nurse within the multi-disciplinary TOCALLS team for Neath Port Talbot Hospital, working across the health board visiting all acute sites, carrying out frailty



**Nurse Specialist -
Swansea
Bay University Health
Board**

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assessments and advising on discharge planning, this role also involved following patients out into their homes and liaising with community services. In 2018, she went back to her roots and became a senior sister/ ward manager on an acute territory cardiology ward. These posts enabled Tracy to see the wide variety of nursing documentation used from ward to ward across three health boards in Wales and to understand the benefits of standardisation and how it will improve patient care.

Tracy will be taking up the post of Informatics Nurse Specialist shortly and looks forward to the challenges and rewards this role will present to her.



Mari Williams

**Informatics Clinical
Nurse Specialist - Betsi
Cadwaladr University
Health Board**

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Mari's nursing career began in 1985 when she commenced her training in the Glan Clwyd School of Nursing, gaining her Registered General Nurse qualification in 1988. She briefly worked on a surgical ward, before taking a short break from the NHS to start a family, returning to the NHS after 3 years, initially to Ruthin Community Hospital, then back to the acute setting based on Ward 11, a busy acute medical ward specialising in Respiratory medicine. Mari was actively involved in the introduction and development of a very successful nurse-led Non Invasive Ventilation service on the ward, and has taught the subject as part of a degree course offered by Bangor University.

Mari's first experience as a Band 7 came when she was offered the opportunity to manage a failing ward for 6 months, successfully changing the culture of the ward, and restoring pride in the staff resulting in significant improvements in the standards of care for the service users. On returning to Ward 11, Mari was seconded as the Ward Manager, which became permanent in 2015.

Due to personal reasons, Mari made the difficult decision to move away from her clinical role at the beginning of 2020, and spent 6 months working alongside the Clinical Governance team, before the opportunity to take on the role of Informatics CNS arose. Mari has always embraced change, in particular the evolution of digital ways of working within the NHS, and actively encouraged the use of the Aura and Stream systems within the ward environment.

Mari believes her current role is a natural progression in her interest in the digital ways of working, and is excited to be a part of this award winning project. She is confident her clinical experience and sympathetic understanding of the pressures facing clinical staff on the wards will help with staff engagement.

Sue has worked in Local Government since 1986, primarily working within the Environment and Regeneration Directorate of Blaenau Gwent CBC. During this time, she gained a Masters Degree in Business Administration (MBA) and was also seconded to Welsh Government's business support service for 7 years as the Business Eye Manager for Blaenau Gwent.



Sue John

Digital Business
Change Analyst -Powys
Teaching Health Board

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Following this, Sue was appointed as a Project Manager to The Works Project, which is a £350 million pound regeneration project in Ebbw Vale, and became a qualified Prince2 Practitioner in 2011. Sue joined ABUHB as a Senior Project Manager in 2019 and commenced the position of Digital Business Change Analyst with PTHB in January this year for the rollout of WNCR within Powys.

Sue's experience of project management, stakeholder engagement and project implementation bring another string to the Team's already extensive bow.



Katie Craig

Digital Product
Specialist -Swansea
Bay University Health
Board

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Katie has worked in the NHS since September 2016 and has been appointed to a Digital Product Specialist to support implementing the Welsh Nursing Care Record at SBUHB.

Katie has supported different projects in Digital Services such as Attend Anywhere and e-Prescribing; this has allowed Katie to see first-hand how important the transition to digital is and has developed a passion for supporting clinicians with this change.



Lowri Roberts

System Support
Manager - Betsi
Cadwaladr University
Health Board

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As the System Support Manager for BCUHB, Lowri works on a range of system and software solutions to support colleagues across the organisation.

She first joined BCUHB Informatics team 3 years ago and had the opportunity to work on a range of digital projects including WPAS and WCP.

Most recently, Lowri is supporting the Welsh Nursing Care Records from an ICT operational support perspective and enjoying the opportunity to be part of a great transformational national project.



Cerian John

Senior Business
Change Facilitator
(Engagement) - Digital
Health and Care Wales

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Cerian started with NWIS in 2016 and initially worked in the WCP Support team, gaining an extensive knowledge of the Welsh NHS digital infrastructure and applications. Since 2019, Cerian has been in the Service Transformation team, supporting clinical staff across all health boards in roll-outs of MTED, Electronic Test Requesting (ETR) and WCP Mobile.

Prior to working in what is now known as DHCW, Cerian was a database developer, after working in the private sector in technical and training roles for 15 years, she felt her skills would be of benefit to supporting front line staff of the Welsh NHS in providing patients with a seamless journey, wherever their treatment was.

Cerian's passion for technology and the NHS is her driver to finding ways to encourage staff in the transition to digital solutions for the Welsh NHS and she is excited to be part of the WNCR project.



Denise Buckley

**Business Change
Facilitator (eLearning) -
Digital Health and Care
Wales**

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Denise Buckley has recently joined the team having previously worked at Cardiff Metropolitan University for 11 years as a Learning Development Officer specialising in eLearning.

Before moving to Wales, Denise lived in Dublin and worked as Head ICT Trainer at Technological University Dublin for 6 years where she also completed her MA in Learning & Teaching. Denise has also lived in both North and South Carolina (while her husband was undertaking a Fellowship in Orthopaedics) and she taught ICT at a Technical college and at an elementary school.

She is a qualified British Wheel of Yoga teacher and has taught yoga since 2006 and is currently undertaking a 2nd Masters, this time in Philosophy at UWTSD. Denise's first love is her family and second is for learning! She has completed the Dublin Marathon and the Vale half Ultra Marathon in 2019 and has raised over £4,000 for charities in England and Wales.



Scott Franklin

**Business Change
Facilitator (eLearning) -
Digital Health and Care
Wales**

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Scott recently joined the DCHW as a member of the Business Change Team with a focus on E-learning for the WNCR project. He moved to Wales for University, reading Microbiology at Cardiff University, utilising his interests in filmmaking and editing to create scientific engagement tools. He entered the private sector and became involved in learning and development as well as complaint handling.

He moved to the Energy industry, where he again dealt with complaints as well as driving process development and optimisation within his department. After a year of pursuing work as an independent illustrator; working with bands, performers and teachers, Scott has joined the DCHW.

Within his role, he hopes to provide support and quality of life improvements to the people he will get the opportunity to meet and work with.



Katherine Whittington

**Project Officer - Digital
Health and Care Wales**

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Katherine has joined DHCW after ten years working in public and school libraries, managing events, refurbishments and research services. She has brought her admin and organisation skills to NHS Wales and is enjoying the challenge of working in projects.

Her most recent Librarian role was in local studies, so she knows all sorts of obscure facts about the history of Cardiff. She can talk for days about books, loves a cuppa, and, having worked with teenagers and small children for many years, is prepared for anything.

Katherine has joined the team as Project Officer - supporting meetings, actions and admin relating to the digitisation of nursing records project. If you need something done, Katherine can probably help. She is loving learning about NHS Wales and excited to be involved in the WNCR project.

Adam recently joined the DHCW

as Project Support Manger for the WNCR Project. His main responsibility is to support the standardisation of the nursing documents.

Previously Adam spent his 20's in reckless disregard to a career by travelling and finally living in New Zealand and Australia. Exciting as it sounds it actually meant spending his final three years working in a bank and selling his soul. Eventually he came back to Wales and found a passion for working in housing and homelessness where he spent about ten years in various roles including Researcher and Project Manager.

His final role was in the Wallich project managing an all-Wales cloud-based case management system for people sleeping rough for the Wallich.

He has diametrically opposed passions of sitting on the couch watching TV and films with his family, and diving head long into various challenges such as riding to Paris, triathlons and running half marathons.

He is currently trying to get up to marathon distance, but his genetically weak joints have so far failed him. He is proud to have joined such a wonderful and unique institution and he hopes his previous experiences become an asset for his team, while also recognising this is a fantastic environment to learn and upskill too.



Adam Golten

Project Support
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