NHS and case solutions help provide effective solutions
- medical and psychological wellbeing
- social isolation
- supported living
- support for people in care and their families
- they need accessible and affordable healthcare services, in the home, in hospital, or in community settings.

The essence of effective care lies in getting closer to the people you serve,
- through effort and imagination
- they want to be cared for
- provide care based on empathy, integrity, and fairness.
The Francis Report, the Keogh Report, the Cavendish and Berwick Reviews have all highlighted how we need to improve
  • emphasizing the centrality of compassion in the care we deliver.

**Mid Staffordshire Report 2013**

“The system as a whole failed in its most essential duty of care.’

Robert Francis QC

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LUTS and incontinence has a profound effect on individuals
  • medical and psychological morbidity
  • social isolation.

We need to Support the people in our care and their families when they are most vulnerable and when clinical expertise, care and compassion matter most.

The essence of nursing care is about getting to know and value people as individuals
  • through effective assessment
  • how they want to be cared for
  • provide care which ensures respect, dignity and fairness

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Nurses and carers are the life blood of the NHS and if we commit to work together with the shared purpose of improving care
Helping people to stay independent, maximising well-being and improving health outcomes

- Delivery of holistic services.
- Developing relationships with patients.
- Ensuring care is tailored to individual needs.
- Working towards patients' own self-care.
- Linking to multi-disciplinary areas, with safe and effective care
- Trusted and competent nurses.
- Be flexible and responsive to manage change.

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Improving Patient Experience

- Providing accessible care with dignity and respect for all.
- Responding to and developing relationships with the patient.
- Working hard to provide access for everyone
- Demonstrating compassion.
- Providing a holistic approach, being pro-active and providing individualised care.

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Delivering High Quality Care and measuring impact

- Deliver evidence based care.
- Measuring outcomes to drive improvement.
- Confident, capable aware of the scope of my professional competencies.
- Utilise appropriate knowledge, skills and attitudes in decision making.
- Developing a wide range of skills to deal effectively with all aspects of care.
- Utilise skills and experience in teaching and education to grow the future workforce.
- Ability to recognise limitations and to act in signposting role – to appropriate expertise.

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Building and Strengthening Leadership

- Proactive, adaptive communication and listening approaches.
- Prioritising communication to make patients feel cared for.
- Signposting and referring patients appropriately.
- Acting as the hub of communication and a vital link between Community teams/GP/practice nurses.
- Networking with our primary care colleagues, breaking down barriers.
- Support and empowerment of professionals to lead change locally and nationally.
- Motivate teams to improve the patient experience

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