

# **Report of a survey to explore how nursing and midwifery consultants are using 'Capturing impact. A practical toolkit for nurse consultants**

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## **Introduction**

### **Background**

A two year research study funded by the Burdett Trust for Nursing developed a framework for assessing the impact of nurse consultants (NCs) (Gerrish et al 2013) and a toolkit to help NCs measure the impact of their work, and share these findings with managers and other stakeholders. Details of the research study can be found on the project website: <http://research.shu.ac.uk/hwb/ncimpact>

The toolkit is based on an evidence-based framework which classifies the impact of NCs into three domains: impact on patients, staff and the organisation. The toolkit includes a series of reflective exercises to help NCs identify their impact in each of these domains and prioritise which areas of impact are most important for them to capture at this moment in time. Practical guidance and examples are provided on the challenges of capturing impact together with tips on how to overcome or manage these challenges. A number of tools are also provided to help NCs to collect data to demonstrate their impact. The toolkit itself can be accessed via the following link: <http://research.shu.ac.uk/hwb/ncimpact/NC%20Toolkit%20final.pdf>

### **Aims of the Survey**

1. To evaluate how the toolkit is being used in practice by nurse and midwifery consultants.
2. To explore how the toolkit can be developed further

### **Methods**

An online questionnaire was developed to explore the views and experiences of nursing and midwifery consultants on using the Toolkit entitled "Capturing impact: A practical toolkit for nurse consultants".

The survey included 14 questions and incorporated both open and closed questions. These included statements with a Likert style grading of opinion and free text qualitative components to provide additional insight.

### **Study Population and Recruitment**

The study population was drawn from nurse and midwifery consultants across England Scotland and Wales. Some of these were from an existing database of nurse and midwifery consultants cross referenced with online information sources. A group of potential respondents were also drawn from nurse and midwifery consultants who had attended an earlier dissemination event. An email containing a link to the survey was also sent to the Chief Nurse in all acute NHS Trusts in England with a request to forward the link to any nursing and midwifery consultants within their organisation.

The survey was administered electronically via an email requesting participation in the evaluation detailing a link to a World-App on-line anonymous questionnaire. The survey went live in February 2013 and requests for participation were sent out in late February and early March. A blanket reminder email was issued in May 2013. Forty-one completed returns were achieved.

## Response Rate

It is difficult to ascertain an accurate response rate as after the initial mailshot it became apparent a number of individuals had moved on from their roles/organisations and/or had changed email addresses.

## Sample characteristics

### In what speciality do you work?

The sample included a range of consultants working in diverse speciality areas. Tables 1 and 2 below illustrate the speciality background of both the users and non-users of the toolkit.

Table 1

Speciality of users of toolkit	n
Acute, emergency medicine children	1
Cleft Lip and palate	1
Clinical Skills	1
Critical Care	3
Dermatology	1
Emergency Care	4
Gynaecology	1
Infection Control	1
Maternity	1
Mental health	1
Paediatrics (incl. one consultant pharmacist)	3
Public Health	1
Safeguarding	1
Sexual Health	1

Table 2

Speciality of non-users of toolkit	n
Acute Care	1
Adult Cancer Care	1
Cardiothoracic	1
Dementia	1
District Nursing	1
Emergency Care	1
Endocrinology & Diabetes	1
Infection Control	4
Older People	1
Pain Management	1
Primary Care	1
Stroke	2

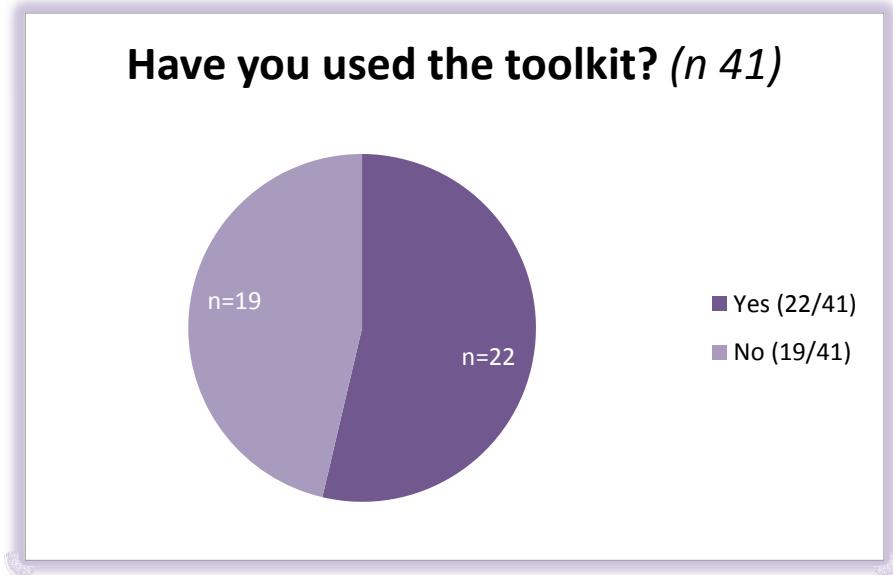
## How long have you been a nurse consultant / midwife consultant?

Almost a third of respondents (13/41) had been a nurse consultant / midwife consultant between 1 and five years, whilst over two-thirds (28/41) had been working in the role for over 5 years.

## Survey Data Analysis

### Have you used the toolkit entitled 'Capturing impact: a practical toolkit for nurse consultants'?

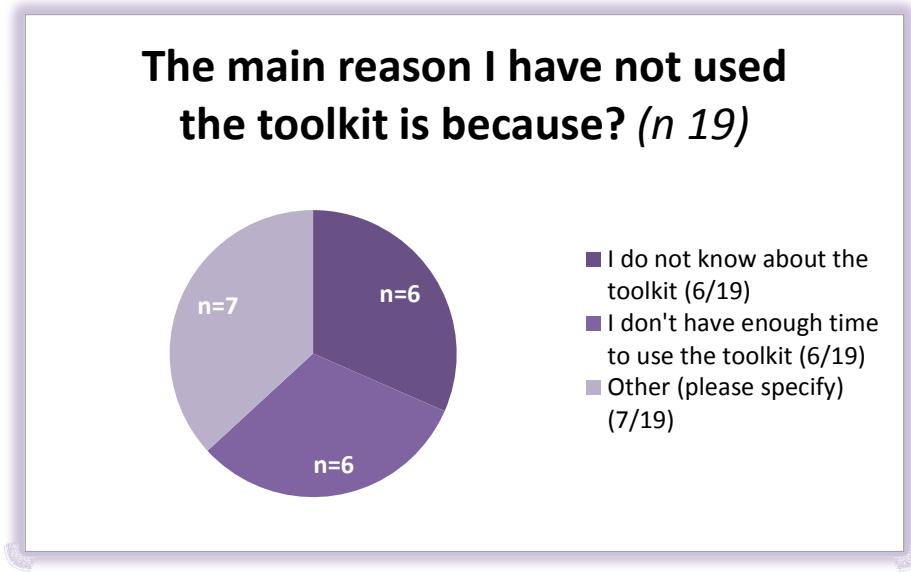
Figure 1



Over half of the respondents, (22/41) had used the toolkit.

### The main reason I have not used the toolkit is because?

Figure 2



Almost a third (6/19) of those who had not used the toolkit stated they did not know about the toolkit, and another third (6/19) indicated that they do not have time to use the toolkit. Just over a third (7/19) gave

another reason(see Table 3 below), some of these were related to time constraints and others indicated that they planned to use the toolkit in the future.

Table 3

I have only just seen the toolkit - will look at and see if I can utilise
I have yet to scope out how best to utilise this toolkit
I intend to use it
I really want to use it have not as yet found the time
It doesn't reflect my role ie infection control
Plan to use as required in the future
We met as a group of nurse consultants within the trust to discuss starting to use the toolkit but have had struggled to find the time to move forward with it.

### How have you used the toolkit: overall; the exercises; the tools for capturing impact?

When asked how they had used the toolkit overall almost half (10/22) stated they "have read through the whole toolkit to inform my understanding of impact" whilst just over half (12/22) stated they had "just read the sections that are most relevant to my role."

With regard to the exercises in the toolkit almost a tenth (2/22) stated they had "systematically worked through all of the exercises." Over half (13/22) stated they had "just completed the exercises that are most relevant to my role" and almost a third "had not completed any of the exercises" (7/22)

The majority of respondents (19/22) stated they "had used/adapted some of the tools for capturing impact that are provided in the toolkit." Whilst three stated they had "not used any of the tools provided in the toolkit."

### What have you used the toolkit for?

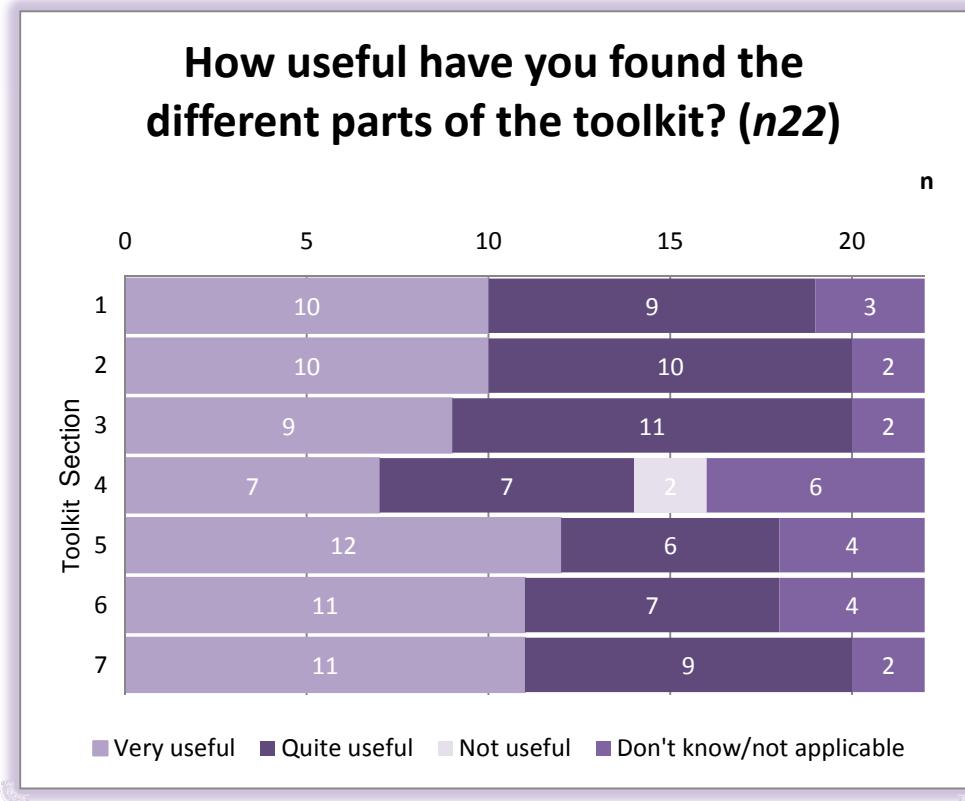
Table 4

What have you used the toolkit for?	n
To measure/capture impact on patients, staff &/or organisational outcomes	13
As part of annual appraisal	10
Guide to develop presentation about impact of role for stakeholders	2
To help reflect on the impact of role on patients, staff &/or the organisation	14
To prepare a presentation for a job interview	1
To prepare a business case for a new consultant role	0
As part of an induction programme for new nurse consultants	1
To increase understanding of capturing impact	12
Other (please specify)	0

Respondents had used the toolkit in a variety of ways. The main use was "to help reflect on the impact of role on patients, staff &/or the organisation" marked by over a third (n=14). The next most used element of the toolkit was "to measure/capture impact on patients, staff &/or organisational outcomes" stated by thirteen. "To increase understanding of capturing impact" was also used by over a quarter of respondents (n=12). Almost a quarter (n=10) had used the toolkit "as part of annual appraisal." Nobody in the current sample had used the toolkit "to prepare a business case for a new consultant role"

## How useful have you found the different parts of the toolkit

Figure 3



The majority of respondents found all of the Toolkit sections useful to some extent. The ones with most respondents (n=20) stating they were useful were Section 2 - Your impact: Identifying areas and priorities, Section 3 - Guidance on capturing impact and Section 7 - Examples of tools for capturing impact. Section 5 - Examples of impact had the highest proportion of respondents (n=12) stating they found it "very useful".

## Have you used/adapted any of the example tools for capturing impact?

When asked if they had used/adapted any of the example tools for capturing impact, 15 out of 22 stated they had.

## Tools that you have used

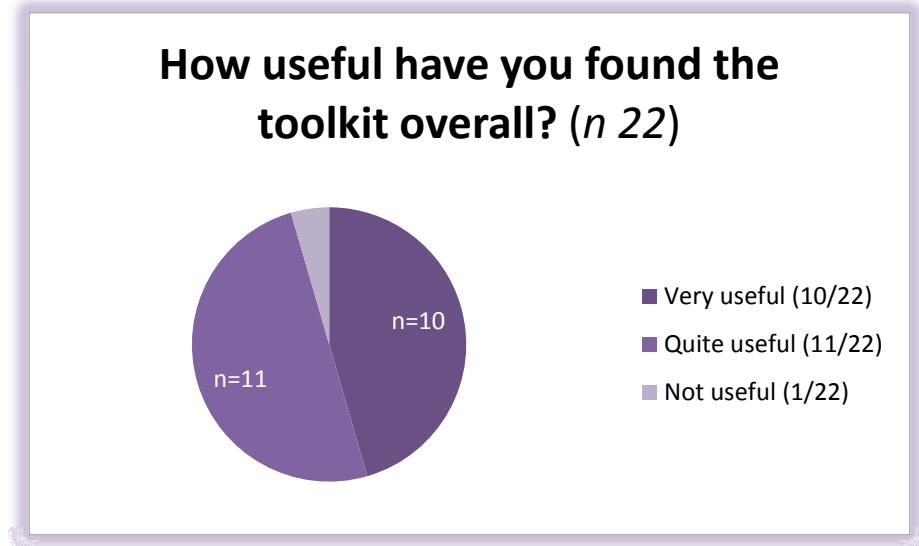
Table 5

Tool	n
Tool 1 – Scoping of impact feedback tool	6
Tool 2 – Carer support group evaluation	2
Tool 3 - Consultation Satisfaction Questionnaire	2
Tool 4 - Communication feedback survey	3
Tool 5 - Patient experience of care environment	2
Tool 6 - Patient experience proforma	4
Tool 7a/b - Evaluation of training (pre/post)	8

Tool 8a/b - Evaluation of rotation in gynaecology department (pre/post)	1
Tool 9 - Higher education questionnaire	4
Tool 10 - Consultancy proforma	8
Tool 11 - Team leadership questionnaire	6
Tool 12 - Assessment of Work Environment Schedule (AWES)	1
Tool 13 - External activity proforma	10
Tool 14 - Meeting achievement proforma	5
Tool 15 - Project leadership/contributor questionnaire	5

### How useful have you found the toolkit overall?

Figure 4



### Would you recommend the toolkit to other nurse / midwife consultants?

All the respondents who had used the toolkit (22/22) would recommend it to other nurse / midwife consultants.

### Any other comments you would like to make about the toolkit

Comments made by those who stated they had used the toolkit are provided below.

An excellent resource. Easily adaptable to support review of personal impact and also in helping to present impact for employers and wider stakeholders. As a Trust employing 6 nurse consultants we are currently looking at use of some of the tools in relation to identifying a level of consistency in our appraisal processes

An extremely useful document for new Nurse or Midwifery Consultants. Some Tools are less useful for more established roles and some appear to analyse areas that I would perceive to be the role of a Matron not a Nurse Consultant. The Tools need local adaptation to individual roles, but in total they provide a comprehensive overview of the areas that these roles need to review and analyse.

I have not used this toolkit as much as I would have liked, just due to time pressures. One of my objectives for this year is to utilise the toolkit more, in the current economical climate being able to demonstrate and measure what we do is essential.

I have only used the examples I gave on 1 or occasions but it is my intention to use as many more fully in the future.

I have read the toolkit & will use its contents to inform my practice in the future

I will be using the toolkit as part of my 1:1 meetings with my professional leads to inform my objectives for the forthcoming year.

I would have really appreciated this tool at the beginning of my career as Consultant Nurse, or to use as part of my career progression/development (KSF) and in preparing for such a role (eg pre-interview). I have used parts of the tool that I felt relevant to my current practice and experience, but would definitely of made use of the whole tool, in for purposes described.

Looks good, but it is making the time to use it that is more difficult!

No comments at this time as I haven't used much of the toolkit

Research across organisation

Tool 4: I found patients quickly completed the questionnaire. when analysed I found that out of 39 completed forms, 4 individuals gave negative feedback to the negative statements which contradicted their other inputs. for this reason I perceived that the statements that are out of sync with the others should be clearly marked so that the patients realised a negative statement has been made. otherwise it was great.

Training to become a Consultant Nurse is in its infancy so I see this as a living document. I will give it some thought

We have been asked to look at this as part of the non-medical consultants but only a few aspects are useful for a consultant pharmacist and you may not want the contribution from a non -nursing consultant.

Comments made by those who stated they had not used the toolkit are provided below. The comments made (see below) highlight that even respondents who had not used the toolkit reflected some positive thoughts about the toolkit. Areas mentioned include "the impact of my role" and use in appraisal/objective setting.

I do think that the toolkit is excellent and it's not that I don't want to use it, the nature of my workload can very much involve fire-fighting through the winter!!! I hope that I get the opportunity to spend time soon looking at the tool kit

I have been in post less than 2 years and I have been told I am at risk but nothing else has happened

I have not had the chance to look at it yet

I have not seen the toolkit previously. Anticipate that I would find it useful to measure the impact of my role on patients and the organisation.

I was not aware of the toolkit, but having had time to look at it now I can see there are some elements that I would find useful in assessing the impact of my role- so plan to do this In particular I like to activity sections with the availability to download as word documents. We have an appraisal framework that uses similar principles to measure outcomes/ impact and I am sure the toolkit would help me in shaping my goals and objectives as well as reviewing impact. I plan to become more familiar with th.....

I wonder if there is a similar toolkit which demonstrates the role of our medical counterparts -I think not. The impact of their role is clear they are clinical leads and experts and lead teams. The nurse consultant role is ill thought out and needs to be modernised. Currently it's a dead end in terms of career as the way the role is framed and set up in some organisation - like mine -is to minimise impact. This makes us very vulnerable. In my case the tool kit merely added to my burden rather than helps dem.....

It looks easy to use and is a good way to assess for yourself

Never heard of it previously so obviously our director of nursing hasn't forwarded the information. I have had a quick look at the toolkit and feel it would be useful. I am a non medical prescriber and take part in the north west non medical prescribing audit which provided vital and useful data to support my practice and demonstrate benefits to patient care as well as organisational outcomes, it uses QUIPP measures.

The toolkit is an excellent resource which I plan to use to capture aspects of my impact within the different domains of my role.

This is an excellent toolkit. I am going to be using the toolkit within the forthcoming year as part of my personal objectives

This work is so relevant. I am being constantly challenged about my role and what impact/value it has especially from senior management. I have relooked at the tool on several occasions and its definitely on my jobs list to utilise it. I know I just need to get into the habit of completing it on a regular basis. Having focused on some of the things I get asked to comment on/do its impossible unless you capture this as a regular activity. Thank you for creating this tool.

The toolkit was developed through a research study funded by The Burdett Trust for Nursing. It can be accessed via the following link: <http://research.shu.ac.uk/hwb/ncimpact/NC%20Toolkit%20final.pdf>

## Discussion

While the responses reported here are from a small number of nurse and midwife consultants, it is encouraging to note that most respondents did find the toolkit useful in practice and had used some of the tools to capture impact. The findings illustrate the variety of ways in which the toolkit is being used by individual consultants in their day to day practice from reflecting on and capturing impact to generating evidence to support annual appraisals.

The least useful section of the toolkit was Section 4 which focuses on evaluating the economic aspects of the nurse consultant contribution. This is perhaps unsurprising given that for many nurses and allied health professionals in advanced roles this is relatively uncharted territory and may reflect the lack of literature and hard evidence about the economic implications of new role development.

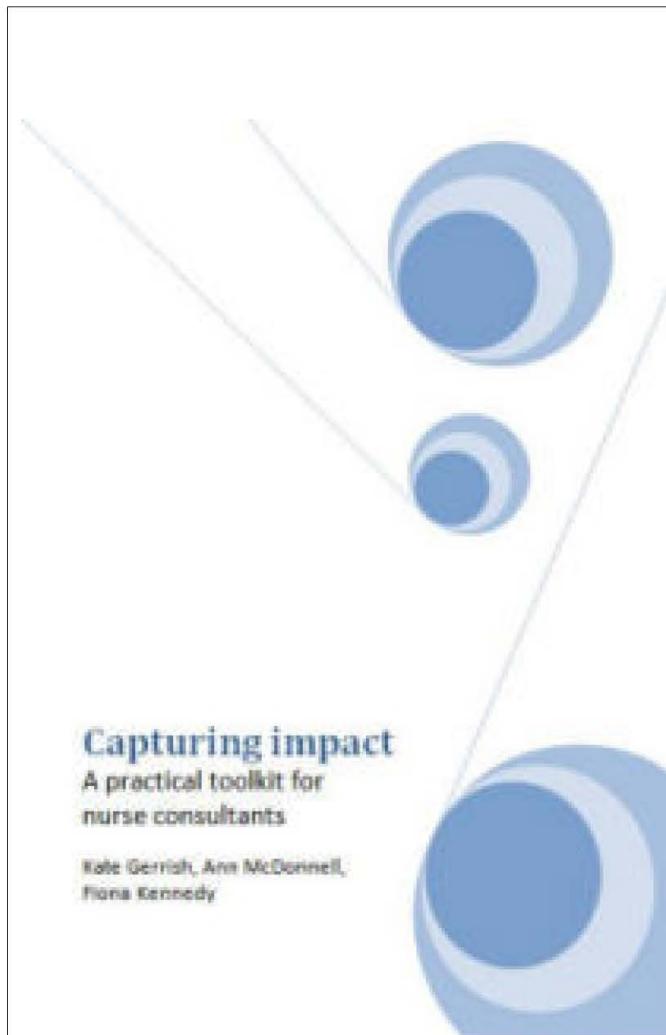
Finally, the free text comments from consultants who had and hadn't used the toolkit are overwhelmingly positive and provide a rich source of data about the relevance of the toolkit for these individuals and indicate that overall the toolkit is seen as a valuable resource.

## **Appendix 1**

### The Questionnaire

## Practical toolkit for nurse consultants - Evaluation

### Survey of Nurse and Midwife Consultant roles



**Capturing impact**  
A practical toolkit for  
nurse consultants  
  
Kate Gerrish, Ann McDonnell,  
Fiona Kennedy

Some months ago we launched a toolkit we had developed for nurse consultants to help them capture their impact. The toolkit was developed through a research study funded by The Burdett Trust for Nursing. We are now keen to evaluate how the toolkit is being used by nurse and midwifery consultants and to consider ways in which it might be developed further. Can we ask for your help? If you are aware of the toolkit or have used it in any way, we would like to invite you to complete a short anonymised questionnaire. This should only take 5-10 minutes to complete. Please answer by clicking where appropriate or writing short answers in the spaces provided. Your answers will be treated as confidential and you will not be identified in any reports. We are aware of the many demands made on the time of busy consultants and hope that you will be able to spare a few minutes to support this evaluation and help us develop the toolkit. If you require any additional information, please do not hesitate to contact us.

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[a.mcdonnell@shu.ac.uk](mailto:a.mcdonnell@shu.ac.uk))  
If you are happy to proceed with the survey, please click 'Next'.  
Thank you.

#### 1. Have you used the toolkit entitled 'Capturing impact: a practical toolkit for nurse consultants'?

- Yes
- No

**2. The main reason I have not used the toolkit is because...: (Please mark one box only)**

- I do not know about the toolkit
- It is not relevant to my clinical role
- I can't see the need to capture my impact
- I already have enough evidence of the impact I am having
- I don't have enough time to use the toolkit

Other (please specify)

**Which of the following statements best describes how you have used the toolkit?**

(Please mark one answer per section in question 3)

**3i. The overall toolkit?**

- I have read through the whole toolkit to inform my understanding of impact
- I have just read the sections that are most relevant to my role

**3ii. The exercises in the toolkit?**

- I have systematically worked through all of the exercises
- I have just completed the exercises that are most relevant to my role
- I have not completed any of the exercises

**3iii. The tools for capturing the impact?**

- I have used/adapted some of the tools for capturing impact that are provided in the toolkit
- I have not used any of the tools provided in the toolkit

**4. What have you used the toolkit for? (Please mark any that apply)**

- To measure or capture my impact on patients, staff and/or organisational outcomes
- As part of my annual appraisal
- As a guide to develop a presentation about the impact of my role for stakeholders
- To help me to reflect on the impact of my role on patients, staff and/or the organisation
- To prepare a presentation for a job interview
- To prepare a business case for a new consultant role
- As part of an induction programme for new nurse consultants
- To increase my understanding of capturing impact

Other (please specify)

.....

**5. How useful have you found the different parts of the toolkit. (Please mark one box for each section)**

	Very useful	Quite useful	Not useful	Don't know / not applicable
Section 1 - Overview of capturing Impact	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Section 2 - Your Impact: Identifying areas and priorities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Section 3 - Guidance on capturing Impact	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Section 4 - Evaluating economic aspects of the nurse consultant Impact	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Section 5 - Examples of Impact	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Section 6 - Who needs to know about your Impact?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Section 7 - Examples of tools for capturing Impact	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**6. Have you used / adapted any of the example tools for capturing impact?**

- Yes
- No

**6a. Please mark all the tools that you have used.**

- Tool 1 – Scoping of impact feedback tool
- Tool 2 – Carer support group evaluation
- Tool 3 - Consultation Satisfaction Questionnaire
- Tool 4 - Communication feedback survey
- Tool 5 - Patient experience of care environment
- Tool 6 - Patient experience proforma
- Tool 7a/b - Evaluation of training (pre/post)
- Tool 8a/b - Evaluation of rotation in gynaecology department (pre/post)
- Tool 9 - Higher education questionnaire
- Tool 10 - Consultancy proforma
- Tool 11 - Team leadership questionnaire
- Tool 12 - Assessment of Work Environment Schedule (AWES)
- Tool 13 - External activity proforma
- Tool 14 - Meeting achievement proforma
- Tool 15 - Project leadership/contributor questionnaire

**7. How useful have you found the toolkit overall?**

- Very useful
- Quite useful
- Not useful

**8. Would you recommend the toolkit to other nurse / midwife consultants?**

- Yes
- No

**9. In what speciality do you work? (e.g. infectious diseases, older people, public health, stroke)**

.....  
.....  
.....  
.....

**10. How long have you been a nurse consultant / midwife consultant?**

- Under 1 year
- 1 to 5 years
- Over 5 years

**11. Please enter any other comments you would like to make about the toolkit, for example ideas for how it might be improved.**

.....  
.....  
.....  
.....

If you want to amend any responses please navigate back through the survey using the 'Back' button to make any changes and then return to this page to submit your answers.

Thank you for taking the time to complete this questionnaire.

Now please click 'Submit'.