Introducing the Open Doors team and the learning support available.

What do we do?

The Open Doors Team work for Tower Hamlets Clinical Commissioning Group (CCG) and are part of the Transformation team. We provide education and clinical mentoring for nurses and health care assistants employed by general practice teams in the borough.

What is our experience?

All of the staff are experienced nurses with a background of working in primary care as Practice Nurses or Nurse Practitioners (individual biographies are below.) The Open Doors Programme has trained 39 new practice nurses in the past five years – the majority still work in Tower Hamlets, 7 are still in training. A successful Health Care Assistant programme supported by the Open University has provided NVQ level 3 training for HCA’s working in Tower Hamlets; this programme has been restarted and is now available as a level three diploma. HCA’s who have completed level three training have also been able to enter a Foundation Degree programme at London South Bank University, the degree leads to a level 4 qualification (Assistant Practitioner in Primary Care.) These students have been supported by the Open Doors team.

What is available for YOU?

If you are employed by a practice in Tower Hamlets the Clinical Mentors are available to assist you by providing teaching and clinical mentorship in the practice setting for both Practice Nurses and HCA’s who need support whilst taking on new roles and extending their skills. We can support you both on specific areas of development e.g. attending a family planning degree level training programme or more generally e.g. when taking on a new role and requiring mentorship.

In addition the HCA programme provides a 12 week clinical teaching programme and further support from the Open University for another 12 weeks to help HCA’s attain a level 3 Diploma in Health and Social Care. Practice Nurses who need a high level of skills in Chronic Disease Management are welcome to apply for fully funded modules running at local Universities.
and will be offered clinical mentorship in practice by the team. For all of the above please fill out an application form as soon as possible as our CHD, Diabetes and HCA training all starts at University in January 2014. In order to register you on the programmes please submit your application 22 November 2013. Later applications may be considered if places remain unfilled – please contact Vicky Souster to discuss further. Details are also available on the THCCG intranet

Email us:  Vicky.Souster@towerhamletsccg.nhs.uk

MEET THE TEAM

Anne Morton. RGN. BSc.(Hons)

CLINICAL MENTOR

Anne has been a clinical mentor with the Open Doors programme since it started in April 2008. During that time as well as having a clinical role as a lead Nurse Practitioner in Whitechapel Health, she has mentored 11 of the Open Doors Nurses who have now qualified with a degree in Primary Care (Practice Nursing) from City University. Anne has also delivered the clinical teaching programme for the Diploma in Health and Social Care for the Health Care Assistants. Last year she was the facilitator for the Open doors Nurses peer support learning group. Anne presently works in a practice in Islington specialising in Diabetes Care Planning.

Qualifications and Special interests

Anne is a qualified nurse Practitioner in primary care with post graduate qualifications in Diabetes, Family Planning and None Medical Prescribing.
special interests are chronic disease management with many years experience as lead for Diabetes care. Anne is passionate about using motivational interviewing skills to improve outcomes for patients with diabetes and all long term conditions. This was as a result of being part of the Year of Care diabetes pilot project in Tower Hamlets. Subsequently Anne went on to become a local trainer in diabetes Care Planning. Last year Anne began studying for a teaching qualification in higher education and is half way to completing this.

Diane Gould RGN. BSc.(Hons.) QN

CLINICAL MENTOR

Diane has been a Clinical mentor on the Open Doors Programme for the past five years. She has mentored a total of eight students on the Primary Care (Practice Nursing) degree pathway at City University. She works 20 hours a week in a clinical role as the Lead Nurse/Nurse Practitioner at the Tredegar Practice. As well as mentoring students on the programme she has also mentored three Open Doors Students employed in her own practice. Diane has worked in Primary Care in Tower Hamlets for the past 21 years; in this time she won the Practice Nurse of the Year Award and the Diabetes Nurse of the Year award and recently was honoured to become a Queen’s Nurse.

Qualifications and Special Interests

Diane has a degree in Independent Practice from Kings College London and is registered Independent Prescriber with post graduate qualifications in Asthma Care, Family Planning, Diabetes and Tropical Medicine. Her special areas of interest include Diabetes, Women’s Health and Prescribing. She has had experience of working at all grades in the NHS, and understands the importance of encouragement and supported learning in realising the potential of individuals. She feels that being a mentor is a privilege as she learns so much from her mentees and is constantly amazed by the wealth of talent in primary care.
Angela Nagle. RGN. BSc.(Hons) Nurse Practitioner (Primary Care)

CLINICAL MENTOR

Angela has been a clinical mentor since 2010 and has mentored five students in this time. She is an independent prescriber and did her degree in advanced practice (Primary Care) Angela is a self employed nurse and currently works as an Independent Advanced Nurse Practitioner in general practice, mainly in Haringey, where she specialises in providing access to healthcare for patients that request on the day appointments. Prior to this Angela worked as a nurse practitioner and practice nurse in London and Essex and has a background in hospital acute care. Angela specialises in addressing poor access provision in general practice via a bespoke nurse led triage and first contact service. Her current practice has just achieved full CQC compliance- and is the first practice in Haringey to do so at first attempt.

Qualifications and Special Interests

Angela is a qualified Nurse Practitioner with post graduate qualifications in Diabetes, Asthma/COPD, Family Planning and Independent Prescribing. She has undertaken counselling training and uses these skills to add meaning and intensity to the nurse/patient interaction as appropriate. She retains an interest in general practice nursing and long term condition management and is passionate about facilitating self-actualisation via education and opportunity for both patients and nurses. Angela is a moderator on the national web based practice nurse forum which is an online meeting place for practice nurses @ www.practicenursing.co.uk and provides peer support and advice 24/7 for nurses working in general practice.

Michele Leworthy. MSc. RGN

CLINICAL MENTOR

Michele joined the Open Doors Programme as a clinical mentor in May 2012, having long been an advocate of substantive training for practice nurses, previously supporting a vocational nurse training scheme in City and Hackney
that was short listed for an award. In her time with the project she has mentored three nurses who will qualify with a degree in Primary Care (Practice Nursing) from City University. Alongside her mentoring role, Michele continues to lead her nursing and health care assistant team in a large teaching practice in Hackney where she also leads on diabetes and contraceptive and women's health care.

Qualifications and Specialist Interests

Having qualified as a RGN in 1987, Michele consolidated her nursing practice at The Royal London Hospital, before moving into General Practice Nursing in 1990. Since then she has undertaken mentoring and practice nursing courses, moving on to gain her Family Planning Certificate and a Masters in Advanced Nursing Practice in 2000. Michele was the first practice nurse in her area to qualify as a Non Medical Prescriber and has put this to effective use in her daily consultations with clients. She is also the lead nurse for Diabetes, helping patients make the difficult transition onto starting insulin therapies. Michele is passionate about practice nursing and improving the health of her local population, along with improving the knowledge of and supporting local Practice Nurses. She has been the chair of her local Practice Nurse forum and presently holds the role of treasurer for the forum.

Vicky Souster, MSc. BSc. (Hons), RGN. PGCE

EDUCATION AND DEVELOPMENT MANAGER

Vicky started her nursing career at St. Bartholomew's hospital, London. Her training, which was unusual at the time, was a joint RGN / BSc.in Social Sciences with Nursing Studies. She realised she wanted to work in Primary Care following a community placement and began training to be a Practice Nurse at a large practice in Southwark in 1982. She completed specialist training in Asthma and Family Planning and spent 4 happy years there before leaving to start a family. After a break she returned to a smaller practice in Tottenham and started getting involved in educational programmes in 1994. In 1996 she
became a GP tutor working in the multiprofessional North East London Deanery. This was followed by seven years work with SLOVTS, a group of VTS schemes working together in Lambeth, Southwark and Lewisham. In 2007 she was asked to research new ideas for recruiting and training HCA s and Practice Nurses in Tower Hamlets and the PCT asked her to stay and implement some of those ideas. Vicky then became the programme manager working closely with Marie Hill at City University to develop the academic content of the Open Doors Practice Nurse Development programme. The programme now combines a degree in Primary Care (Practice Nursing) with a unique support system of clinical mentoring and facilitated group learning. She has also (with the help of her Mentors) worked with HCA’s in Tower Hamlets and the Open University to develop a unique training course leading to a level 3 Diploma in Health and Social Care and many have gone on to study further for a Foundation Degree at London South Bank University course to qualify them as Assistant Practitioners in Primary Care.

**Qualifications and Special Interests**

Vicky has always been interested in work based learning in primary care and has sought to keep high quality compassionate patient care at the centre of everything she does. Her Masters was in Interprofessional Practice and her dissertation researched the educational needs of carers who look after family members with dementia. She has published work about primary care education and recently wrote an article for Independent Nurse about the Practice Nurse training programme. She is extremely grateful to the Clinical Mentors in her team (and previous Mentors); their hard work and commitment has made it a nationally recognised success story.