



Short Case Study

Virtual Nurses Station

Lincolnshire Community Health

Lincolnshire Community Health Services NHS Trust supported all four of its Community Hospitals to make the most of digital platforms during the pandemic.

Leaders used them to connect and share learning, and therapy teams used them to connect with patients. One Community Hospital went a step further, creating a “virtual” Nurses Station.

The Community Hospital in Skegness found a way to bring two experienced senior nurses, who had to shield, remotely to the Nurses Station. This allowed colleagues to continue to consult with them as if they were physically present, while they were enabled to work from home.

They were redeployed to additional roles suitable for home working, but also sat on the screen at the virtual Nurses Station for whole shifts so that colleagues could come and talk to them in the same way as if they were present on the ward. This enabled less experienced staff to continue to feel supported.

The virtual model ensured experienced nursing expertise was available which would otherwise have been missing from the system at a time when it was most needed.

Staff were supported to learn to use appropriate technologies.

Benefits for patients:

- Nursing expertise maintained to support safe, effective care.

Benefits for staff:

- Shielding staff able to continue to contribute to patient care.
- Ward staff retained access to senior expertise, advice and support.

Benefits for the Trust:

- Workforce maintained to support safe delivery of services.

Next steps:

- Continue to consider alternative and virtually enabled ways of working.

What we have learnt:

- Physical presence is not always essential to provide clinical and staff support.
- A more digitally savvy workforce supports making the best use of people’s experience and expertise.

Contact



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