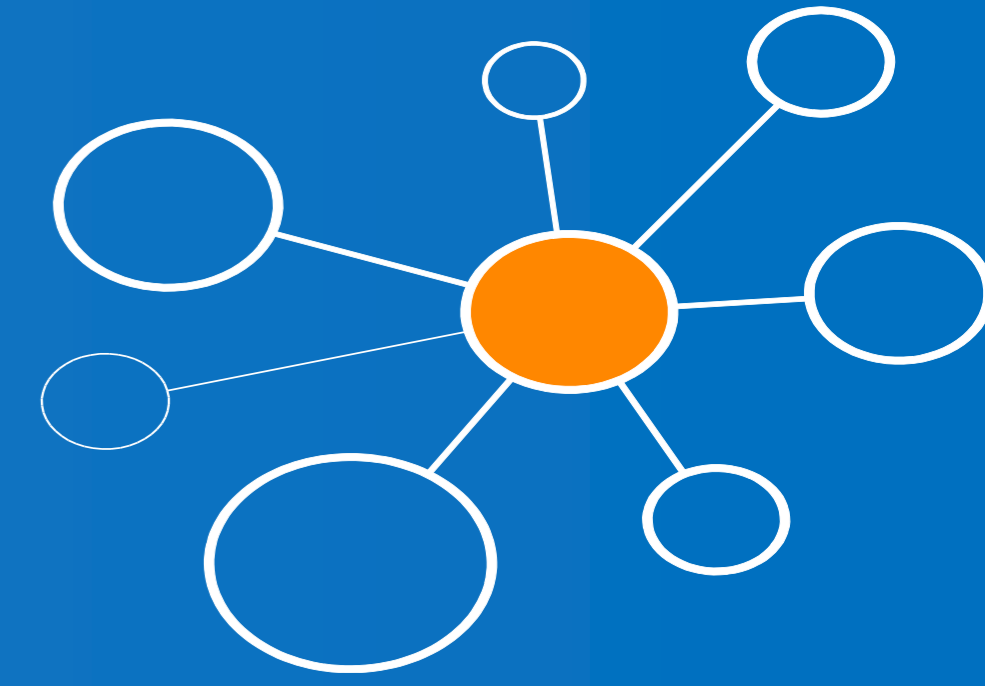


Improving the skills and knowledge of Registered Nurses within CGH A&E, on what to do in an external Major Incident.

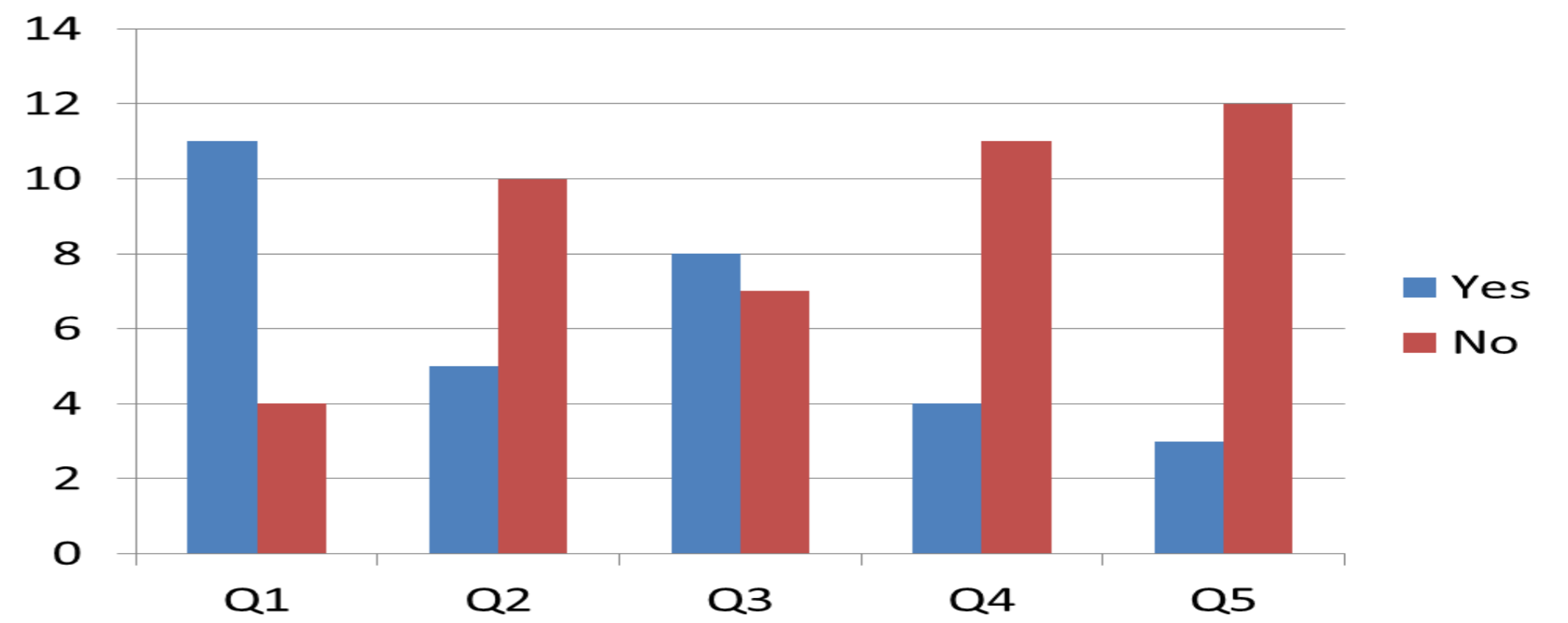
Samantha Lignelli
Project team members: *Kathy Agg and Kate Treadgold*



Aim—To ensure 50% of Registered Nurses (Band 5 and Band 6) have the skills and knowledge of what to do in an External Major Incident in CGH A&E, by March 2020.

Bar graph of initial questionnaire results: The anonymous questionnaire was used to assess the knowledge of Registered Nurses in CGH A&E on external Major Incidents— questionnaire given to 20 individuals, 15 results gained.

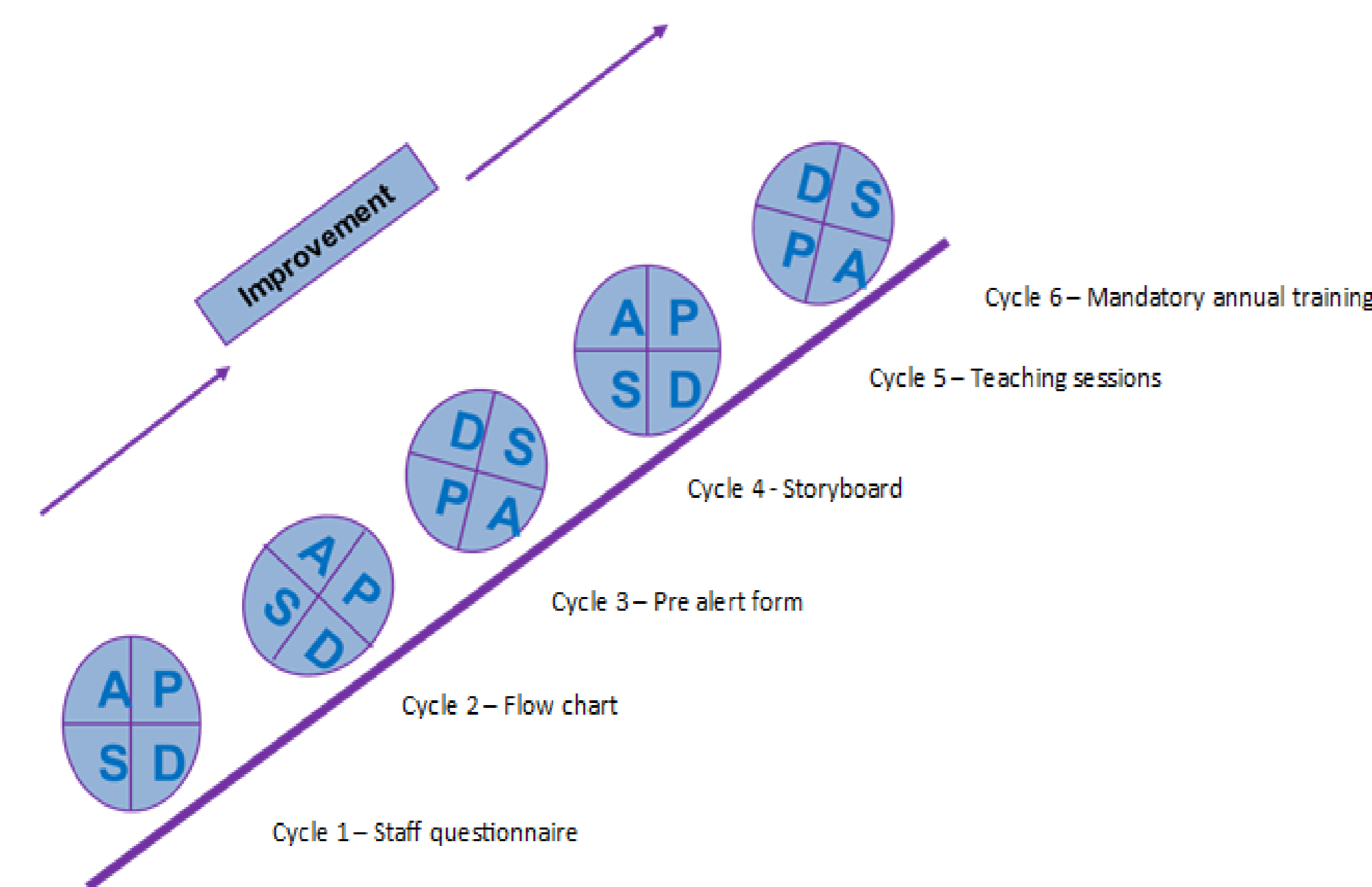
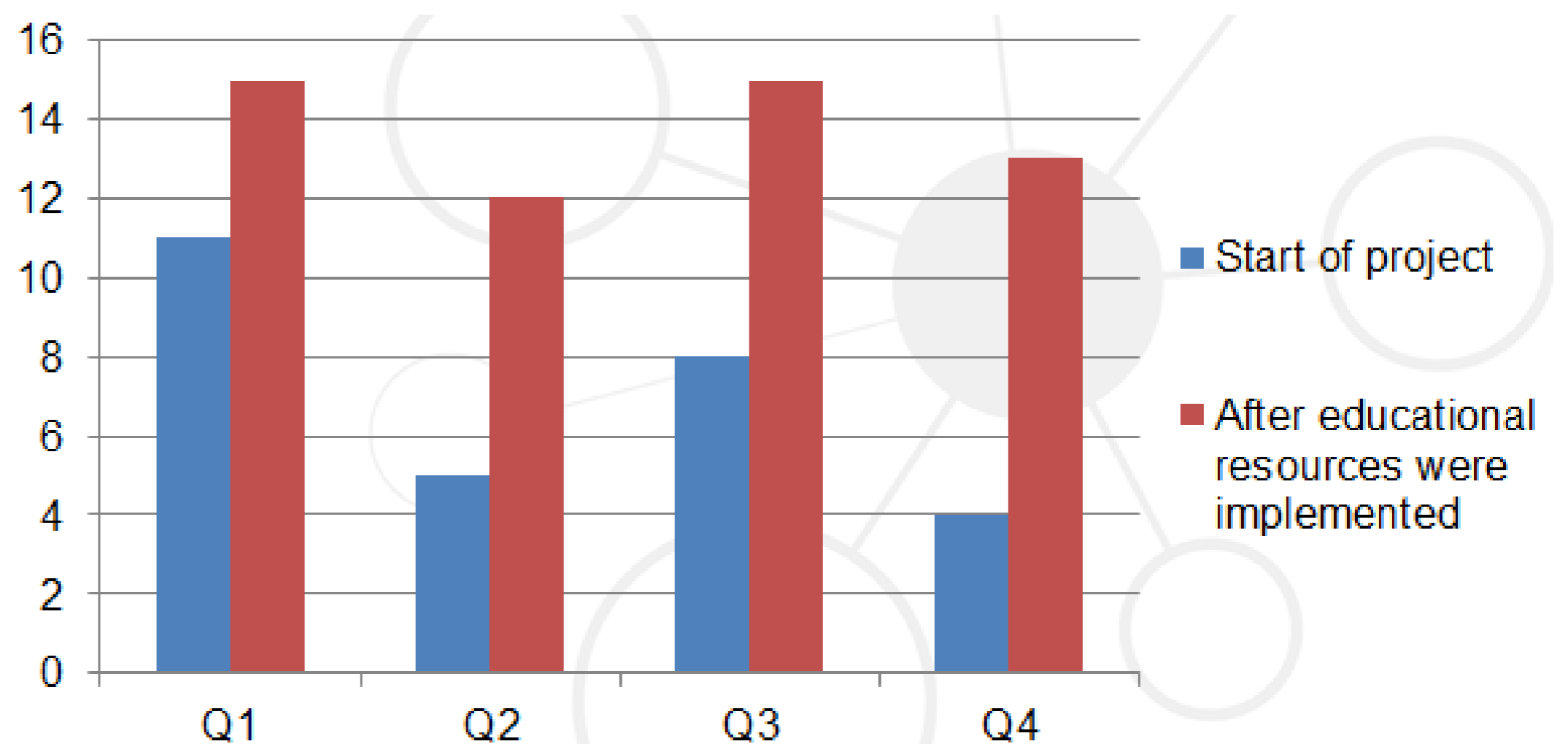
- Q1—I know the difference between Internal and External Major Incidents
- Q2—I feel confident on my role within Major Incidents
- Q3- I know who the Major Incident link nurses are in the department
- Q4—There are adequate educational resources on Major Incidents within the department
- Q5—In the past 12 months I have attended training on Major Incidents



Communication	Scenarios Communication tool to inform all staff that Major Incident is either on Standby or Declared	To encourage staff to communicate and talk through what would happen if a Major Incident was declared If MI on standby or declared - Urgent staff meeting for those on shift. Automated message in team WhatsApp Group for those who are not on shift.
Resources	Flow chart Visual Storyboard Pre-Alert form and folder	Develop flow chart poster which will guide the Nurse in Charge on the necessary steps once a Major Incident is on Standby or Declared Visual storyboard so staff can see what their role will be in a major incident Pre-alert form to ensure staff record the correct information when taking a pre-alert Major Incident telephone call – copies of these will be stored in a folder and example copy will be laminated above the phone for reference
Education	Micro teaching sessions	Micro teaching sessions during shifts, to ensure staff have familiarised themselves with the educational resources and scenarios given to the team to see how they would respond in Major Incidents



Bar Graph to show the knowledge and skills of Registered Nurses' within CGH A&E, both before and after implementation of educational resources.



Balancing measures:

- Staff being able to attend training sessions
- Covid-19—A&E temporary downgrade to MIIU
- Link nurses updating educational resources according to changes in local and national Major Incident policies in a timely manner

Going forward:

- Regular micro teaching sessions/update of educational resources according to changes in local and national policies
- Induction booklet to be created for new staff, to ensure they are aware of their role in External Major Incidents
- Yearly mandatory Major Incident training for all staff

Department link nurses /stakeholders to continue to develop staff on External Major Incidents in my absence (secondment to Professional Education since October 2020)