The evaluation of Compass: An enhanced support programme for newly qualified nurses

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Context

- Recruitment and retention: the national/international shortage

- The organisation: Rotherham NHS Foundation Trust

- The existing Preceptorship programme – newly qualified nurses transition, support networks, advancing knowledge & skills

The Compass Programme

- Develop experience and understanding across all areas of the organisation (medical, surgical and community settings)

- Specific induction, 13 week rotations & touch base day in each allocation

- Opportunities to represent the hospital in wider initiatives, e.g. recruitment events, facilitated peer support

- Designated lead to co-ordinate the programme, negotiate the organisation's systems and provide constant support for individuals

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➢ Job Satisfaction Survey (start/end of preceptorship, end of Compass)

➢ Focus group interviews (end of Compass)

What we found: 1.Compass Survey

- The majority agreed (and consistently) that they strongly agreed *Compass was the best option*.
- They universally (and consistently) agreed/strongly agreed that C*ompass provides a range of experience, additional skills and additional support to help NQN development*.
- They universally (and consistently) agreed *support from Compass peers was important.*
- Although the cohort generally agreed that *people they worked with were aware of Compass*, a number of participants were unsure or disagreed with this statement.
- Although a number of the cohort was unsure to start with, the majority strongly agreed that they *would recommend Compass to other NQNs.*

What we found: 2. Spider diagram

- Compass nurses initially had a lower score at the end of their preceptorship programme than other colleagues (increased self awareness, less time in any one setting)

- By the end of Compass all scores were higher than those measured at the end of preceptorship (as expected as had an additional 6 months' experience).

- By the end of Compass, areas noted to be the most developed were **Leadership skills** followed by **clinical confidence** and **supporting others to learn**

What we found: 3. Staff satisfaction survey

Preceptorship

Average scores were changeable

I am encouraged to become a leader in my area of work ; I have the capability of becoming a leader in my area; I am involved in deciding on changes which effect my work

Colleagues don't demonstrate the values at work; the conversation [with manager] did not help me identify how I can achieve my full potential; Managers do not demonstrate the values at work

Compass

Average scores less changeable, with **fewer negatives**

Positive support from my immediate manager, learning and development activities have helped to improve my chances of career progression; the conversation with manager left me feeling valued

Not having a conversation with manager about fulfilling potential at work; senior manages not acting on staff feedback; communication between senior management and staff is ineffective

What we found: 4. Focus groups

1. Enhancing the recruitment offer
2. The value of rotation
3. Creating an adaptable workforce
4. Accelerated skills development
5. Supportive mechanisms
6. Putting the Patient first
7. Developing careers

Conclusions

- The findings were extremely positive, nurses were very satisfied and the aims of the programme exceeded expectations.
- The benefits to the organisation include: an enhanced recruitment opportunity; an adaptable workforce; staff with advanced skills; and working in a way which places the patient at the centre.
- The benefits to the nurses include: additional and fast tracked skills training; valuable rotation experience; increased job satisfaction; access to a network of support and better career development opportunities.
- The evaluation provided evidence of programme success
- Next steps- developing the Compass community (communications, opportunities); recruitment; rolling out to other 'new starters'; sharing findings; resourcing (!)

"…It [Compass} has given us the building blocks to start in nursing and to work within the Rotherham Trust… the majority of us have stayed in the Trust but not only that, we've progressed into higher roles and are taking up different sorts of opportunities'.

Thank you for listening!
Any questions?