Kings Fund Quality Improvement Fellowship Programme

Norma Wilby has been working hard on her ‘School Nurse-Led Enuresis/Continence Service and SystmOne recording/reporting template’ quality improvement project, as part of the Kings Fund Quality Improvement Fellowship Programme (QIF). QIF is a high impact programme designed to develop the quality improvement skills and capability of NHS clinical leaders and managers. The programme gives multidisciplinary participants the opportunity to improve through master classes and sessions with experts. Participants are challenged to come up with their own project which they think will lead to positive outcomes for patients and their organisation.

Having already been pro-active in improving the quality of care provided by School Nurses, Norma is now committed to spending 50% of her time on developing and carrying out a project which will lead to improved outcomes for children and young people accessing the Paediatric Continence Service.

Initial ideas include the development of a high quality SystmOne template to capture the data, and to ensure the child or young person has a voice in their care. As part of QIF, Norma hopes to develop her knowledge of the role of corporate teams in creating robust and high quality services, to improve her understanding of project management cycles from inception to completion, and to understand the principles of creating or adapting SystmOne templates which can be replicated nationally in electronic record systems.

This is a great example of where participation in development programmes can bring multiple benefits to patients, staff, the Trust, and the wider NHS, as well as giving individuals the skills, confidence and drive to carry on with their continued professional development and to initiate future improvements.

Norma Wilby
Registered Nurse

Norma has been a registered nurse for over 35 years, with experiences in a wide range of clinical areas, including Dermatology (Ninewells Hospital), Elderly Cares (Hampshire & Cornwall), and Marie-Curie/District Nursing to name but a few!

In 2000 she joined School Nursing in Huntingdon as a staff nurse with a special interest in Enuresis (Bed wetting). She then gained a BA (Hon) as a Specialist Community Public Health Practitioner in 2004. Following the merger to CCS in 2009, she became a team manager, then took on the lead role for the Enuresis Service in 2013.

Being passionate about developing a fully integrated service for children and young people, Norma is a member of the Paediatric Continence Forum (PCF), and a member of a local Continence Action Group (part of the Pinpoint Charity). To date she has published two articles; “Raising awareness of the PCF” (Community Practitioner 2012) and “Enuresis Service Review” (CPHVA 2009), with a third in progress, relating to the recent publication of the PCF Paediatric Continence Commissioning Guide, of which she was a contributor.