



Nurse Linda's Story

One such beneficiary was Linda Hassell the Senior Nurse for PICU who COSMIC helped to obtain an MSc. Linda is extremely grateful for our help and has written the to thank COSMIC as follows:

I am writing to update COSMIC on the outcome of the MSc in Health Management, which I commenced in September 2003, after the charity generously agreed to assist with the payment of the course fees.

I was recently notified that I have successfully passed all the course work and graduated with Merit.

When I initially wrote to COSMIC to explore potential assistance with the funding of this course, the Trustees were of course keen to ensure that I was able to demonstrate ways in which I disseminated some of the learning gained to the members of my team. I would like to provide a summary of ways in which I have achieved this:

National conference presentation: 'Building a flexible team'

2004 Two day Paediatric High Dependency conference
St Mary's Paediatric Critical Care Service, London

National conference open discussion: 'Management issues surrounding paediatric high dependency provision in the NHS'

2005 Two day Paediatric High Dependency conference
St Mary's Paediatric Critical Care Service, London

Informal presentations and teaching at staff study days for all grades within the paediatric critical care service:

2004, 2005, 2006

Principles of finance management,
Trust, directorate and service objectives and strategies
Staff management
Recruitment and retention
Performance management
Teambuilding
A team approach to conflict resolution

In addition to this is the ongoing individual coaching provided mainly to members of the senior nursing team within the service and also to members of nursing/ medical staff external to the service, including Imperial College, in relation to staff management issues.

I am pleased to be able to demonstrate therefore I that I have utilised an extensive range of methods to ensure that there has been a consistent and continual dissemination of knowledge to my team, as well as to other staff.

I have also been able to demonstrate innovation within service development in times of significant financial restraint, by utilising vacant hours within the posts of part time members of staff to produce development roles for band 6 and band 7 nurses in research and audit, risk management, education and family liaison roles. This has helped to ensure effective succession planning and staff development opportunities at all levels, which has raised morale and assisted with recruitment and retention.

It has been an absolute pleasure to work with the multidisciplinary team of the Paediatric Critical Care Service at St Mary's for the last four years, leading the delivery of a high quality, cost effective service.

I now have the exciting opportunity to lead the nursing team on a broader level, as I have been appointed to the Head of Nursing for Paediatrics post at St Mary's and take up this position in September.

In addition to my own hard work and perseverance, this MSc has undoubtedly been instrumental in being able to further develop my own skills and knowledge base and I would therefore like to thank you again for your assistance which made it possible for me to undertake this course.

I look forward to continuing to work with COSMIC in both supporting the charity and working with you to ensure funds in relation to nursing and service development are used to maximum benefit.