

HIV Nursing Practice: The role of named nurses in the first year of HIV outpatient care

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Background

Named nurses can be defined as a nurse who will identify as having overall responsibility for the care of a patient, and are generally responsible for identifying patient needs, care planning and coordination of care

In Brighton, a named nurse is assigned to each newly diagnosed HIV patient at their first appointment and will continue to provide a single point of contact throughout their first year

Approach

We designed an anonymous paper patient survey to evaluate patient experiences of the named nurse programme. Using our clinical database, we identified patients who had been assigned a named nurse following a new HIV diagnosis in the previous three years. The questionnaires were distributed by reception staff upon arrival during May-August 2015

Results

33 completed questionnaires were returned for analysis

97% rated the service they received at their first nursing appointment as very good/excellent

30/33 (91%) reported feeling they had the correct number of appointments during their first year, with only 3/33 (9%) feeling there were too many

"I'm not sure how many appointments I needed, but I was happy to have the amount the doctor considered necessary"

"It's not always easy to schedule the appointments with work commitments"

Interestingly, 19/33 (58%) reported they would value an additional appointment at the end of their first year – to have an 'annual review 1 year-post HIV diagnosis' with their named nurse

8/33 (25%) patient reported they felt it was very important they see their named nurse at every visit

"Otherwise you keep repeating the same things over again"

"You build a relationship with that nurse, and they get to know you better".

"I've been seen by most nursing staff in the department and find that they all give the same level of care and attention"

"Different staff have different skills"

During the first year post diagnosis, patients particularly valued the following with their named nurse:

Coping with their HIV diagnosis
Discussing sexual health and STI screening
Discussing ARV therapy



Significance

Patients with newly diagnosed HIV appear to value our named nurse programme particularly having time to ask questions about their HIV diagnosis, gaining information about antiretroviral therapy and discussions around sexual health. As a team we need to ensure that patients see their named nurses wherever possible

References

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2. Delpech V, Brown AE, Croxford S, Chau C, Polavarapu V, Cooper N, Rooney G, Yin Z. Quality of HIV care in the United Kingdom: key indicators for the first 12 months from HIV diagnosis. *HIV Medicine* 2013;14:19-24

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