



A Day in the Life of the Paediatric Matron / Nursing Services Manager

Who is the Paediatric Matron?

Name: Christine Mann

Qualifications: Registered Adult and Paediatric Nurse, Diploma in Health Service Management, BSc (Hons) Child Health Nursing

Joined Hillingdon: 1987 as a student nurse, qualified in 1990. Spent two years at Hillingdon before going to Great Ormond Street Hospital. Returned to Hillingdon after two years and have worked through the nursing grades to current role.



Accessibility & Responsibility

- Early Starts & Late Finishes
- Senior Visual Presence
- Unique mix of complementary roles:
 - Clinical & Quality (Matron)
 - Managerial / Strategic (Nursing Service Manager)

Diverse Areas of Practice

- Paediatric Out Patients
- Paediatric Inpatients – Peter Pan Ward
- Paediatric Day Care / Ambulatory Care – Wendy Ward
- Paediatric A&E (Advisor)

The Role

- Staff Development /Education
- Expert Practitioner
- Standards – Cleaning / Infection Control
- Patient Satisfaction
- Patient Involvement
- Financial Control
- Strategic Direction
- Clinical Quality / Governance / Complaints

The Challenges

- Very quick turnover, average stay is 24 hours
- Family centred care
- National Agenda – centralisation of services & community care
- Safeguarding
- Finances
- Quality / Standards

Team Approach

Not only patients / families in Partnership but a team approach:

- Education
- Parents / Family
- Social Services
- Community Health – PCT / GP
- Medical & Nursing Working Together

GOALS

- To provide leadership and direction to all staff who see children within the Trust or who have responsibility for service planning – ‘patients voice’
- To support the clinical team in achieving the national and local strategic direction for children’s services and the quality agenda
- To ensure that children’s services within the Trust are provided in an environment which suits the needs of the child and family and which promotes and facilitates a timely recovery.

Thank you for listening