



Mastercall celebrates

# INTERNATIONAL NURSES DAY 2023

#the difference nursing makes

On this International Nurses Day we celebrate all our wonderful nurses at Mastercall who make a difference every day through their dedication and commitment in caring for our patients.

Before we hear from some of our wonderful nurses, we wanted to delve into some of the hard stats to see at a glance what difference our nurses are making in their roles at Mastercall. Sometimes, it's only when we see these impressive figures, does it actually hit home the impact we are having.



**8,827**

face to face nurses consultations delivered in 2022



QCQ rated as **Good** with **OUTSTANDING** for caring



**<0.03%**  
Complaints

I reported that the service was sha'mazing and a real lifeline between hospital exit, GP, 111 to aid COVID recovery. I genuinely don't know what I would have done without you guys, you have all been absolutely world class.



**7300**

IV appointments/year at home or clinics

Just wanted to say a massive thank you to the staff at Mastercall Healthcare in Hazel Grove this evening. the lady on the front desk was lovely and then the triage nurse, Amy, went above and beyond to make me feel comfortable.



**67,243**

Remote nurses consultations delivered in 2022

Whilst it's great to see statistically the brilliant achievements, there are some things that simply cannot be reported. The genuine gratitude from a patient you have helped during a difficult time, the message of thanks from relatives from caring for their family members, so many 'little' things that makes nursing so worthwhile and the reason so many choose it as a profession.

We spoke to 4 of our nurses at Mastercall. Read all about it below.



**Name:** Jenny Collins

**Job Role:** Consultant Nurse (ACP)

► **Can you tell us a little bit about your role at Mastercall?**

I initially came to Mastercall as the Practice Development Lead, with a remit to develop a training and development framework and for clinical staff as well as be the programme lead for the Minor Illness course.

I started with a 'blank sheet of paper' and had the fantastic opportunity to build my role which developed and was appointed as Consultant Nurse.

I work with both the clinical and non-clinical teams in a multi-faceted role including supporting staff and clinical development. I have built the "professional Development framework" for the clinical teams, and grown the Minor Illness programme, which is now delivered at Level 7. I work with, and support, service leads and the senior clinical team to ensure delivery of best practice.

► **How long have you worked at Mastercall?**

6.5 years (I only applied for a bank role).

► **What inspired you to pursue a career in nursing?**

I accompanied my mother to antenatal appointments when she was pregnant with my brother (I was 3 years old) and was awed by the nurses looking after her (the uniforms impressed me most). Later when I was 7 years old I had appendicitis and was in hospital for 2 weeks. My parents were not allowed to visit, and the regime was very strict (children should do as they are told, be seen, and not heard and threatened with repercussions should we not behave) and not child orientated. One nurse however was wonderful, she talked and played with us, cuddling when we were upset and being kind. In hindsight she was probably a student nurse, but I decided then that I wanted to be a nurse like her, looking after children.

► **Tell us a little about how your role has changed over the years?**

I trained at Booth Hall Childrens, and North Manchester General Hospital in the 1980's qualifying as a Registered Sick Childrens and General Nurse. I noticed that children in general hospitals did not have children trained nurses looking after them as a rule. I was encouraged to get a job on qualifying in Accident and Emergency, at that time there was a national push for children's nurses in A/E. I worked at Whiston ED for 15 years as an ED staff nurse, then sister becoming one of the first ENPs. I felt that nursing had outgrown the "Drs handmaiden" culture, and that autonomous practice was the way forward. So, I took a role in the newly developed Walk in Centres, working as part of the national pilot project and found that there was a lot of work to do in developing and making the role of Nurse Practitioner. I was based in South Manchester and led the development of the Emergency Medical service role at Manchester Airport. During this time, I led the medical team on the repatriation of individuals from the 2004 Tsunami disaster. I was also one of the first cohort of nurses to complete the non-medical prescribing qualification. Since then, I have led service development and culture change in several urgent care settings, completing a Nurse Practitioner Degree and later my Msc In Advanced Clinical Practice. My greatest pleasure is supporting health professionals develop their careers towards Advanced Clinical Practice.

► **What has been the greatest challenge in your nursing career and how did you overcome it?**

Balancing mine and my husband's careers as emergency service shift workers with having 2 children, 1 with some extra needs. We found that communicating, sharing all our challenges and trust in each other was the key.

► **As a nurse, how do you feel you make a difference?**

I hope that I have been able play a part in saving lives and supporting families in my ED career, but now I hope that I can support younger health professionals to attain their true potential.

► **What advice would you give to the next generation of nurses?**

Don't ever let anyone say that you are not good enough to do a role, take criticism, turn it around and prove that you can achieve your potential, but remember to succeed we must work and support each other as a team.

► **What do you see as the future of nursing?**

Hopefully the ACP role will be recognised formally with a registerable qualification. Recent frameworks have started this process. Nursing in general will become multifaceted with different levels of skill and qualifications all recognised as valuable and essential roles in healthcare which are, I would like to hope, are respected.

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**Name:** Andrew Gillet  
**Job Role:** Clinical Practitioner



► **Can you tell us a little bit about your role at Mastercall?**

I work as a Clinical Practitioner/Minor Illness Nurse at Stockport main base. I am usually based on face to face triage within the main reception on a Friday evening or a Saturday morning. I am usually the first health care professional patients see when they enter the building for an initial assessment.

► **How long have you worked at Mastercall?**

Nearly 10 years

► **What inspired you to pursue a career in nursing?**

I played a lot of contact sports when I was younger so had a few injuries and spent time in hospital with broken bones, cuts and bruises. I was always in awe of how caring, calming and professional the nursing staff were towards all their patients, and it really inspired me to pursue this as a career. Also a love for the BBC show Casualty on a Saturday night growing up.

► **Tell us a little about how your role has changed over the years?**

I have two jobs, one at Mastercall and the other at Stepping Hill Hospital as a Nurse Specialist. The roles within nursing have changed significantly over the years, with far more development and training available. This then allows for far more responsibility given to nurses, allowing them to make clinical decisions in the absence of a doctor.

► **What has been the greatest challenge in your nursing career and how did you overcome it?**

I suppose when I began my career there weren't many male nursing staff around. I would say one of the biggest challenges was being taken seriously and gaining respect in what was a predominantly all female profession. Demonstrating that you are just as capable to be doing the job as your colleagues and developing trust amongst them has meant that I have had a wonderful time so far in my career.

▶ **As a nurse, how do you feel you make a difference?**

I think all nurses and health care professionals come to work every day to make a difference in the lives of our patients or colleagues. I suppose it's a prerequisite to any job in healthcare.

▶ **What advice would you give to the next generation of nurses?**

It's really great to see more people regarding nursing as a career not just as a job. I see so many new students of all ages, sex and backgrounds entering the profession. They clearly aren't doing it for the large sums of money, the short hours, the lack of stress and tiredness. They are doing it because they do genuinely want to help people and make a difference. I would say that nursing has its ups and downs, but knowing that you've helped someone is a really great feeling.

▶ **What do you see as the future of nursing?**

I think more and more roles which were previously only performed by doctors will be handed over to nurses in the future. With far more education and training available than there ever was before it is possible to see how the role of modern nursing is set to change and evolve for the better.



**Name:** Emma Leech

**Job Role:** Advanced Clinical Practitioner

▶ **Can you tell us a little bit about your role at Mastercall?**

I work across several of the services at Mastercall, I see patients face to face at the treatment centre at Trafford General Hospital, I work alongside the NWAS GP at the hub and I work with the IV team.

▶ **How long have you worked at Mastercall?**

I have worked for Mastercall for 6 years and 3 months.

▶ **What inspired you to pursue a career in nursing?**

As a teenager I didn't really know what career I wanted to pursue. I studied A Levels in Chemistry, Biology, Theology, Philosophy and Psychology. During my A Levels I worked as a volunteer in Stepping Hill Hospital on Ward A3 making tea and coffee every Friday morning (the pink lab coat uniform was quite spectacular!). I also worked for HCPT, travelling with Hosanna House Children's Pilgrimage Trust, caring for children with additional learning needs, children who had life limiting illnesses and children who were disadvantaged to have a week's holiday while their superhero parents or carers had a well-deserved week of respite. Taking such special individuals away requires a large medical team, observing this team working outside of a clinical setting is what inspired me to go into nursing. We have just returned from Lourdes this Easter where I am now part of this team. My own children are now young helpers supporting others and this is a huge part of our year.

▶ **Tell us a little about how your role has changed over the years?**

I started my nursing journey in the Emergency Department where I worked for 7 years. I loved working in this environment. I then ventured into medicine and became a ward sister, from there I worked with an amazing team developing the Ambulatory Care Unit working alongside some incredible ACPs. After spending 13 years in Stepping Hill the opportunity arose to move to Mastercall and I started working my way from a triage role and now as an ACP.

► **What has been the greatest challenge in your nursing career and how did you overcome it?**

Studying for my master's degree in Advanced Clinical Practice was my biggest challenge. Completing this course during the pandemic, while home schooling three children was incredibly difficult. We worked together as a family, and with the support of my amazing colleagues at Mastercall, I got through it.

► **As a nurse, how do you feel you make a difference?**

I like to think I take time to build rapport with patients and allow them the space to discuss their concerns. I always try and ensure patients leave after having a positive experience and feel that I have listened and understood them.

► **What advice would you give to the next generation of nurses?**

Listening to the patient is the biggest advice I can give. Take time to listen.

► **What do you see as the future of nursing?**

Nursing is constantly evolving and developing as a profession: we have seen advances in technology and a movement towards making health care more accessible to all. I believe nurses can be the force to drive change, we can use our passion to put the patient first to ensure the health service of the future is designed to meet the needs of a new generation of patients.

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**Name:** Rachel Ingram  
**Job Role:** Head of Clinical Operations

► **Can you tell us a little bit about your role at Mastercall?**

I manage a wide range of clinical services within Mastercall Healthcare but I could not do this without the support of others, that includes the senior clinical and management team, the service leads, operational and admin staff and our clinicians.

My role is diverse and also includes other aspects such as clinical governance, training, writing policies and procedures and the Q+S bulletin.

I am the CQC nominated individual responsible and work closely with Dr Rooney and the team in supervising the management of our regulated activity and ensuring we deliver safe and effective high quality care.

I am also the Clinical safety officer for Mastercall and the GMUPCA managing and overseeing the assurance of safety related health IT software to ensure Mastercall meets the required safety standards under the Health and Social Care Act 2012 and that all safety related risks associated with a health IT system are actively managed and that appropriate mitigations are applied.

I am the Deputy course lead for the level 7 Minor Illness course, working with Jenny in delivering this course.

I also work clinically as a senior Advanced Nurse Practitioner across our services and regular do clinical shift lead shifts at weekends.



► **How long have you worked at Mastercall?**

8yrs and 7mths (nearly 9yrs!) and it has gone so quickly.

► **What inspired you to pursue a career in nursing?**

I have always had a desire to want to help others. I joined the St John's ambulance as a child and I also realised I loved bandaging!

I loved the fact that nursing provides so many possibilities and opportunities to experience and work in so many different settings, including traveling the world. I have worked in Australia, been a volunteer medic in the jungle in Belize as well as working in district nursing, General Practice and urgent care settings and now Mastercall.

Nursing is a multi-faceted profession, and there is always more to learn and explore and this is great for my curious mind

► **Tell us a little about how your role has changed over the years?**

I started at Mastercall as the clinical quality assurance manager and over time I have other roles that included being the organisation's risk manager, safeguarding lead. In the last few years I have become Head of clinical Operations and have become more involved in the day to day management and operational performance of the clinical services and working with the senior management on Mastercall's strategic vision and external parties such as the ICBs.

► **What has been the greatest challenge in your nursing career and how did you overcome it?**

I think the greatest challenge is a current one. We are living in a very difficult time with the cost of living crisis, the post pandemic impact on people's physical and mental health, the constant demands on the NHS as well as our desire to continue to strive to deliver high quality care. I think we overcome by this by having fantastic team work at Mastercall as I truly believe we try and support each other and believe I am very lucky to have such a great work family, this is what makes Mastercall so special.

► **As a nurse, how do you feel you make a difference?**

I am passionate about delivering high quality patient centred care and this drives me to look at how we can improve and innovate the care we deliver. It also ensures that I keep patients at the heart of everything we do. I care deeply about all my colleagues and patients' wellbeing and I feel you need to care in order to change services for the better and I hope I demonstrate this and lead by example.

► **What advice would you give to the next generation of nurses?**

Despite all the challenges remember the reason you want to become a nurse and never lose sight of this. Nursing opens so many doors and so many possibilities so go for it and be proud to be a nurse.

► **What do you see as the future of nursing?**

My vision for nursing in the future is that they will be at the forefront of delivering care to ensure people can stay at home with the support of community services around them and that nursing will continue to work with other disciplines such as paramedics and pharmacists to ensure we all share and use our skills and knowledge to do this.

Within the next 5 years I expect to see an expansion in digital health technology as patients, carers and families will want to be cared for at home. The pandemic has driven this demand and the need to work differently and nursing can be at the forefront of this.