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If a patient is cold, if a patient is feverish, if a patient is faint, if he is sick after taking food, if he has a **bed-sore**, it is generally the fault not of the disease, but of the nursing.

— Florence Nightingale

*Notes on Nursing: What it is and what it is not* (1859), 6.



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# David's Story



## Culture

The nursing culture advocates values and behaviours that promote psychological safety and learning.

## Leadership

### Promote

### Professionalism and Trust

To explore, identify and or develop indicators/measures that can be used to demonstrate honesty, integrity and leadership that inspire confidence.

## Governance

The nursing narrative describes the formal and informal governance mechanisms for monitoring nursing standards and delivery of person centred, safe, effective nursing care .

## Quality Improvement

The nursing narrative describes current nursing quality improvement interventions and mechanisms to identify areas where the standards are not being met and can describe how improvement will be undertaken and measured.

# Excellence in Care Framework



## Person Centred

### Prioritise People

People who receive nursing care and services are treated with dignity and respect. What matters to them is put first.

## Safety

### Preserve Safety

Working within the levels of competence to deliver safe care

## Effectiveness

### Practise Effectively

Assess and deliver care and treatment based on best evidence and practice.

## Workforce

Ensuring the nursing workforce is composed of the right numbers with the right skills in the right place

## Sustainability

The nursing narrative describes how information is used to demonstrate sustainable improvement and to anticipate problems and prepare to prevent recurrence.



“It’s about the difference we make to lives “