

## **Commission on Nursing Report**

### **Other Issues**

11.1 This chapter considers two further issues identified as being of concern to nurses and midwives during the consultative process. Firstly, the Commission outlines various aspects related to retirement problems which were communicated to the Commission on Public Service Pensions for consideration within the context of its terms of reference. Secondly, the Commission outlines a possible approach in relation to bullying. However, it is hoped that other proposed developments previously outlined in the report may also assist in resolving this issue, which should not be viewed in isolation.

### **Retirement**

11.2 This section of the report deals with the retirement and pension issues which nurses and midwives asked the Commission on Nursing to address during the consultative process.

### **Issues Arising During the Consultative Process**

11.3 Chapter Seven of the interim report of the Commission on Nursing identified many concerns which nurses and midwives held in relation to pensions and retirement; a summary of the main issues is given below:

- it was highlighted that as nursing and midwifery are a predominantly female profession, the years spent out of employment raising a family are lost to nurses in calculating pension entitlement;
- the effect of the marriage bar, on early retirement prospects, for those now in the forty-five to sixty-five age group, was brought to the attention of the Commission. It was reported, that on the removal of the marriage bar, many married nurses and midwives returned to the workforce, but with broken years of service for the purpose of calculating pension entitlement. In addition, if the nurse or midwife is to benefit from a reasonable pension at retirement, they may be faced with the requirement to repay a marriage gratuity plus compound interest on the sum accruing over the intervening period;
- nurses and midwives argued that there is inequity between the years of service required for pension purposes in the psychiatric service and the years required by other disciplines within the profession. Nurses and midwives sought parity with psychiatric nurses who are entitled to have each year of service after twenty years count as two years for pension

- purposes. This enables them to have thirty years service reckonable as forty years service for retirement purposes and to retire, if they so wish, with immediate payment of pension at fifty-five years of age;
- because of the physically arduous and stressful nature of the work, nurses and midwives submitted that there was a need for all nurses to have access to early retirement if required;
  - many nurses and midwives felt aggrieved that years of service in the profession worked abroad, were not acknowledged for superannuation purposes in Ireland, making it very difficult for some nurses to have enough years to avail of early retirement schemes or to have a reasonable occupational pension on retirement;
  - some nurses and midwives reported that if they had undertaken their training or worked when qualified in a private hospital, those years were not reckonable for public service superannuation purposes;
  - it was submitted that calculating pensionable allowances on the basis of an average of the amounts received in the last three years of service can be unfair, as it places undue pressure on nurses and midwives to optimise premium payments in the final years of service;
  - nurses and midwives described the financial effect of the conversion process from long-term temporary to permanent contracts. For nurses and midwives with considerable temporary service, it is compulsory to pay superannuation contributions for their years of temporary service, when taking permanent employment;
  - a plea was made by nurses and midwives for more flexible employment arrangements. It was reported that many nurses and midwives who left employment to raise families or for other reasons would like the opportunity to return to nursing or midwifery in a permanent part-time capacity. It was suggested that a barrier to the introduction of permanent part-time employment opportunities was the difficulty in relation to pension entitlement for part-time public service workers;
  - some nurses and midwives submitted that information about pension entitlements should be made available to nurses and midwives early in their career to allow sufficient time to make provision for future requirements; and
  - requests were made for pre-retirement programmes to be more widely provided for by employers.

### **Retirement Initiatives**

11.4 The claim in relation to early retirement for nurses (other than psychiatric nurses) and midwives was considered by an Adjudication Board during the negotiations on pay and

conditions of nurses and midwives in early 1997, which was then considered by the Labour Court. The Board and the Labour Court recommended that all of the arguments be considered by the Commission on Public Service Pensions (CPSP) in the context of its terms of reference. However in the interim, the Labour Court recommended the implementation of a limited initiative from January 1997 to address the immediate situation of nurses and midwives (other than nurses and midwives who already enjoy enhanced superannuation terms), who find the demands of the profession are such that they are no longer able to function at the level of professional performance they themselves and management require (LCR15450). The Court recommended that:

- an early retirement facility be introduced for nurses and midwives, aged fifty five or over with at least thirty five years service, subject to a number of criteria which would underpin the delivery of a consistently high quality nursing service, limited to a quota of 200 per annum, to operate on a pilot basis pending the report of the CPSP; and
- the introduction of a pre-retirement initiative to facilitate nurses and midwives in reducing the amount of actual service commitment in the years immediately preceding their retirement. Nurses and midwives, aged fifty five or over, who have twenty years whole-time service and who do not otherwise enjoy enhanced superannuation benefits, may make application to work on a job-sharing basis for a maximum of three years prior to retirement, with the three years in question, or other lesser period, to reckon as full-time service for superannuation purposes. A quota not exceeding 600 applications was set for the initial three years operation of the scheme with up to a maximum of 300 applications being approved in year one.

11.5 It appears that there is generally a low uptake of the scheme. By early 1998 approximately eleven applications were made for early retirement and sixteen applications for the pre-retirement scheme.

### **Commission on Public Service Pensions**

11.6 The Commission on Public Service Pensions was established in February 1996 with the following terms of reference:

"to examine and report on the pension terms of public servants employed in the Civil Service (non-industrial and industrial), Defence Forces, Gardai, Education, Health and Local Authority Services, having regard to:

- (1) the present and future costs arising under the schemes

financed by the Exchequer;

(2) claims for improvements in existing scheme benefits, including claims for voluntary

early retirement;

(3) changes in the working environment and conditions of employment of public servants since the schemes were introduced; and

(4) the operational needs of the Services concerned."

The Commission on Public Service Pensions submitted an interim report to the Minister for Finance in August 1997.

11.7 The Commission considers that The Public Services Pension Commission (CPSP) in its examination of the totality of pension issues within the public service is in a better position to examine the difficult and complex pensions/retirement issues identified as being of concern to nurses and midwives during the consultative process. For this reason the Commission wrote to the CPSP outlining in detail the concerns of nurses and midwives in relation to retirement issues. The Commission understands that the CPSP is considering these issues within the context of its terms of reference.

### **Options to Increase Pension Entitlement**

11.8 The Commission was concerned that, during the consultative process, many nurses and midwives appeared unaware of the options available to them to increase their pension entitlement. These options may be availed of at the individual initiative of a nurse or midwife. Nurses and midwives need to take individual responsibility for planning their retirement. It is important for every nurse and midwife to understand what their pension/retirement entitlements will be, based on their work pattern and the level of pensionable service which they can expect to have, at retirement age. The options available to nurses and midwives to increase their pension entitlement include the purchase of notional service (to a maximum of forty years) or the purchase of additional voluntary contributions (AVCs). The option most suited to an individual will depend on her or his circumstances. However, details in relation to the purchase of notional years or additional voluntary contributions should be available from either the personnel section within a health service provider or a nursing trade union. The Commission considers that health service providers have a responsibility in assisting nurses and midwives to plan their retirement by prompting discussion and making available information on the retirement and pension options which are readily available.

## Bullying

11.9 Many nurses and midwives in discussions at the consultative fora and in written submissions complained of bullying in the workplace. A definition of bullying provided to the Commission by the Manufacturing Science Finance union was that it involved "persistent, offensive, abusive, intimidating, malicious or insulting behaviour, abuse of power or unfair penal sanctions, which makes the recipient feel upset, threatened, humiliated or vulnerable, which undermines their self-confidence and which may cause them to suffer stress." Bullying can have an adverse impact on the victim who may suffer chronic anxiety and stress which may result in the loss of self-confidence, ill-health and mental distress. It is not necessarily characterised by overt aggression or violence but in many cases may take the form of a continuous series of covert and manipulative actions which have the effect of undermining the self-confidence and personality of the victim. The Irish Business and Employers Confederation gave examples of bullying behaviour as including:

- abusing a position of power by unnecessarily undermining the work of a colleague and/or placing unreasonable demands on a particular individual;
- unreasonable or inappropriate monitoring of the performance of a colleague;
- persistently setting objectives with unreasonable or impossible deadlines or unachievable tasks;
- persistent negative attacks on personal or professional performance without good reason or legitimate authority;
- spreading malicious rumours or allegations;
- continually overriding the authority of a person;
- freezing out, ignoring or excluding; and
- shouting, aggressive behaviour, impatience, insults, etc.

11.10 It appeared from the views expressed by nurses during the consultative process that bullying may be taking place at a variety of levels in nursing and midwifery. The Commission heard of complaints of bullying from students, staff nurses and midwives and from management.

11.11 Bullying is not a phenomenon peculiar to nursing and midwifery. It is a form of harassment in the workplace that has been a source of concern to both employers and unions. The Commission understands that discussions are taking place between the Health Service Employers Agency, health boards and the nursing unions to formulate an agreed approach to bullying. Similarly, the Commission understands that the Irish Business and Employers Confederation is in the process of drafting guidelines for members to combat bullying in the workplace. The Commission recommends that all health service employers develop formal and informal

procedures to deal with bullying in the workplace. Informal procedures may be sufficient to resolve a complaint at local level with a minimum of disturbance. Where these are not effective, formal procedures should be implemented. All managers and nurses should be made fully aware of the procedures.

### **Summary of Recommendations in Chapter Eleven**

The Commission recommends that all health service employers develop formal and informal procedures to deal with bullying in the workplace. (11.11).

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### **Implementation of the Recommendations of the Commission on Nursing**

12.1 The Commission has made a wide range of recommendations which are of major importance to the future development of nursing and midwifery. There is a need to ensure that the profession is involved in the implementation of the recommendations of the Commission. There should be clear communication with the profession on the implementation of the recommendations which will have a fundamental impact on the daily working lives of nurses and midwives.

12.2 Therefore, the Commission recommends the establishment of a monitoring committee under the aegis of the Department of Health and Children comprising representatives of the Department, the Board, the four nursing unions and service providers to monitor the progress of the implementation of the recommendations. The Commission recommends that progress reports on the implementation of the recommendations be prepared annually for circulation among the profession.

12.3 The Commission recognises that the recommendations contained in the report need to be implemented in a structured, phased and carefully planned manner. This needs to be balanced against the need of the profession to see progress at an early stage in response to the report of the Commission. The Commission is of the view that this balance can best be achieved by setting a target date for the implementation of all the recommendations in the report and by suggesting a timetable for certain key institutional and structural reforms. The Commission is of the view that all the recommendations contained in the report should be implemented by the end of 2002 at the latest. Some of the recommendations contain a time scale for their implementation. Those that do not have a time scale should be implemented

as soon as is practicable. The Commission recommends the following timetable in relation to certain key institutional and structural reforms:

### **Regulation of the Profession**

- The legislation amending the Nurses Act 1985 should be introduced before the Houses of the Oireachtas by early 1999.
- The working party, composed of the Department of Health and Children, the Health Service Employers Agency, nursing and other appropriate organisations, to

establish criteria in relation to entry requirements, education qualifications and training for care assistants, should be established by January, 1999.

### **Preparation for the Profession**

- The forum composed of representatives of the third-level institutes, schools of nursing, health service providers and the Board should be established at the earliest possible date. It is to report within two years of its establishment and a lead in time is required following its report to allow nurse educators, career guidance counsellors and others prepare for the transition to the pre-registration degree programme at the start of the academic year in 2002.
- The Board should begin discussions with the CAO to allow the nursing application process to be incorporated within the CAO system in time for the intake of students in the year 2000.
- The degree programme should commence at the start of the academic year in 2002. As stated in the report, no third-level institute should commence a pre-registration degree programme in advance of this date. All third-level institutes and each of the direct entry disciplines (general, mental handicap and psychiatric nursing) should start the degree programme in 2002.

### **Professional Development**

- The National Council for the Professional Development of Nursing and Midwifery is a core recommendation of the Commission. It is important that the National Council be established at the earliest possible date. The clinical career pathway for nurses and midwives proposed by the Commission is dependent on the effective operation of the National Council. It is important that the National Council commences its work in determining areas of specialism in nursing and midwifery and the guidelines for the creation of specialist posts.
- The Commission is aware that a number of the profession are already operating at the level of specialist. Some of these have developed in an ad-hoc manner as outlined in the report. It is important that the position of specialist posts be regularised at an early date. Top priority should be given to the creation of clinical nurse or midwife specialist and advanced nurse or midwife practitioner posts. The Commission envisages that the initial such posts will have been created by the end of 1999 at the latest.

### **Role of Nurses and Midwives in the Management of Services**



- The Chief Nursing Officer at the Department of Health and Children will have a crucial role in the implementation of the recommendations of the Commission. The appointment of additional support staff recruited by the Department of Health and Children to assist in the implementation of the report should be one of the first initiatives undertaken in response to the report.
- Another key recommendation is the establishment of a Nursing and Midwifery Planning and Development Unit in each health board. The units will have a range of functions and are seen as providing a crucial strategy development and planning function at a time of substantial change within the profession. In particular they have an important role to play in the creation of clinical nurse or midwife specialist and advanced nurse or midwife practitioner posts. Therefore it is important that these units are put in place at the earliest possible date.

## **Commission on Nursing Report**

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## Commission on Nursing Report

### Appendix One - List of Submissions Received

1. MsLiz Sheridan CoSligo
2. A McCarthy CoCork
3. MsNoreen Roche CoTipperary
4. MsCatherine Hayes London
5. Anonymous Nurses StJoseph's Hospital  
Castletownbere CoCork
6. MrMartin Clancy CoClare
7. MsKay Shine CoLouth
8. MsClare Kelly National Children's Hospital Dublin 2
9. Staff Nurses Macroom District Hospital
10. MrGearoid Donnchadha CoWicklow
11. Assistant Nurses StJohn of God Brothers CoLouth
12. MsMaureen Gaughran CoLouth
13. Nursing Staff StCamillus' Hospital Limerick
14. MsBreda Brady Dublin 2
15. MsClaire Nee
16. MrMalachy Feely CoMeath
17. MsOrla Ryan Dublin 18
18. MrJohn O'Neill CoWexford
19. MsCatherine Hogan Dublin 14
20. MsErica Shipman CoDublin
21. MrsKathleen Ensko CoMayo
22. "A Service without Walls" - An Analysis of Public  
Health Nursing in 1994
23. MrMartin Hewitt CoKildare
24. MrsAnne Forde CoOffaly
25. MsMargaret Walshe Dublin 15
26. MsSheila O'Connor CoCork
27. Public Health Nurses in North Kerry
28. Staff Working in three Psychiatric Day Centres Eastern  
Health Board
29. Public Health Nurses Dublin 9
30. MsClara Ni Ghiolla Belfast
31. MrDonal O'Sullivan & MrWinifred Leonard Dublin 7
32. MrLiam Gormley CoWicklow
33. Hospital Pharmacists' Association Ireland
34. MrJimmy Stenson CoWestmeath
35. M Finlay CoLaois
36. Anonymous
37. MsTeresa Lynch CoLaois
38. Anonymous
39. MsBrigid O'Connor CoCork
40. MsUrsula Cafferty CoWestmeath
41. MsBetty Foley CoKerry
42. MsMary Kelly CoKerry
43. MsMary Teresa Devane CoKerry
44. Nursing Administration General Hospital Tullamore
45. MsMarie Conlon CoLaois
46. Temporary Nursing Staff CoLaois

47. Representation of Staff from a Day Activity Centre for People with Learning Disabilities in Dublin
48. Enrolled Nurses Cherry Orchard Hospital
49. Institute of Guidance Counsellors North Eastern Branch CoMonaghan
50. MsAnn Winters CoMayo
51. MsColette Costello Limerick
52. MsEithne O'Reilly Gulry Cavan
53. MsCatherine Hanrahan Limerick
54. MsClaire Crowe Dublin 12
55. MrBrian Denham Dublin 4
56. Irish Association of Nursing in Aids Care (IANAC)
57. MsAnne McElligott CoKerry
58. MsHelen Duffy CoDublin
59. MsMargaret Cotter CoCork
60. MsEileen Hennigan CoDublin
61. MsFionnuala O'Gorman Cork
62. Detoxification Unit Beaumont Hospital
63. Home Care Management Team From Swords & Balbriggan CoDublin
64. MrAlbert Murphy Waterford
65. MsMary Thornton CoClare
66. MsPatricia Lynch Manning CoCork
67. MsBernadette Walker CoWestmeath
68. MsVeronica Gibbons CoWestmeath
69. MsRose Conlon CoWestmeath
70. MsPauline Woods CoLouth
71. Longford Public Health Nurses
72. MrsPhil Yourell CoWestmeath
73. MrsTheresa Maguire Dublin 9
74. Nurse Tutors CoDonegal
75. MrTony Barden Waterford
76. Pat O'Neill Waterford
77. MrTom Clare Dublin 14
78. Sunbeam House Services CoWicklow
79. MsValarie Small Dublin 8
80. Midwifery Tutors from the Midwifery Training Schools
81. MrWilliam Cronin Cork
82. Senior Public Health Nurses South Eastern Health Board
83. MsGeraldine Darcy Limerick
84. Night Sisters COPE Foundation Cork
85. MsNora Quill CoCork
86. Student Midwives CoCork
87. MsMonica M Collins CoOffaly
88. Nursing Staff Involved in Care of the Elderly Midland Health Board
89. MsMary Dunne CoOffaly
90. Acute Pain Service Beaumont Hospital
91. Nursing Advisory Forum of the Irish Association for Palliative Care
92. Nurses/Addiction Counsellors Western Health Board
93. MrJoe Faulkner Sligo General Hospital

94. MsCatherine O'Sullivan Cork
95. Theatre Department Waterford Regional Hospital
96. Nursing Staff StBrendan's Home, CoGalway
97. Staff Nurses Brothers of Charity Services Boyle
98. MsAnn Sharkey CoLouth
99. MsSheila O'Reilly Cork
100. Nurse Manager Branch Psychiatric Nurses Association
101. MsPhilomena Stynes CoDublin
102. Unit Nurse Officers/Services Managers Sligo General Hospital
103. MsMargo Topham Cork
104. Nurse Tutors Letterkenny
105. Nurses from Carrigoran Nursing Home CoClare
106. MsMary Kelly CoOffaly
107. MsMaureen Crowley CoCork
108. Nursing Administrator Sisters in Beaumont Hospital in Charge of Out of Hours Services
109. Community Psychiatric Nurses Sligo
110. MrHenry Abbott CoWestmeath
111. Staff from the Outpatient Department StJohn's Hospital Limerick
112. Phil Murphy CoCork
113. Community Nurses working within Early Childhood Services in the Brothers of Charity in Galway and Roscommon
114. Rehab Unit StMary's Hospital Mullingar
115. J Leahy Kilkenny
116. MsNora Garahy CoOffaly
117. First Floor Staff Nurses StJohn's Hospital Limerick
118. MsJudith Chavasse Dublin 14
119. Infection Control Nurses Association (Irish Group)
120. Nurses working in the Eastern Health Board's Aids/Drugs Services
121. The Donegal Practice Nurses
122. Psychiatric Nurses with Family Therapy Qualifications from North Western Health Board
123. Community Nursing Group Area 7 Psychiatric Services Eastern Health Board
124. Community Psychiatric Nurses in the Roscommon Psychiatric Service
125. Sligo Association of Critical Care Nurses (S.A.C.C.N.)
126. MsM O'Flynn CoCork
127. MsElaine O'Dwyer Waterford Regional Hospital
128. MsFrances McHugh Sligo General Hospital
129. Public Health Nurses Institute of Community Health Nursing Longford/Westmeath Branch
130. Representative Group of Nurses working in New and Developing Community Mental Health Projects in the Mayo Psychiatric Service
131. INO Members District Hospital Listowel
132. 3rd Year Students (1994 Intake) Letterkenny General Hospital
133. Nurses from COPE Foundation Cork
134. MsMary Syron CoGalway

135. MsHelen Plunkett Limerick
136. Anonymous
137. MsAnna O'Brien Cork
138. Anonymous
139. Regional Technical Colleges Nurses
140. MrEugene Caulfield North Eastern Health Board
141. MsEilis Fullam CoKildare
142. MsDeirdre Clarke Dublin 5
143. MsRita Moloney CoKildare
144. L Kelly Dublin 14
145. MsJane Donohue CoMeath
146. Public Health Nurses Tuam, CoGalway
147. MsMary Glennon CoKildare
148. Ward Sisters employed by COPE Foundation, Cork
149. Nurses engaged in the Addiction Service for the Elderly at Cork University/StFinbarr's Hospitals
150. Senior Public Health Nurses Institute of Community Health Nursing
151. Psychiatric Nurse Managers in the Cork Area
152. Clinical Nurse Specialist Group in Cystic Fibrosis in Ireland
153. Midwifery Staff National Maternity Hospital
154. Nursing Staff Portiuncula Hospital Galway
155. MrLawrence Cunningham CoWestmeath
156. MsEileen Fitzgerald Kilkenny
157. MsMargaret O'Connell Waterford
158. MsBridget Ryan CoCork
159. Staff from the Intensive Care Unit Wexford General Hospital
160. MsPatricia F Harte Sligo General Hospital
161. The Nurses of StColumbanus Home Killarney
162. MsMary Burke CoTipperary
163. Irish Association of Counsellors Midland Health Board Regional Group
164. MrMichael O'Keeffe CoCork
165. MsMary Mulvihill CoTipperary
166. Community Psychiatric Nurses East Galway Psychiatric Services
167. MsMarie McCarthy CoCork
168. MsMarion Moriarty Limerick
169. MsMyriam Leahy CoCork
170. Anonymous
171. Irish Nursing Research Interest Group
172. Matrons' of the Geriatric Hospitals of the South East Region
173. Nursing Officers in the Mayo Psychiatric Services
174. Staff Nurses Coronary Care Unit Beaumont Hospital
175. MsRita Smith Dublin 16
176. MsAnne Fox Dublin 9
177. MsMaura O'Brien CoTipperary
178. MsFrances Kennedy CoTipperary
179. MsMoya Carroll Cavan
180. Community Psychiatric Nurses from the South Eastern Health Board



181. Diabetes Nurses Beaumont Hospital
182. MsMargaret McCarthy Limerick Regional Hospital
183. Senior Public Health Nurses CoKerry
184. MrJim Thomas CoMayo
185. Irish Association of Critical Care Nurses
186. StColman's Hospital CoWicklow
187. Members of Institute of Community Health Nursing
188. Generic Community Psychiatric Nurses in the Donegal Area of the North Western Health Board
189. Senior Nurse Managers South Eastern Health Board
190. MsDeirdre Kavanagh & MsMaura Colgan Eastern Health Board
191. Nurse Tutors School of Nursing Sligo
192. MsIta Tighe Dublin 3
193. The Cognitive Behavioural Psychotherapists North Western Health Board
194. Community Psychiatric Clinical Nurse Specialists in Addiction in the Donegal Area of the North Western Health Board
195. Association of Administrative Psychiatric Nurses (AAPN)
196. MsMarianne Doran Beaumont Hospital
197. Staff Nurses Top Floor, StJohn's Hospital Limerick
198. Public Health Nurses Mid-Western Health Board
199. Liver Transplant Co-ordinators StVincent's Hospital Dublin 4
200. Nursing Officer Group (Psych) StLoman's Hospital Dublin 20
201. Education Committee StLoman's Hospital Dublin 20
202. Public Health Nurses Class 96/97 University College Dublin
203. Course Co-ordinators StVincent's/Mater Hospitals
204. MsSandy Mason CoLouth
205. MsNoreen Keane Dublin 9
206. MsEileen McKenna CoKerry
207. MsSinead Hanafin University College Cork
208. MrMark Monahan Dublin 9
209. MsMartina Kehoe Waterford Regional Hospital
210. MsJoan Phyllis Kirwan Waterford Regional Hospital
211. MsSusan O'Donoghue Waterford Regional Hospital
212. DrColin Buckley Waterford Regional Hospital
213. MsAvril O'Leary Dublin 9
214. MrJim Brosnan Dublin 20
215. Nurse Members attached to Clondalkin and Tallaght Mental Health Services from StLoman's Hospital Dublin 20
216. MrMalachy Nugent Dublin 7
217. MsMary Tynan
218. Theatre Nursing Staff Beaumont Hospital
219. MsSiobhan Ní Scanail & MsJane Leavy Dublin 8
220. Members of the Irish Association of Operating Theatre Superintendents/Managers
221. Director and Family Development Nurses of the Community Mothers Programme Eastern Health Board

222. Saville & Holdsworth University of Limerick
223. Nurse Education Committee Sligo General Hospital
224. Diabetes Nurse Specialist Group StVincent's Hospital  
Dublin 4
225. Department of Community Psychiatric Nursing St.  
Patrick's Hospital Dublin 8
226. Community RGNs Dublin 14
227. Renal Unit Sligo General Hospital
228. MsBernie Morrisroe Sligo General Hospital
229. MsMary Gillan Sligo General Hospital
230. MsMadeleine Munnely Sligo General Hospital
231. L Rutledge Sligo General Hospital
232. MsNoreen O'Sullivan Sligo General Hospital
233. MsMary Flatley Sligo General Hospital
234. MsKaren Reynolds Sligo General Hospital
235. MsMargaret Towey Sligo General Hospital
236. G O'Brien Sligo General Hospital
237. MsKaren E Fagan Sligo General Hospital
238. MsMaureen Campbell Sligo General Hospital
239. MsRosemary Irwin Sligo General Hospital
240. MsCiara Swayelen Sligo General Hospital
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Disabilities Cork
242. MsImelda B McCarthy Cork
243. MsJoan Phelan
244. Midwifery Staff Rotunda Hospital
245. Public Health Nurses Southern Health Board
246. MsMargaret Freeney Limerick
247. Public Health Nurses Roscommon Area
248. Junior Ward Sisters Intensive Care Unit Beaumont  
Hospital
249. Staff Nurses Intensive Care Unit Beaumont Hospital
250. MsSheila Fitzgerald Dublin 10
251. MsMary Villiers CoCork
252. MsElizabeth Doyle Dublin 15
253. MsPatricia Campbell CoMeath
254. Public Health Nurses/ Addiction Counsellors Eastern  
Health Board
255. Nursing Staff Ard Aoibhinn Centre Wexford
256. Lifford Community Hospital
257. Dual Qualified Registered Psychiatric and Registered  
General Nurses Tralee General Hospital
258. MsCaroline Dolan & MsCatherine Croffy Co. Galway
259. Terry Hayes CoWaterford
260. National University of Ireland - Galway
261. Theatre Staff Lourdes Orthopaedic Hospital Kilkenny
262. Nursing Staff Lourdes Orthopaedic Hospital Kilkenny
263. INO Midwife Members The Coombe Hospital Dublin  
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264. MsMaureen Lynn & MsJacqueline Egan Dublin 8
265. StVincent's Hospital Fairview Dublin 3
266. Health Counsel Dublin 3
267. Nursing Staff StPatrick's Ward Beaumont Hospital
268. MsAngela Lally Dublin Dental Hospital

269. Health Sciences Group of the Library Association of Ireland
270. MsMargaret O'Brien Dublin 6
271. MsAnne Murphy Meath Hospital & MsAnna Craig National Children's Hospital
272. Irish Pharmaceutical Union
273. MsSandra Keating CoOffaly
274. MsMary Riordan Dublin 2
275. Irish Business and Employers Confederation
276. Tutorial Staff School of Nursing, Mater Hospital
277. Liaison Nurses Forum Our Lady's Hospital for Sick Children Crumlin
278. Director of Nursing and Nursing Staff from The Children's Hospital Temple Street
279. Anonymous
280. Nurses from Phlebotomy, Urodynamics and Outpatient Departments Beaumont Hospital
281. MsEdwina O'Keeffe Kilkenny
282. Occupational Health Department Waterford Regional Hospital
283. Nursing Staff StPatrick's Geriatric Hospital Cashel, CoTipperary
284. National Nursing Sisters Association
285. Midwives in Ultrasonography Rotunda Hospital
286. Maternity Unit Letterkenny General Hospital
287. Cork Voluntary Hospitals School of Nursing
288. MsEileen Cullen & MsEilis Breen
289. MsMarguerite McGilly Cuddy Wexford
290. Female Surgical StLuke's General Hospital, Kilkenny
291. MsUna Webster CoCork
292. MrSean McCarty Waterford
293. MsMarie Healy CoCork
294. RNMH's working in the community in Cork and Kerry
295. MsMaureen Cahill CoCork
296. MsMaura Fagan CoLouth
297. Matrons/Directors of Nursing Care of the Elderly Service North Eastern Health Board
298. Area Co-ordinators Care of the Elderly North Eastern Health Board
299. The Irish Matrons' Association
300. Psychiatric Nurses Area 7 Psychiatric Services Eastern Health Board
301. The National Rehabilitation Hospital Dun Laoghaire
302. A Fitzsimons Royal Victoria Eye and Ear Hospital Dublin 2
303. MsBreda Jones Dublin 3
304. Institute of Public Administration
305. MrsEileen Maher & MsWendy Fair StLuke's Hospital Dublin 6
306. Faculty of Health Sciences Trinity College Dublin
307. Union of Students in Ireland
308. M W Quigley Galway
309. Domiciliary Midwives and Home Births in Ireland
310. National Rehabilitation Board

311. Association of Nurse Teachers
312. MrJohn Fitzpatrick CoKildare
313. MsPatricia Fitzpatrick CoKildare
314. Ward Sister Association StFinbarr's Hospital, Cork
315. MsJean Harrison North Eastern Health Board Harcourt Street
316. Ward Sisters StLuke's Hospital, Kilkenny
317. Public Health Nurses Area 2, Eastern Health Board
318. MrGeoff Day North Eastern Health Board
319. MsJane Boyle Donegal
320. MsClare O'Herlihy Cork
321. Nurses from StAnne's Hospital Dublin 6
322. National Neurosurgical Unit Beaumont Hospital
323. The Board Faculty of Nursing Royal College of Surgeons in Ireland
324. Outreach Counsellors working in the Aids/Drugs Service of the Eastern Health Board
325. Nursing Staff of the Adelaide and Meath Hospital incorporating the National Children's Hospital
326. Nursing Staff StLoman's Hospital, Mullingar
327. Nursing School National Children's Hospital Harcourt Street
328. Nursing Staff of the National Children's Hospital
329. Cardiac Catheterization Laboratory StJames's Hospital
330. Radiology Staff Nurses StJames's Hospital
331. Behaviour Nurse Psychotherapists from the Eastern Region
332. MsMiriam McCarthy CoWicklow
333. B N Brown Galway
334. National Senior Public Health Nurses
335. Senior Public Health Nurses of the Eastern Health Board
336. The Irish Association for Nurses in Oncology
337. MsJoan Kelly Irish Cancer Society
338. Midwives Our Lady of Lourdes Hospital, Drogheda
339. Nursing and Midwifery Staff Our Lady of Lourdes Hospital, Drogheda
340. Nurse Tutors School of Nursing, Beaumont Hospital
341. MrMartin Connor & MrJohn McTiernan Community Care Area 8 Eastern Health Board
342. Nursing Administration and Nursing Staff StVincent's Hospital CoLaois
343. MsLorna Kelleher Cork
344. The Nurse Teachers The School of Nursing StVincent's Hospital Elm Park, Dublin 4
345. Miss J Bartley Beaumont Hospital
346. Psychiatric Nurse Managers in the Cork area
347. Irish Registered Nursing Homes Association
348. Department of Nursing StVincent's Hospital Elm Park, Dublin 4
349. MsJoan Moyles CoMayo
350. The National Superintendent Public Health Nurses Group
351. MsJoan Murray Beaumont Hospital

352. Association of Family Planning Nurses Ireland
353. DrAine O'Sullivan Cavan
354. Staff Nurses COPE Foundation Hollyhill, Cork
355. Senior Nurse Managers StFinbarr's Hospital Cork
356. Public Health Students National University of Ireland -  
Cork
357. Nursing Staff Medical Floor StLuke's Hospital  
Kilkenny
358. MsMargaret Maguire Sligo General Hospital
359. MrJohn McNally Monaghan
360. StBridget's Hospital Carrick-on-Suir CoTipperary
361. MsNoreen Cremin CoKerry
362. Community Psychiatric Nurses Community Care Area  
8 Eastern Health Board
363. Board and Staff of Cheeverstown House Limited  
Templeogue Dublin 6W
364. MsIrene O'Mahony & MsKaren Kelleher National  
University of Ireland - Cork
365. MsMary Burke CoOffaly
366. MsCiara Davin Dublin 4
367. Group of West Cork Public Health Nurses
368. Nursing Staff StJohn's Community Hospital Sligo
369. MsBreda O'Donoghue CoCork
370. Staff from StPatrick's Hospital Cashel, CoTipperary
371. MsBrigid Caldwell CoLongford
372. MsNorma Kissane CoKerry
373. Anonymous
374. MsStephanie Ryan CoTipperary
375. MsMary Cullinan CoOffaly
376. MsAnn Cahalane CoCork
377. MsMarion Barnes CoKerry
378. MrDavid Healy, CoCork
379. MsKathryn Healy, CoCork
380. MsSarah A Lawless CoMayo
381. MsHelen P McLoughlin CoOffaly
382. MsFiona Robins-Claffey CoOffaly
383. MsEileen O'Heney CoWestmeath
384. MsPeggy Murtagh CoWestmeath
385. Nurses Eye Department Waterford Regional Hospital
386. MsElizabeth Cuddy Devine Roscommon
387. MsNuala Cashlin Letterkenny General Hospital &  
MsAnn Monaghan Sligo General Hospital
388. MsJill Anthony Waterford Regional Hospital
389. Accident & Emergency Sisters Beaumont Hospital
390. Geriatric Section Sacred Heart Hospital, Castlebar
391. MsMaura Walsh Waterford Regional Hospital
392. Senior Nurse Managers Donegal Mental Health  
Services
393. Ward Sisters & Junior Ward Sisters Brothers of  
Charity CoRoscommon Services
394. Ward Sisters Sligo General Hospital
395. Registered Nurses in Mental Handicap StVincent's  
Centre, CoLimerick
396. Rescue Trust

397. Degree Nurses Association
398. Dermatologist Nurses City of Dublin Skin and Cancer Hospital Dublin 2
399. Working Group National Association for the Mentally Handicapped of Ireland
400. Stoma Care Department Baggot Street Community Hospital
401. October 1996 intake of Student Nurses at Sligo General Hospital
402. Registered General Nurses in Community Care Area 4 who are Members of IMPACT
403. MrPaul Gallagher Dublin 9
404. MsBernadette Carpenter CoDublin
405. Nursing Staff Heath County Infirmary Navan
406. MsMaria M Murphy Cork
407. MsAnn Mason Cork
408. MsTriona Leyden CoSligo
409. Anonymous
410. MsDolores Gavin Doyle CoCork
411. MsEllen Manny CoWestmeath
412. StLuke's Hospital Kilkenny
413. MsEleanor O'Connor Cork
414. Anonymous
415. MsKathleen McGovern Sligo
416. Unit Directors of the Galway County Association for Mentally Handicapped Children
417. MsMargaret Dillon Limerick
418. Association of Behaviour Therapists in Services for People with Learning Disabilities
419. MsClaire Gough CoMayo
420. SIPTU Members Mayo Health Services
421. Bed Managers Group StJames's Hospital
422. StBrigid's CPN Group CoLouth
423. Louth/Meath Family Therapy Service
424. MsGeraldine Hoyne CoTipperary
425. MrEugene McCormack CoMayo
426. Clinical Placement Co-ordinators Beaumont Hospital
427. MsCatherine Lavin & MsMary O'Dowd CoMayo
428. Tutorial Staff of StLouise's School of Nursing, StJoseph's Hospital Dublin 15
429. Ward Sisters Mater Misericordiae Hospital
430. Nursing Sisters University College Hospital, Galway
431. Nurses University College Hospital, Galway
432. MsImelda Tobin CoCork
433. Department of Nursing Studies National University of Ireland - Dublin
434. MsMaureen Flynn Dublin 4
435. Nursing Staff Our Lady's Hospital for Sick Children Crumlin
436. Nurse Managers Association (Mental Handicap)
437. Association of Nurses in Radiology
438. Co-ordinators for Continuing Education in three Health Board Areas
439. MsCatherine Quinn Limerick

440. MrOliver O'Connor Cavan
441. MsMargaret Fleming Monaghan
442. MsImelda Connolly O'Connor CoLimerick
443. MsLynda Moore Cork
444. MsMary Harvey CoClare
445. Education Committee Letterkenny General Hospital
446. Pat Monaghan Galway
447. Nursing Officers and Deputy Nursing Officers St. Dymphna's Hospital Carlow
448. Computer Nurse Co-ordinators Meath and Adelaide Hospitals
449. MsMary Harte Sligo General Hospital
450. The Irish Innovative Nurse Management Network
451. MsMary Kearney CoGalway
452. MsMaria McInerney Limerick
453. MrMichael Gilligan, MrPeadar Ryan & Mr. Eugene McCormack
454. INO Members StJohn's Hospital Enniscorthy
455. MsMarian Keely CoTipperary
456. MsSheila Reilly CoTipperary
457. Ward Sisters University College Hospital Galway
458. Chief Nursing Officer Group (Psychiatric Service) Eastern Health Board
459. Nursing Staff University College Hospital Galway
460. Public Health Nurses in Community Care Area 5 Eastern Health Board
461. MsVeronica Mee CoDublin
462. DrColette Halpin on behalf of Child Psychiatrists in Ireland
463. Nurse Management Limerick Regional Hospital
464. MrDavid Kieran CoTipperary
465. MsRita Higgins Cavan
466. Educational Committee Mallow General Hospital
467. MsKathleen Seaver Kilkenny
468. Cork and Kerry Nurse Education Committee
469. Louth/Meath Hospital Group
470. MsMary Rogers Galway
471. MsAnne O'Byrne CoWicklow
472. StAngela's College of Education Sligo
473. Professor John Carroll Dublin City University
474. Public Health Nurses in the Gorey Area CoWexford
475. MsIta Healy CoMeath
476. MsPatricia Barrett CoMayo
477. MrJohn Fennessy CoTipperary
478. Night Superintendents StJames's Hospital St. Brigid's Hospital Ballinasloe
479. Council of the Pharmaceutical Nurses Society of Ireland Cork
480. Public Health Nurses Working Group Cavan
481. MrJohn Murray Waterford
482. MsFiona McGrath Dublin 7
483. MsMary Doyle Wexford General Hospital
484. MsNora Kane Waterford Regional Hospital CoRoscommon

485. MsMary Heffernan CoLimerick
486. MsAnne Costigan Tipperary
487. MsAnn Gallagher CoDonegal
488. MsJoan Meaney Limerick
489. MsAnne Gilbourne Limerick Regional Hospital
490. MsBrigid Burke CoWaterford
491. Dialysis Unit Letterkenny General Hospital
492. Nursing Officers & Deputy Nursing Officers
493. Radiology/Cardiology University College Hospital,  
Cork
494. MrJim Brett CoMayo
495. Ward Sisters & Staff Nurses StNessan's Regional  
Orthopaedic Hospital Croom
496. MrEdmond McManamon CoWestmeath
497. MrPadraic Noone CoGalway
498. MsMary Lyons & MsEileen Higgins CoRoscommon
499. Sisters of La Sagesse Services Cregg House Sligo
500. Nursing Staff Intensive Care Unit University College  
Hospital Galway
501. MsMyra O'Brien CoRoscommon
502. Anonymous
503. Anonymous
504. MsTrina Nolan Galway
505. MsGeraldine Flynn Wexford General Hospital
506. Phil Mahony Kilkenny
507. MrBarry Walsh Carlow
508. MsJulia B Moloney CoGalway
509. State Enrolled Nurses working in Hospitals in the  
Midlands
510. MsSarah White CoDublin
511. MrPeter Ledden Dublin 3
512. Nursing Practice Development Co-ordinators
513. MsTeresa Walsh Galway
514. MsDeirdre Harrington CoRoscommon
515. Matrons of the Eastern Health Board
516. Director of Nursing and Nursing Staff StJames's  
Hospital
517. MsMarie Molan CoTipperary
518. Ward Sisters General Hospital Naas
519. MsAnne Cleary
520. MsMaeve Hanley, MsMaureen Merne & MsTeresa  
Murphy Carlow
521. MsAnne Clarke CoWicklow
522. MsMary Durkin Sligo General Hospital
523. MrP Finnegan CoMayo
524. MsSheena Faulkner
525. MsOlive Veerkamp CoLouth
526. MsFiona Byrne
527. D Coyle CoLouth
528. MsGeraldine O'Reilly CoLouth
529. MsAnn McKenna CoLouth
530. MsLorraine Glynn CoLouth
531. MsAntoinette Martin CoLouth
532. MsGeraldine Roche CoLouth



533. Lee Byrne CoLouth
534. MsMarian Spelman CoLouth
535. MsAine McKenny CoLouth
536. MsMargaret Rowan CoLouth
537. MsMary Cuthbert CoLouth
538. MsStephanie Brennan CoLouth
539. Anonymous CoLimerick
540. MsMuriel Dawe CoLouth
541. MsLaura Breen CoLouth
542. MsMary Courtney McDonnell CoLouth
543. MsAmanda Lavery CoLouth
544. MsCathy Baylon CoLouth
545. Health and Safety Authority
546. Midwives Association of Ireland
547. MsKatherine Hogan Waterford Regional Hospital
548. SrNora Leonard CoWaterford
549. MsAlice O'Connor Waterford
550. MrEugene Cadden Dublin 7
551. MsMargaret McCafferty Sligo General Hospital
552. StLouise's School of Nursing in conjunction with  
Nurse Practitioners from StJoseph's Hospital Dublin  
15
553. MrsBrigid Barron CoClare
554. Roscommon County Hospital
555. MsLillian O'Connor CoLimerick
556. MsDeirdre Carroll CoLimerick
557. MrGerard O'Neill Waterford
558. School of Nursing Waterford Regional Hospital
559. A Twomey Waterford
560. The Federation of Voluntary Bodies Galway  
Association
561. MrWillie Hackett & MrPaul Maher
562. National University of Ireland Nursing Studies  
Department
563. Ward Sisters Tralee General Hospital
564. MsAlice Cox Carlow
565. Phlebotomists Association of Ireland
566. Nursing Staff StMary's Hospital Dublin 20
567. Leslie Proudfoot Dublin 4
568. SrMary Morrisroe Limerick
569. MsElizabeth Heffernan CoKerry
570. SIPTU Branch StCanice's Hospital Kilkenny
571. MsHannah O'Leary CoTipperary
572. MsCathy Kinsella Kilkenny
573. Tutorial Staff, School of Nursing Limerick Regional  
Hospital
574. Hospitaller Order of Saint John of God CoDublin
575. MsAngela Clarke CoLouth
576. Mid-Western Branch Irish Nursing Research Interest  
Group
577. Nurse Managers/Matrons Western Health Board Area
578. MsAnnette Gee Waterford Regional Hospital
579. The Nursing Staff of Eastern Health Board Child  
Psychiatric Services

580. Age and Opportunity Marino Institute of Education  
Dublin 9
581. Midwives StFinbarr's Hospital Cork
582. Irish Health Services Management Institute
583. Public Health Nurses Community Care Area 4 Eastern  
Health Board
584. MsBridget Kinsella CoWicklow
585. Anonymous
586. Ward Attendants Limerick Regional Hospital
587. Anonymous
588. MsMary E Doherty CoDonegal
589. Public Health Nurses New Ross Area
590. MsMary Keogh Carlow/Kilkenny
591. South Tipperary Nursing Branch SIPTU
592. MsTeresa O'Brien CoTipperary
593. MsBridie O'Connor CoGalway
594. MsMary Cronin & MsElke Hasner North Eastern  
Health Board
595. MsMary Killeen McCarthy CoClare
596. Irish Practices Nurses Association Kilkenny
597. Night Superintendents North Eastern Health Board
598. Clinical Nurse Specialists Eastern Health Board
599. MsMaura Ryan Limerick
600. MrMichael O'Sullivan Southern Health Board
601. SrCelestine CoCork
602. Degree Nurses Class of 1996 University College Cork
603. Matrons in Care of the Elderly Mid-Western Health  
Board Area
604. MsGeraldine Freeman CoGalway
605. Public Health Nurses Dingle Area
606. Care of the Elderly Day Hospital
607. School of Nursing Tralee General Hospital
608. Staff Nurses Tralee General Hospital
609. Public Health Nurses of CoMeath
610. MsRena English CoTipperary
611. MrMichael Bergin Kilkenny
612. MsChristina Lambert CoWexford
613. Behavioural Nurse Psychotherapists North Eastern  
Health Board Psychiatric Services
614. Palliative Care Team CoMonaghan
615. MrLiam Noud Carlow
616. MsMargot Hanley Limerick Regional Hospital
617. Ward Sisters Limerick Regional Hospital
618. RNMH's Early Childhood Services Brothers of  
Charity CoGalway
619. Staff of Aras Attracta Swinford CoMayo
620. Staff of StMary's Day Hospital Block 7 Orthopaedic  
Hospital Cork
621. MsRita Bourke Galway
622. Control & Restraint Team North Eastern Health Board
623. MsAgnes O'Sullivan CoCork
624. National Superintendent Public Health Management  
Group Representing all Health Boards
625. Nursing Officer & Deputy Nursing Officers Middleton

626. Staff from Cavan Day Hospital
627. SIPTU Members of CPN Group c/o StDavnet's  
Hospital Monaghan
628. MrJohn Cronin CoCork
629. Nursing Officers & Deputy Nursing Officers  
StStephen's Hospital CoCork
630. National Nursing Council SIPTU
631. Area Public Health Nurses Western Health Board
632. MsMyra Sherry CoKildare
633. MsEvelyn Conran Dublin 14
634. MsAnne Moynihan CoLimerick
635. MsBernadette Gannon Galway
636. Nurse Teachers Group in the Services of People with  
Mental Handicap
637. MsAnne Cardiff Wexford General Hospital
638. Midwives Erinville Maternity Hospital Cork640.  
MsPatricia Mearley Dublin 18
639. Outpatient Department James Connolly Memorial  
Hospital Dublin 15
640. Carlow/Kilkenny Home Care Team StLuke's Hospital  
Kilkenny
641. MsAnne-Marie Lanigan South Eastern Health Board
642. Nurses from James Connolly Memorial Hospital  
Dublin 15
643. Nursing Officer Group
644. MsEithna Gaffney & MsEileen Moylan Dublin 6W
645. MsNoreen Delaney CoTipperary
646. MsSiobhan Carroll O'Brien CoCork
647. MsMary McMahon Limerick Regional Hospital
648. MsMargaret Lally Limerick Regional Hospital
649. MsPauline Kilcoyne Limerick Regional Hospital
650. MsMary Keary CoGalway
651. Nursing Officers & Deputy Nursing Officers  
Louth/Meath Mental Health Services
652. MsChristina Hickey Kilkenny
653. NCHD Committee Irish Medical Organisation
654. MsRosaleen Crawley Clare CoLouth
655. MsEithne Cusack Dublin 15
656. MsOlga Price
657. MrPaddy Hyde Southern Health Board
658. MsNuala Rafferty CoMeath
659. MsHelen O'Connor CoKerry
660. Senior Staff Nurses Renal Unit Beaumont Hospital
661. Domiciliary Midwives
662. MsRose McLoughlin Dublin 4
663. J.C.MUnit James Connolly Special Children's Hospital  
Carndonagh
664. Lecturers Department of Nursing National University  
of Ireland - Cork
665. An Bord Altranais
666. Registered Nurses College of Commerce Cork
667. \*Irish Nurses Organisation
668. MsKay Coburn Carlow
669. Group of Nurses Forensic Services Central Mental

## Hospital

670. MrSeamus O'Mahony CoDublin
671. Nurse Managers Letterkenny General Hospital
672. Anonymous
673. Clonmel Branch of the Psychiatric Nurses Association
674. Temporary Nurses North Eastern Health Board
675. P Madden Southern Health Board
676. Public Health Nurses Ballinasloe
677. MsMary Byrne North Eastern Health Board
678. MsNoreen Lyons CoKerry
679. DrJ Bernard Walsh, Dublin
680. Quality Assurance in Nursing Association
681. SIPTU Forensic Psychiatric Nurses Central Mental Hospital
682. MsBernadette McGough CoMonaghan
683. M H Gilmartin University College Hospital Cork
684. MsKathleen Harrington CoTipperary
685. Nursing Alliance
686. MsMaura Tummon Galway
687. Irish Public Health Nurses Nationwide
688. MrThomas Keary CoGalway
689. MrJohn Shannon
690. The Western Branch Institute of Community Health Nursing
691. Anonymous
692. MrPatrick J McDermott CoRoscommon
693. Chief Executive Officers from the Health Boards
694. C.AMacGregor CoLouth
695. MsRosaleen Murnane Dublin 7
696. The Blood Transfusion Service Board
697. Community Psychiatric Nurses Longford/Westmeath Catchment Area Midland Health Board
698. IMPACT The Public Sector Trade Union
699. Psychiatric Nurses Association
700. The Adelaide Hospital Society
701. The Nurse Tutors and Clinical Teachers Section of the Irish Nurses' Organisation
702. Monaghan Branch of the Psychiatric Nurses Association
703. A/CNO's/Tutor in the Mental Handicap Discipline Eastern Health Board
704. Offshore Island based PHN's in CoGalway
705. MsMary Fahy, Westmeath
706. Ward Sisters University College Hospital Galway
707. MsAnna Monaghan Rotunda Hospital, Dublin 7
708. MsKathleen McLellan Dublin 6
709. MsMary E Doherty CoDonegal
710. MsMargaret McCafferty Sligo General Hospital
711. MsAnn Gallagher CoDonegal
712. MsKatherine Croffy CoGalway
713. MrsBrigid Barron CoClare
714. MsUna Webster CoCork
715. MsElizabeth Kiely CoTipperary
716. MrDavid Kieran CoTipperary

717. Nursing Practice Development Co-ordinators St. James's Hospital
718. StJames's Hospital Dublin 8
719. MsStephanie Ryan CoTipperary
720. MsIris O'Neill Dublin 4
721. RNMH's StVincent's Centre Dublin 7
722. Nursing Staff University College Hospital, Galway
723. MsPhil Gunning CoGalway
724. School of Nursing Cork Voluntary Hospitals
725. MsNuala Cashlin CoDonegal
726. Class 96/97 Diploma in Child and Adolescent Psychiatric Nursing
727. MsBrigid Caldwell CoLongford
728. MsMina Lalor CoTipperary
729. MrThomas C Keary CoGalway
730. MsMargaret Duggan CoTipperary
731. MsMargaret Hewitt CoTipperary
732. Unit Directors of Child Education and Development Centres Galway County Association for Mentally Handicapped Children
733. Occupational Health Nurses Association of Ireland (as per No:
734. )
735. Public Health Nurses Section INO
736. INO Nursing Staff StAnne's Children's Centre Galway
737. MsDenise Freiberg CoTipperary
738. Education Committee Irish Practice Nurses Association (Munster Branch)
739. Western Health Board Section INO
740. North-Western Health Board Section INO
741. MsMargaret Foley-Bergin CoTipperary
742. Ward Sisters COPE Foundation, Montenotte
743. Staff Nurses COPE Foundation, Montenotte
744. MrsCatherine M Flanagan Bon Secours Hospital
745. MrMalachy Feely CoNavan
746. Occupational Health Nurses (as per No: 735)
747. MsRosemary Anne McKean CoDublin
748. .Nurse Tutors Nurse Education Centre Bon Secours Hospital
749. Susan Hurley & Breeda Daly COPE Foundation
750. IT Nurses from StJames's, Meath & Adelaide Hospitals
751. Irish Hospital Consultants Association
752. Nurses from StPatrick Community Hospital Fermoy
753. PNA Committee StJohn of God's Psychiatric Services Stillorgan
754. MsMargaret O'Keeffe CoTipperary
755. Midwives Section INO
756. MsMaureen Caffrey CoMeath
757. MrMichael Shasby Dublin 7
758. Barbara Fitzgerald, Mary Kelly, Patricia Gilhooley & Sheila Fitzgerald Participants from Workshop No: 10 Grand Hotel, Malahide
759. MsAnn Kelly CoDublin

- 760. MrColin Griffiths, CoKildare
- 761. MsRoisin Meenan Dublin 12
- 762. The Royal College of Psychiatrists - Irish Division
- 763. Institute of Community Health Nursing
- 764. Peamount Hospital
- 765. Midwifery Tutors National Maternity Hospital Holles Street
- 766. The Health Board Programme Managers Representative Group
- 767. Patricia Skelly, Dublin 15
- 768. Independent Domiciliary Midwives of Ireland
- 769. The Social and Community Care Department Cork College of Commerce
- 770. Cork and Kerry Nurse Education Committee
- 771. MsPauline Doyle & MsHeather Kevelighan StVincent's Hospital, Elm Park
- 772. MsBridget Kinsella CoWexford
- 773. Community Nursing Staff Brothers of Charity Services Glanmire
- 774. Professor John Carroll Dublin City University
- 775. MsMaura Nash COPE Foundation, Montenotte
- 776. MsNora O'Sullivan COPE Foundation, Montenotte
- 777. National University of Ireland
- 778. Rehabilitation/Rheumatology Unit Our Lady's Hospice Harold's Cross
- 779. DrSeamus Cowman Royal College of Surgeons in Ireland
- 780. EHB's Acute Hospitals and Services for the Elderly Programme Committee
- 781. Association of Irish Nurse Managers
- 782. Paediatric Nurse Tutors and Clinical Teachers from Our Lady's Hospital, Temple Street and the National Children's Hospital, Harcourt Street & Director of Nursing, Our Lady's Hospital; Crumlin.
- 783. MrMichael B Murphy Cork University Hospital
- 784. Health Service Employers Agency
- 785. ICU Staff StJohn's Hospital, Limerick
- 786. Nursing Alliance

## **Commission on Nursing Report**

### **Appendix Two - List of People Whom the Commission Met**

An Bord Altranais 1991 - 1997 Board

1997 - 2002 Board

Mr. Frank Ahern, Director of Personnel, Department of Health and Children

Ms. Ann Anglesey, Matron, St. Vincent's Hospital, Dungarvan, Co. Waterford

Ms. Sheila Armstrong, Superintendent Public Health Nurse, Eastern Health Board

Mr. Gerard Barry, Chief Executive Officer, Health Service Employers Agency

Ms. Josephine Bartley, Director of Nursing, Beaumont Hospital, Dublin

Mr. Tom Beegan, Programme Manager, South Eastern Health Board

Ms. Cecily Begley, Head of Department of Nursing Studies, Trinity College, Dublin

Dr. Michael Boland, Irish College of General Practitioners

Ms. Roisin Boland, Head of Casualty Department, The Adelaide & Meath Hospital, Dublin

incorporating the National Children's Hospital

Ms. Betty Brady, Director of Nursing Studies, Dublin City University

Mr. Danny Brennan, Registrar, Letterkenny Institute of Technology

Mr. Pat Brosnan, Chief Nursing Officer, Mid-Western Health Board

Mr. Jim Brown, Director of Nursing, Letterkenny General Hospital

Mr. Stiofan de Burca, Chief Executive Officer, Mid-Western Health Board

Ms. Alice Burke, Acting Matron, General Hospital, Portlaoise

Mr. Brendan Byrne, Chief Nursing Officer, South Eastern Health Board

Mr. Eddie Byrne, Director of Nursing, Cavan General Hospital

Ms. Maureen Caffery, Co-ordinator of Services for the Elderly, North Eastern Health Board

Mr. Bernard Carey, Principal Officer, Nursing Policy Unit, Department of Health and Children

Ms. Christine Carney, Assistant General Secretary, IMPACT

Ms. Ann Carrigy, Director of Nursing, Mater Hospital, Dublin

Ms. Emer Carroll, Superintendent Public Health Nurse, South Eastern Health Board

Professor John Carroll, Registrar, Dublin City University

Ms. Johanna Cashman, Superintendent Public Health Nurse,

Mid-Western Health Board

Professor George Castledine, Assistant Dean, University of  
England, Birmingham

Ms. Ann Clarke, Superintendent Public Health Nurse,  
Eastern Health Board

Ms. Jean Clarke, Lecturer/Co-ordinator Higher Diploma in  
Nursing Studies, Trinity College Dublin

Ms. Andy Cochrane, Clinical Teacher, Temple Street  
Children's Hospital, Dublin

Ms. Stasia Cody, Superintendent Public Health Nurse,  
Eastern Health Board

Mr. Leo Colgan, Registrar, University of Limerick

Mr. Pat Colgan, Management Consultant, Institute of Public  
Administration

Ms. Una Collins, Director of Nursing, Brothers of Charity,  
Bawnmore, Limerick

Ms. Sarah Condell, Principal Nurse Tutor, The Adelaide &  
Meath Hospital, Dublin

Incorporating the National Children's Hospital

Ms. Grainne Connolly, Head of Change Management Unit,  
Health Service Employers Agency

Ms. Maura Connolly, Matron, National Children's Hospital  
(The Adelaide & Meath Hospital, Dublin  
incorporating the National Children's Hospital)

Ms. Juliette Cotter, Practice Nurse, Kinsale, Co. Cork

Ms. Mary Courtney, Director of Nursing, Portiuncula  
Hospital, Ballinasloe, Co. Galway

Mr. Martin Cowley, Chief Executive Officer, Mater  
Hospital, Dublin

Mr. James Coyle, Registrar, Athlone Institute of Technology

Ms. Katherine Craughwell, Director of Nursing/Services  
Development, North-Western Health Board

Ms. Mary Cronin, Independent Domiciliary Midwives of  
Ireland

Ms. Nora Cummins, Superintendent Public Health Nurse,  
Eastern Health Board

Ms. Mary Curran, Superintendent Public Health Nurse,  
North Western Health Board

Ms. Kathleen Curry, Superintendent Public Health Nurse,  
North Eastern Health Board

Ms. Chris Daly, Matron, St. Camillus' Hospital, Limerick

Ms. Margaret Daly, Superintendent Public Health Nurse,  
Southern Health Board

Ms. Ann Doherty, Matron, Clonakilty Hospital, Co. Cork

Ms. Una Doherty, Superintendent Public Health Nurse,  
South Eastern Health Board

Ms. Mary Dolan, Chief Nursing Officer, North Eastern  
Health Board

Ms. Marie Dooley, Superintendent Public Health Nurse,  
North Eastern Health Board

Mr. James Doran, Head of Industrial Relations, Health  
Service Employers Agency

Mr. Liam Doran, General Secretary Designate, Irish Nurses



**Organisation**

Ms. Eleanor Dowling, Superintendent Public Health Nurse,  
Midland Health Board

Ms. Pauline Doyle, Director of Nursing, St. Vincent's  
Hospital, Elm Park

Ms. Mary Duff, Director of Nursing, Our Lady of Lourdes  
Hospital, Drogheda

Ms. Maeve Dwyer, Matron, National Maternity Hospital,  
Holles St., Dublin

Ms. Grace Faher, Superintendent Public Health Nurse,  
Eastern Health Board

Mr. Martin Farrell, Chief Nursing Officer, Eastern Health  
Board

Mr. Bernard Finnegan, Matron, Wexford General Hospital

Ms. Siobhan Finnegan, Head of Department of Nursing  
Studies, Athlone Institute of Technology

Ms. Catherine Fitzgibbon, Superintendent Public Health  
Nurse, Western Health Board

Ms. Margaret Fitzpatrick, Superintendent Public Health  
Nurse, Eastern Health Board

Ms. Nora Fitzpatrick, Director of Nursing, Limerick  
Regional Hospital Group

Mr. P.J. Fitzpatrick, Chief Executive Officer, Eastern Health  
Board

Ms. Helen Flint, Director of Nursing Research and  
Development, Eastern Health Board

Ms. Ann Flynn, Superintendent Public Health Nurse, Eastern  
Health Board

Mr. Matt Flynn, Director of Nursing, Cregg House, Sligo

Mr. Bill Frewen, Chief Nursing Officer, South-Eastern  
Health Board

Mr. Joe Gallagher, Chief Nursing Officer, North Western  
Health Board

Ms. Elva Gannon, Head of Employers Advisory Service,  
Health Service Employers Agency

Ms. Rosa Gardiner, Superintendent Public Health Nurse,  
South Eastern Health Board

Ms. Barbara Garrigan, Principal Nurse Tutor, St. James's  
Hospital, Dublin

Mr. Pat Gaughan, Programme Manager, North Western  
Health Board

Ms. Mary Gobbi, Associate Researcher, Nurse Education  
and Training Education, Project (NEATE)

Mr. John Griffin, Principal Nurse, Cregg House, Sligo

Ms. Anne Gunning, Director of Community Nursing  
Services, St. John of God, Stillorgan

Ms. Attracta Halpin, Assistant Registrar, National University  
of Ireland

Ms. Christine Hancock, General Secretary, Royal College of  
Nursing, London

Mr. Eamon Hannan, Former Chief Executive Officer,  
Western Health Board

Sr. Triona Harvey, Department of Nursing, National  
University of Ireland - Dublin

Ms. Breda Hayes, Director of Nursing Services for the Elderly, Eastern Health Board

Mr. Bernie Heddigan, Programme Manager, Western Health Board

Ms. Christine Hickey, Association of Community Psychiatric Nurses

Ms. Judith Hill, Chief Nursing Officer, Department of Health and Social Services, Northern Ireland

Ms. Mairead Hogan, Director of Nursing, Longford/Westmeath General Hospital, Mullingar

Mr. Tom Houlihan, Chief Nursing Officer, St. Vincent's Hospital, Fairview, Dublin

Ms. Bridget Howley, Director of Nursing, University College Hospital, Galway

Ms. Geralyn Hynes, Practice Nurse, Dublin

Irish Nurses Organisation, Representatives of Nurse Tutors Section

Mr. Nicholas Jermyn, Chief Executive Officer, St. Vincent's Hospital, Elm Park, Dublin

Ms. Colette Kearney, Editor, Aersceala, Aer Lingus

Sr. Antoinette Kelliher, Principal Nurse Tutor, Our Lady's Hospital for Sick Children, Crumlin

Ms. Mary Kelly, Director of Nursing, Rotunda Hospital, Dublin

Ms. Mary Kilmartin, Deputy Director of Nursing, University College Hospital, Cork

Ms. Breege Kirby, Practice Nurse, Health Centre, Carndonagh, Co. Donegal

Ms. Veronica Kow, Nurse Tutor, Our Lady's Hospital for Sick Children, Crumlin

Mr. Roy Lane, Director of Nursing, General Hospital Tullamore

Ms. Mai Lanigan, Former Director of Nursing, Waterford Regional Hospital

Ms. Patricia Leahy-Warren, Public Health Nurse, Southern Health Board

Ms. Catherine Leavy, Superintendent Public Health Nurse, Midland Health Board

Ms. Josephine Leyden, Principal Nurse Tutor, James Connolly Memorial Hospital, Blanchardstown

Ms. Mary Liston, Superintendent Public Health Nurse, Mid-Western Health Board

Ms. Emily Logan, Director of Nursing, Our Lady's Hospital for Sick Children, Crumlin

Mr. Gareth Long, Deputy Director, NEATE Project

Mr. Pat Lynch, Higher Executive Officer, Information Management Unit, Department of Health and Children

Mr. Pat Lyons, Chief Executive Officer, Beaumont Hospital

Mr. Hugh Magee, Statistician, Department of Health and Children

Ms. Aileen Maguire, Director of Nursing, Louth/Meath General Hospital, Dundalk

Ms. Mary Mahon, Superintendent Public Health Nurse, South Eastern Health Board

Nurse, Southern Health Board

Ms. Peig O' Riordan, Acting Ward Sister, Mercy Hospital, Cork

Mr. Donal O' Shea, Chief Executive Officer, North Eastern Health Board

Ms. Rita O' Shea, Director of Nursing, Temple Street Children's Hospital, Dublin

Ms. Kay O' Sullivan, Director of Nursing, University College Hospital, Cork

Ms. Marion O' Sullivan, National Council for Educational Awards

Ms. Pádraig O' Sullivan, Principal Nurse Tutor, Mater Hospital, Dublin

Ms. Breda Power, Superintendent Public Health Nurse, Southern Health Board

Mr. Liam Power, Director of Nursing Services, Peamount, Newcastle, Co. Dublin

Mr. Robert Quinn, Director of Nursing, St. Joseph's Hospital, Clonmel

Representatives from those in Mental Handicap Nursing who forwarded written submissions to the Commission

Representative Group of all Grades of Staff from St. Joseph's Hospital, Clonsilla

Representative Group of all Grades of Staff from Stewarts Hospital, Palmerstown

Ms. Susan Reilly, Assistant Principal Officer, Nursing Policy Unit, Department of Health and Children

Mr. Paul Robinson, Deputy Chief Executive Officer, Mid-Western Health Board

Sr. Laurentia Roche, Director of Nursing, Mercy Hospital, Cork

Ms. Johanna Ronan, Barrister-at-Law

Ms. Anne-Marie Ryan, Principal Nurse Tutor, Beaumont Hospital

Ms. Rosemary Ryan, Director of Nursing, St. James's Hospital, Dublin

Ms. Sheelagh Ryan, Chief Executive Officer, Western Health Board

Ms. Sheila Ryan, Director of Services, St. Vincent's, Lisnagry, Co. Limerick

Ms. Ellen Savage, Lecturer, Department of Nursing, National University of Ireland - Cork

Ms. Teresa Scully, Superintendent Public Health Nurse, Eastern Health Board

Ms. Deirdre Seery, Matron., Cottage Hospital, Drogheda, Co. Louth

Mr. Michael Shasby, ACNO, Dept. of Psychiatry and Old Age, Eccles St., Dublin

Ms. Katherine Sheeran, Director of Nursing, James Connolly Memorial Hospital, Blanchardstown

Ms. Ann Sheridan, Principal Nurse Tutor, St. John of God, Stillorgan

Professor Helen Simons, Director of NEATE Project

Dr. Oliver Slevin, Chief Executive Officer, National Board

for Nursing, Midwifery and  
Health Visiting for Northern Ireland  
Ms. Aideen Stanley, Caiseal Geal Nursing Home, Castlegar,  
Galway  
Student Nurses and Recently Qualified Staff Nurses from St.  
James's Hospital, Dublin  
Student Nurses from St. Joseph's Hospital, Clonsilla  
Student Nurses from Stewarts Hospital, Palmerstown  
Ms. Helen Thornton, Superintendent Public Health Nurse,  
North Eastern Health Board  
Ms. Josephine Tiernan, Director of Nursing, Mayo General  
Hospital  
Mr. Mark Tyrrell, Lecturer, Department of Nursing, National  
University of Ireland - Cork  
Ms. Celine Walsh, Superintendent Public Health Nurse,  
Eastern Health Board  
Mr. Manus Ward, Chief Executive Officer, North Western  
Health Board  
Ms. Eileen Weir, Superintendent Public Health Nurse,  
Eastern Health Board  
Ms. Joan Wilmot, Director of Nursing, Royal Hospital,  
Donnybrook  
Ms. Maureen Windle, Programme Manager, Eastern Health  
Board  
Mr. Tim Wray, Head of Internal Communications, Telecom  
Eireann  
Dr. Margo Wrigley, Royal College of Psychiatry - Irish  
Division

## Commission on Nursing Report

### Appendix Three - List of People Whom the Commission Met During the Visit to Australia

16th March '98 Chief Nurses

Judith Meppem	Chief Nursing Officer	Health Department NSW.
David White	Chief Nurse	South Australia Health Commission
Sue Norrie	Principle Nursing Advisor	Health Advisory Unit, Queensland
Suzanne Williams	Chief Nursing Officer	Department of Health Western Australia
Verity Bondfield	Chief Nurse	Department of ACT Health & Community Care
Zoe Cuthbert	Chief Nurse	Tasmanian Department of Community & H.S.
Kathleen McLaughlin	Chief Nurse	Department of Human Resources, Victoria
Frances Hughes	Chief Advisor (Nursing)	Ministry of Health, New Zealand
Colleen Singleton	Chief Executive Officer	Nursing Council of New Zealand
Judy Kilpatrick	Chairperson	Nursing Council of New Zealand
Jenny Carryer	Chief Executive	New Zealand, College of Nursing
Kerry Russell	Associate Director	Health Department, Nursing Branch NSW
16th March '98	Area Directors of Nursing	
Jenny Becker	Area Director of Nursing	Central Coast Area

Joan Englert	Area Director of Nursing	Central Sydney Area Health Service NSW
Val Coughlin-West	Area Director of Nursing	Hunter Area Health Service NSW
Jan Stow	Director of Clinical Services	Westmeath Hospital
Jenny Kidd	DON & Patient Care Services	St. Vincent's Hospital
Patricia Tyson	Director of Nursing	Nepean Health, NSW.
Rosemary Snodgrass	Director of Nursing	New South Wales RNSH
Wilna Taylor	Area Director of Nursing	Mid Northern Coast Health Service NSW
Irene Jones	Area Director of Nursing	Midwestern Health Service NSW
Jean Shelley	Area Director of Nursing	Southern Health Service NSW
Rosemary Cullen	Policy Analyst	Special Projects, Nursing Branch NSW
Lisa Wagg	Project Officer	Health Department, Nursing Branch NSW
Julie Williams	Careers Advisor	Health Department, Nursing Branch NSW
Ann O'Donoghue	Acting Professional Advisor	Health Department, RNA Nursing Branch
17th March 1998	Council of Deans of Nursing	
Professor Peter Sheehan	Vice Chancellor	Australian Catholic

		University, Sydney
Prof. E. Cameron-Traub	Dean Faculty of Health Science	Australian Catholic University, Sydney
Professor M. McMillan	Dean Faculty of Nursing	University of Newcastle, NSW
Ms. Bronwyn Jones	Department of Nursing	Edith Conway University
Ass. Prof. Pauline Nugent	Head, School of Nursing	Deakin University, Burwood, Victoria
Ms. Roslyn Reilly	Head, Department of Nursing	University of Southern Queensland
Ms. Gwen Behrens	Department of Nursing	Avondale College
Professor Jill White	Dean Faculty of Nursing	University of Technology, Sydney.
Professor Lynette Russell	Dean Faculty of Nursing	The University of Sydney
Ms. Colleen Singleton	Chief Executive Officer	Nursing Council of New Zealand
Ms. Judy Kirkpatrick	Chair	Nursing Council of New Zealand

## 17th March 1998 Nursing Council NSW

Jan Dent	Executive Director	Nurses Registration Board NSW
Michael Cleary	Associate Executive Director	Nurses Registration Board NSW
Joan Englert	President	Nurses Registration Board NSW
Rosemary Snodgrass	Deputy President	Nurses Registration Board NSW
Marlyn Gendek	Acting Chief Executive Officer	Australian Nursing Council Inc.
Wanda Lawler	Registrar	ACT Registration Board
Colleen Singleton	Chief Executive Officer	New Zealand Nursing Council
Judy Kilpatrick	Chairperson	New Zealand Nursing Council

Lorraine Ferguson	Acting Executive Officer	NSW College of Nursing
Jill Lliffe	Manager Professional Services	NSW Nurses' Association
18th March 1998	Faculty of Nursing, University of Newcastle	
Professor Helen Baker	Professor Clinical Nursing Research	University of Newcastle, NSW
Dr. Diana Keatinge	Associate Prof. Clinical Nursing Research	University of Newcastle, NSW
Margaret McEniery	Assistant Dean, Course Work Programme	University of Newcastle, NSW
Liz Bujack	Assistant Dean, Midwifery Programme	University of Newcastle, NSW
Professor Irene Madjar	Assistant Dean, Postgraduate Research	University of Newcastle, NSW
Ann Williams	Assistant Dean, Undergraduate Programme	University of Newcastle, NSW
Shirley Schulz-Robinson	Senior Lecturer	University of Newcastle, NSW
Terrence McCann	Lecturer	University of Newcastle, NSW

## 18th March 1998 John Hunter Hospital

Nerida Ambler	Manager Nurse Education	John Hunter Hospital, Newcastle, NSW
Elizabeth Day	Acting Director of Nursing, Medicine	John Hunter Hospital, Newcastle NSW
Healthier Chislett	Acting DON, Surgical Services + ICU	John Hunter Hospital, Newcastle, NSW
Anne Saxton	DON Obstetrics & Gynaecology	John Hunter Hospital, Newcastle, NSW
Rosalie Shaw	CNC Obstetrics & Gynaecology	John Hunter Hospital, Newcastle, NSW
Jennina Porter	NUM - ICU +	John Hunter



	Clinical Nurse Associate	Hospital, Newcastle, NSW
Kate Rawlings	DON, Executive Officer CAYNet	John Hunter Hospital, Newcastle, NSW
Carol Joans	Perioperative CNS/Clinical Nurse Associate	John Hunter Hospital, Newcastle, NSW

19th March 1998 University of Technology Sydney

Prof. Christine Duffield	Assistant Dean Post Graduate Programmes	Faculty of Nursing.
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19th March 1998 Royal Alexandra, New Children's Hospital, Parramatta

Jan Minnis	Director of Nursing	New Children's Hospital
Margaret Bunker	Deputy Director of Nursing	New Children's Hospital
Kaye Spence	Clinical Nurse Consultant, Neonatology	New Children's Hospital
Lyn Brodie	Nurse Unit Manager, Neonatal ITU	New Children's Hospital
Glenys Amy	Senior Nurse Educator	New Children's Hospital
Libba O'Riordan	Clinical Nurse Consultant, Oncology	New Children's Hospital
Karen Rankin	Nurse Unit Manager, Isolation	New Children's Hospital
Cecila Lau Phd	Nursing Information and Clinical Carepaths	New Children's Hospital
Jane Gregurke	Nurse Unit Manager, Paediatric ICU	New Children's Hospital
Helen Giles	Nurse Unit Manager, A & E.	New Children's Hospital
Jeanette Flanagan	Operating Theatre, Nurse Unit Manager	New Children's Hospital
Professor Sue Nagy	Paediatric Nursing,	New Children's

## Hospital Academic Hospital

20th March 1998 Central Sydney Area Health Services

Dr. Diana Horvath	Chief Executive Officer	Central Sydney Area Health Services
Joan Englert	Area Director Nursing Services	Central Sydney Area Health Services
Ann Kelly	Director of Nursing & Nurse Co-ordinator	Balmain Hospital, CSAHS
Bernadette Loughnane	Nurse Co-ordinator Neuroscience's Group	Royal Prince Alfred Hospital, CSAHS
Vicki Hathaway	Director of Nursing	Canterbury Hospital, CSAHS.
Jocelyn McLean	Case Manager, Thoracic Surgery	Royal Prince Alfred Hospital, CSAHS
Mai Blane	Best Practice Co-ordinator, Cl. Path Project	Royal Prince Alfred Hospital, CSAHS
Robyn White	DON, Nurse Co-ordinator Community	Central Sydney Area Health Services
Margaret Murphy	CNC, Emergency Department	Royal Prince Alfred Hospital, CSAHS
Natalie McKenzie	Acting Clinical Nurse Consultant, ICU	Royal Prince Alfred Hospital, CSAHS
Lynne Fairservice	Clinical Educator ICU	Royal Prince Alfred Hospital, CSAHS
Pauline Green	CNC, Midwifery Parent Ed.	Royal Prince Alfred Hospital, CSAHS
Gary Rowley	DON Nurse Co-ordinator Mental Health	Rozelle Hospital, CSAHS
Kerry Russell	Director of Nursing	Concord Hospital, CSAHS

## 23rd March 1998 Embassy of Ireland

Mr. Pat Bourne	First Secretary	Embassy of Ireland, Canberra, ACT
Mr. Joe Sheehan	Third Secretary	Embassy of Ireland, Canberra, ACT

## 23rd March 1998 Royal College of Nursing, Australia

Elizabeth Foley	Professional Programmes Manager	Royal College of Nursing,  Canberra
Julie Spensor	Education Programme Manager	Royal College of Nursing,  Canberra
Jeanann Rommage	Co-ordinator of College Societies	Royal College of Nursing, Canberra

## 23rd March 1998 Commonwealth Department of Health and Family Services (DOHFS)

Patrick Colmer	Director Health Workforce Unit	DOHFS
Therese Mansen	Health Workforce Unit	DOHFS
Heather Martin	Royal College of Nursing	

## 23rd March 1998 Department of Employment, Education, Training and Youth Affairs (DEETYA)

Peggy Spratt	Assistant Director	Ed. Developments/ International Section
Alan Ford	Higher Education	DEETYA

## Commission on Nursing Report

### Appendix Four - Quarterly National Household Survey September - November 1997 -Module on Nursing Care

#### Questionnaire

This module was asked only where the person's age was 18 or over and where the person was being interviewed directly. The answers were recorded on laptop computers using Computer-Assisted Personnel Interview (CAPI) software.

1. Have you had personal contact with nursing services within the past two years?

This could be either as a patient or visiting or accompanying a patient.

YES/NO

If NO, ask no more questions from this module.

If YES, display this prompt and ask Q2:

"I would now like you to consider the most important contact you had with nurses delivering health care in the past 2 years. I will ask you some questions about this contact."

2. On that occasion, were you...

(a) A patient

(b) Next of kin of a patient

(c) Other

3. Where was this contact with nursing services?

(a) In a hospital

(b) In the community

(c) In you own home or a relative's home

(d) In a nursing home

(e) Other

4. If Q2 is (a) ask questions 4a1 - 4a8:

"On that occasion, how would you rate the following aspects of the nursing service that you received as a patient? Please

indicate whether you consider the nursing service on that occasion as Poor, Adequate, Good, or Excellent or if the particular question is Not Relevant to you."

(For each question, the PC will display the 5 response categories.)

4a1: Attitude to you:

4a2: Time spent with you:

4a3: Attention given in listening to you:

4a4: Information given to you about your treatment, condition or illness:

4a5: Instruction about your care:

4a6: Attention given in responding to your requests for help:

4a7: Performance of professional tasks:

4a8: Consideration of your opinion or decisions:

Now skip to question 5.

If Q2 is (b) ask questions 4b1 - 4b4:

"On that occasion, how would you rate the following aspects of the nursing service? Please indicate whether you consider the nursing service on that occasion as Poor, Adequate, Good, or Excellent or if the particular question is Not Relevant to you."

(For each question, the PC will display the 5 response categories.)

4b1 Courtesy shown to you (general attitude, time spent with you, ability to listen):

4b2 Information given to you about the patient's condition and care:

4b3 Performance of professional tasks:

4b4 Consideration of your opinion or decisions:

Ask question 5 of all persons who answered YES to question 1.

5. Overall, what is your general rating of the nursing services given on the occasion we have been speaking about:

Poor/Adequate/Good/Excellent?

Note: Only the above 4 categories are allowed for question 5.

## **Commission on Nursing Report**

### **Appendix Five - Central Statistics Office - Quarterly National Household Survey September-November 1997**

#### **Results of Module on Nursing Services**

##### **Main Findings.**

- Over 42% of the population aged 18 or over had some contact with nursing services in the previous two years.
- Almost a quarter of the adult population had contact with nursing services as a patient in the previous two years.
- A greater proportion of women than men had some contact with nursing services, 48% of women as against 36% of men.
- Overall satisfaction with nursing services was high, with 56% giving an overall rating of "Excellent" and 34% "Good".
- Patients gave a high rating to each aspect of nursing care. The highest rating was given to nurses' Performance of Professional Tasks, rated "Good" or "Excellent" by over 90% of patients.

##### **Methodology**

The September-November 1997 quarter of the Quarterly National Household Survey (QNHS) included a number of questions designed to measure the public's level of contact with and their assessment of nursing services. The QNHS is a continuous survey covering a sample of 3,000 households per week or 39,000 per quarter. The survey began in September 1997 and a total of 33,500 households was included in the first quarter.

The questions on nursing were put to all persons aged 18 or over who were being interviewed directly. Proxy responses were not allowed, as the questions involved individual assessment of nursing services. The sample results on nursing were based on responses given directly by over 51,000 individual respondents. These were re-weighted to represent the overall population profile by sex, age group and region in April 1997, which corrects for any under- or over-representation of demographic subgroups in the results for direct respondents. The results are representative of the population aged 18 years or over resident in private households.

The questions on nursing services concerned:

- Contact with nursing services in the past two years
- Type and place of contact
- Assessment by patient of eight aspects of nursing care
- Assessment by next of kin of four aspects of nursing care
- Overall assessment of nursing services.

More details of these questions are given in Appendix 4. The results are presented in the form of percentage distributions in tables 1 to 6.

**Questions 1 and 2 - Extent and Type of Contact.**

Over 42% of the population aged 18 or over had some contact with nursing services in the previous two years. See table 1.

Overall, slightly more than half of those who had contact with nursing services were patients, about a third were next of kin and about 11% had contact in another capacity. See table 1.

Table 1 Percentage of persons aged 18 years or over who had contact with nursing services in the past two years %

		<i>Type of Contact</i>		
<b>Sex</b>	<b>% who</b>	<b>Patient</b>	<b>Next of kin</b>	<b>Other</b>
had contact				
Male	36.1	19.0	13.1	4.1
Female	47.9	26.8	15.6	5.6
All persons	42.2	23.0	14.4	4.8

In general, contact with nursing services is higher with increasing age. However, relatively higher percentages

of women aged 25 to 39 had contact with nursing services as patients. This is probably contact with maternity services. Men in the corresponding age groups had high levels of contact with nursing services as next of kin. See table 2.

Table 2 Percentage of persons aged 18 years or over who had contact with nursing services in the past two years, classified by detailed age categories %

			Type of contact		
<b>Sex</b>	<b>Age group</b>	<b>% who had contact</b>	<b>Patient</b>	<b>Next of kin</b>	<b>Other</b>
Male	18-19	17.7	11.7	3.3	2.7
	20-24	22.7	13.2	5.1	4.3
	25-29	33.4	14.6	14.2	4.6
	30-34	42.8	14.6	23.6	4.7
	35-39	41.7	14.1	23.0	4.6



	40-44	38.2	14.2	19.0	5.0
	45-49	36.7	16.5	16.5	3.7
	50-54	34.6	18.1	12.3	4.2
	55-59	35.4	23.2	7.8	4.4
	60-64	36.5	26.7	6.5	3.3
	65-69	42.9	32.5	6.9	3.5
	70-74	46.4	37.0	6.8	2.6
	75-79	48.9	39.2	6.9	2.8
	80-84	51.9	43.7	7.1	1.1
	85+	52.0	43.1	7.2	1.7
Total Male		36.1	19.0	13.1	4.1

Table 2 Percentage of persons aged 18 years or over who had contact with nursing services in the past two years, classified by detailed age categories %

Type of contact

Sex	Age group	% who had contact	Patient	Next of kin	Other
Female	18-19	27.4	15.8	6.0	5.6
	20-24	36.9	22.4	7.5	7.0
	25-29	50.7	32.4	12.1	6.3
	30-34	60.7	36.4	18.8	5.5
	35-39	56.1	28.1	23.1	4.9
	40-44	50.0	19.3	24.0	6.7
	45-49	48.6	19.4	23.4	5.8
	50-54	46.9	22.0	19.2	5.7
	55-59	44.0	21.5	16.5	6.0
	60-64	42.8	24.2	13.9	4.7

	65-69	45.2	26.3	13.8	5.2
	70-74	46.2	31.0	11.2	3.9
	75-79	51.5	38.5	9.4	3.6
	80-84	52.7	42.6	6.3	3.9
	85+	53.8	49.4	2.8	1.6
Total Female		47.9	26.8	15.6	5.6
Male + Female		42.2	23.0	14.4	4.8

### Question 3 - Place of Contact

The details of type and place of contact and the questions on the assessment of nursing care related to the most important contact the respondent had with nurses delivering health care. Understandably, therefore, most of the replies related to hospital stays or hospital visits.

More than 90% of respondents' contact with nursing services took place in hospitals, with only very small percentages reporting contact elsewhere (in the community, in the home, in a nursing home etc.). See table 3.

The results include only a very small proportion of respondents who had contact with nursing services in a nursing home. This is because the QNHS covers private households only and does not include the resident population of nursing homes.

Table 3 Place and type of contact with nursing services %

	Hospital	Community	Home	Nursing Home	Other	Total
Patients	93.9	2.2	2.8	0.2	1.0	100.0
Next of kin	90.2	2.3	4.8	2.5	0.3	100.0
Others	83.8	5.3	3.4	5.4	2.2	100.0
Total	91.5	2.6	3.5	1.6	0.9	100.0

### Questions 4A1 to 4A8 - Patients' Assessment

The general pattern for each of these questions was for 80% or more of patients to rate the nursing services as "Good" or "Excellent". The highest "Excellent" ratings, over 50%, were in respect of Attitude to the Patient and Performance of Professional Tasks. See table 4.

In general, the percentages rating an aspect of nursing care as either "Poor" or "Adequate" were small. The weakest areas were Time Spent, rated "Poor" or Adequate" by 17% and Information Given (14%).

For some of the questions, a fairly high proportion considered the relevant aspect of nursing care "not relevant" (8.2% in the case of Responding to Requests and 11.3% in respect of Consideration of Your Opinion).

This indicates that patients may have different expectations in relation to the different aspects of nursing care.

Table 4 Assessment made by patients of each aspect of nursing services %

		Poor	Adequate	Good	Excellent	Not relevant	Total
Question							
4A1	Attitude	2.8	5.3	38.4	53.2	0.3	100.0
4A2	Time spent	4.9	12.1	39.7	41.4	1.9	100.0
4A3	Listening	4.5	8.2	40.8	44.1	2.5	100.0
4A4	Information given	5.9	8.0	37.2	43.3	5.6	100.0
4A5	Instruction about care	4.7	7.3	39.3	42.9	5.8	100.0
4A6	Response to requests	4.3	6.3	38.0	43.2	8.2	100.0
4A7	Performance of tasks	2.0	4.3	37.7	55.1	0.9	100.0
4A8	Consideration of opinion	4.0	5.9	38.7	40.2	11.3	100.0

#### Questions 4B1 to 4B4 - Next of Kin's Assessment

Again, high ratings were given all round with over 85% considering the Courtesy shown to them and Performance of Professional Tasks to be "Good" or "Excellent". Over 50% rated these as "Excellent".

However, 15% of next of kin considered the Information Given about the patient's care or condition to be "Poor" or "Adequate" and over 10% gave a similar low rating to the Courtesy shown to them and Consideration of their opinion.

A smaller percentage (65.8%) rated the Consideration of their Opinion as "Good" or "Excellent". However, many next of kin (23%) did not think this point was relevant to them. See Table 5.

Table 5 Assessment made by Next of Kin of aspects of nursing care %

		Poor	Adequate	Good	Excellent	Not relevant	Total
Question							
4B1	Courtesy	3.7	6.5	34.5	51.6	3.6	100.0
4B2	Information given	7.0	8.2	34.9	41.6	8.3	100.0
4B3	Performance of tasks	3.4	5.6	35.0	52.1	3.9	100.0
4B4	Consideration of your opinion	5.5	5.8	30.5	35.3	23.0	100.0

**Question 5 - Overall Rating**

This question covered all persons who had contact with nursing services in the previous two years, 56% of whom gave an overall rating of "Excellent" and 34.4% as "Good". Overall, therefore, over 90% of those aged 18 or over who had contact with nursing services in the previous two years considered the service to be "Good" or "Excellent".

On the other hand, just under 10% gave a negative assessment, 3.4% rating the quality of nursing services as "Poor" and 6.1% as just "Adequate".

The pattern of respondents' overall assessment of nursing services was similar for males and females and for the different types and places of contact with nursing. See table 6.

Table 6 Overall assessment of nursing services %

		Poor	Adequate	Good	Excellent	Total
Sex	Male	2.5	5.5	36.8	55.2	100.0
	Female	4.1	6.6	32.7	56.7	100.0
Type of contact	Patients	3.1	5.6	33.6	57.7	100.0
	Next of kin	4.2	6.5	34.1	55.2	100.0
	Other	3.0	7.5	38.7	50.8	100.0
Place of contact	In a hospital	3.4	6.1	34.4	56.2	100.0
	In the	4.3	6.7	37.8	51.2	100.0

	community					
	In the home	3.8	6.3	32.3	57.6	100.0
	In a nursing home	4.1	6.3	32.3	57.3	100.0
	Other	3.1	12.3	36.8	47.9	100.0
Total		3.4	6.1	34.4	56.0	100.0

## **Commission on Nursing Report**

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