

## Mandeep Lally



Name: Mandeep Lally  
Occupation: Patient Safety Support Nurse  
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Mandeep's nursing journey started out as Health Care Assistant in a Nursing Home when she was 18, and it was her first insight into the nursing profession. Mandeep completed an LLB (Honours) Degree from the University of Derby and then the LPC Postgraduation in Law from the College of Law Birmingham. She worked at the Citizens advice and Law Centre as a Legal Adviser, and for a reputable firm in the Midlands. However, she never really felt content or had a passion for practicing Law.

Mandeep then re-joined the NHS as a Health Care Assistant, and this is when she finally decided to pursue a career in Nursing. Graduating out of her cohort in 2017, with a first-class Nursing Honours Degree, in Adult Nursing from University of Wolverhampton. Mandeep finally realised that nursing where her true passion lay.

Since qualifying as a nurse, Mandeep has worked for University Hospitals of Derby and Burton NHS Foundation Trust, across various wards within the Trust in both a Urology and General surgical ward, and then an Acute Medical ward. She became part of the Florence Nightingale Foundation Alumna in 2019, after attending and completing *The NHS 70 Leadership Programme* there. The skills and knowledge Mandeep gained allowed her to implement and pilot a Service Improvement Project on her ward. It involved improving the Nurse-to-Nurse shift handovers. Mandeep quickly progressed within 6 months of completing the FNF Leadership course to a Band 6 ward Sister on a dual speciality Cardiology and Renal Ward in 2019.

Despite facing huge challenges over the next 2 years, Mandeep's goals and passion for wanting to improve patient safety and quality of care continued. Her ward reopened as a new Neurology and Renal ward, with a Renal Assessment Unit, post covid, and she decided to pursue further opportunities for quality improvement and became the first Florence Nightingale Travel Scholar in her Trust.

Mandeep has worked alongside healthcare professionals following a Quality Improvement Project she implemented within the hospitals Renal Assessment Unit, which improves patient flow throughout the unit and impacted on both patient care and improving staff knowledge. Mandeep has also engaged in a regional project, with The Midlands CNO BAME Delivery Group, targeted at BAME staff and providing them with

the tools and opportunities to develop and progress into leadership roles. This project started early in 2021, and is in coalition with NHS England and NHS Improvement. Mandeep is also part of her Trust EMBRACE Network helping to create and encourage engagement opportunities for staff progression. She was involved with the campaign in her Trust promoting and encouraging the uptake of the Covid-19 vaccine, within BAME colleagues. She also is a positive voice and a volunteer with the British Sikh Nurses helping to raise awareness through education within the south Asian communities. She was also a Finalist nominated for The British Sikh Awards in 2022.

As a FNF travel Scholar Mandeep is exploring ways to improve the nurse-to-nurse shift handovers, specifically focusing on the benefits to patient safety and positive reinforcement of the importance of nursing communication styles. She travelled across the United Kingdom to network and engage with other nursing professionals and leaders observing practice and policy with the aim of making a difference on the patient's journey and experience in acute hospitals. In 2022 Mandeep stepped into a new role within the Corporate Nursing Department in her Trust, as a Patient Safety Support Nurse, and is now working to improve and standardise the nursing handovers in her Trust.

Mandeep's future aspiration are to develop into a senior nursing role, where she will be able to utilise her skills and knowledge to make a real difference. Florence Nightingale Foundation has provided her with a platform to have an impact through a positive voice, given her great confidence in herself and on Quality Improvement both regionally and nationally, and she hopes to influence change on both policy and practice. Becoming an FNF Champion for her region, she hopes to share her leadership journey with other nurses and midwives and hopes it will encourage others to grasp the opportunities FNF provides.