

NANCY FONTAINE

CHIEF NURSE,

NORFOLK & NORWICH UNIVERSITY HOSPITALS NHS FOUNDATION TRUST

Professor Nancy Fontaine was appointed as Chief Nurse and Director of Infection Prevention and Control at The Norfolk and Norwich University Foundation Hospitals in August 2018. Nancy has held two previous Chief Nurse roles, the most recent at The Princess Alexandra Hospital, Harlow, where she was also Deputy Chief Executive, and led the improvement programme for the organisation to exit Special Measures and be CQC rated two thirds Good or Outstanding. Prior to that, Nancy was the Chief Nurse at Whipps Cross University Hospital, London. Nancy is a Professor of Nursing at the University of East Anglia, profiling nursing and midwifery leadership and clinical academic advancement.

Professor Fontaine is a Human Factors trainer and has vast experience in leading organisational Quality Improvement Strategies, which include leadership in cultural transformation and creating stronger and more effective safety and governance programmes. Nancy has led several nationally recognised Patient Experience Improvement programmes and actively promotes working with patients across all clinical and service improvements.

Nancy was appointed as one of the country's first Consultant Nurses in Emergency and Urgent Care in 1999 and continues to lead the development of advanced clinical practitioners across all professions, actively supporting all practitioners to undertake masters and doctoral pathways and undertake research.