



Jan's Weekly Update

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It's Thursday evening - I have a really packed day tomorrow, so thought I should put pen to paper tonight.

I've just returned from a Community Trust Leadership Group (CTLG) meeting at Whitchurch Hospital - for those of you who don't remember CTLG is a forum for anyone who considers themselves to be a leader in the organisation - it's my favourite session of the month and this week I think we excelled ourselves!

We agreed to go to Whitchurch to ensure we get around the county occasionally rather than have all meetings at William Farr House. However, we thought we would take the opportunity to try something a bit different. We invited the Whitchurch staff to our meeting and asked them to feedback on our behaviours as senior leaders (do we talk about the right things) and we took some time to get out and about into the services. While seeing staff and services, corporate leaders thought about what they could do to support staff to release time to care and clinical leaders thought about the clinical areas, what they saw that was good, what could be different and most importantly listened to what staff told them.

There was a real buzz about the place and we all left Whitchurch with things to do, things to think about and actions to do. Whitchurch were great hosts and gave us some real insights into the things they are proud of and their challenges.



I have to mention the Hotel Services staff, who despite a really demanding work life, have a 100% appraisal record - brilliant!

Alan Ferguson our Records Manager (who also happens to be an accomplished photographer) along with the help of Andy Rogers took some great shots of patients and staff while we there. We want to create a library of all of you in action and on film eventually. Hopefully I will have photos of staff and patients on the walls of William Farr House soon! If any of you would like Alan to come and take some photos of you and your teams, please let Andy know. Alan is good - he even got a good shot of me!

Flu Season

Yes it's that time of the year again and yes I will nag you in the hope you will get yourselves protected. You all know I feel really strongly about it - it protects you, your family and our patients and carers. Flu is horrible for the healthy and it kills the vulnerable and we can stop it happening!

The Occupational Health team came armed to CTLG with the flu vaccine and many of the leaders took up the offer to be immunised, including me and the Chairman! Andy Rogers, Communications Lead had the jab too (he told me he wasn't nervous - but I think he was!)



So, please think carefully about your own health and protect others by having the vaccine this winter.

Team Away Day

Back to the start of the week, my new Director team and I took some time away from the day job to get to know each other and think through our priorities for the next few months and beyond. It was really good, valuable time spent together - we went away for a night and a day and although we came back shattered, we covered a lot of ground that we just couldn't do in the office.

It's hard to come back and catch-up but it's well worth the investment. For those teams who haven't done this yet, it could just be a few hours away from work and your normal environment but I really recommend it, it will give you the headspace you need to solve those tricky problems.

Quality and Safety Committee

I was so pleased that I was able to tell the Whitchurch staff that we had just been talking about many of the issues they raised at Quality and Safety Committee that very morning and more importantly were trying to solve them! This included mobile working, ways to reduce bureaucracy and how we can support staff to meet the needs of confused patients.

We had a really compassionate presentation from **Andrew Thomas** and **Tracey Lee**, Clinical Lead for Admiral Nursing telling us about the launch of the Butterfly Scheme - a model to support staff to care for people with dementia and confusion. Tracey told us about the work of the Admiral Nurses - I am really familiar with their work supporting carers of people with Dementia and think we should have a whole army of them - they really make a difference!



If you haven't already registered for the Butterfly training and you work with people who are confused or have dementia please consider it - it will help you work more effectively with this group of patients. Training can be booked through Holly Jones in the OD Team - (holly.jones@shropcom.nhs.uk).

Friday

I am in Oswestry all day tomorrow, starting with a Board Development session where we will pull together all the work we have done with you about values to agree what words and behaviours will bring that together in a small set of values. We will sense check them with you and then we can use them to influence how we do things round here - from recruitment to development and decision making - we will be living our values!

I am attending the Oswestry Health group in the evening, following that Dr Peter Clowes, Sam Townsend and I are doing a presentation to help the community understand what we do and what we want to do in the future.

Owen Patterson (MP) arranged this meeting and should have been chairing, but he has been called back to Parliament to vote on potential military action against Islamic State. That's a big responsibility!!

So, another busy but very satisfying week in Shropshire - I work long hours during the week but try really hard to keep the weekends free for family, friends and me. However, this weekend I have the pleasure of reading the nominations for the staff awards in preparation for short listing next week - I'm part of the panel that get to do this! I'm looking forward to it - we have had lots of nominations - it's going to be tricky.....

Until next week....

Jan Ditheridge
Chief Executive