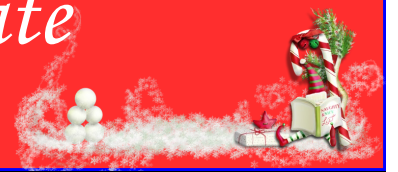




Jan's Weekly Update

Issue 59 - 19.12.14



I have met and talked to a lot of people this week and generally about the same subject - change and service improvement.

I started the week with my regular meeting with Lynne Weaver as Chair of Staff Side and Lynne Taylor, Deputy Director, HR - this is the meeting where, on behalf of staff, Lynne Weaver (too many Lynne's) challenges me and keeps me on my toes about staff concerns in a less formal setting. It's one of the ways I can sense check what staff are talking about and consider any action we can take to nip things in the bud.

We talked a lot about the changes in Community Teams - this group are responding to a lot of change at the moment - with the fast track roll out of Integrated Community Services (ICS), increased pressure in the community (we are starting to see that shift closer to home) and some of our Primary Care colleagues trying to work out what their contribution should be in this changing environment which could impact on the District Nurse workload in some areas.



The important thing is we keep communicating with each other and ensure that any change does not have unintended consequences. Steve Gregory and Sally-Anne Osborne are looking closely at the ICS changes with team leaders to make sure we don't leave any gaps in teams and both Lynne's are supporting to make sure recruitment is a smooth process and everyone stays informed.

Steve and I are meeting with the GPs in the North of the County soon to ensure we work together to support patients and identify any capacity gaps for practice nurses and our District Nurses.

I'm really impressed with the way the Community Teams are rising to the challenge and it's been noticed by Commissioners and our Acute and Social Care colleagues. If we do this well, we will demonstrate we are the future and supporting more people at home through multi-disciplinary working is the answer - but you already knew that.....and we will get the support to do it! Be assured that we understand that teams can't keep doing more and more without extra resource and/or working differently.

We discussed this further at our informal Board meeting on Thursday, what will we be delivering in the future, putting some detail on our plans. You may remember that we wanted to stop, think and make sure we are still doing the right thing by staying together as Shopcom to deliver our services in the future. We have discussed this with many of you and the consensus is that the only answer is that we stay as Team Shropcom - things may change in the future but we don't need more organisational change now - we need to focus on improving our services, supporting our leaders, developing our skills in the community and continuing to make our organisation a great place to work.

So we will be recommending to our leaders, the Trust Development Authority (TDA) that we continue to work towards Foundation Trust - if we continue to work on the right things - great services, make it a good place to work and involve our patients and their carers in what we do the organisational form will confirm itself. We just need to live our values! We will finally need to agree this at our Public Board meeting in January.

Out and About

The Exec Team visited the Pharmacy Team at Bridgnorth Hospital this week and met with Rita O'Brien (Chief Pharmacist), David Young (Lead Pharmacist), Amo Sohal (Clinical Pharmacists) and Nicola Palin (Pharmacy Technician) - it was really helpful to hear what they do and how they are making things safer for patients and practitioners, as well as having a positive impact on clinical outcomes for patients. A small team definitely punching above their weight.

One area they highlighted that we need to focus on is "omissions" of medication - there are lots of reasons why this might happen but it is happening too often - without documentation as to why - this is a safety issue for patients and we all need to think carefully about how we change this - reducing omissions of medication will significantly improve the safety and effectiveness of our practice.

Board members have been visiting Community Hospitals yesterday afternoon and today. I didn't go as I will be out and about over the New Year period and thought you might get fed up of seeing me! I'm also hoping to go out with a District Nurse on New Year's Eve to get a sense of the "Christmas" workload.

Christmas Thank you

The Execs took our PAs out for a Christmas meal on Monday evening to say thank-you for all their hard work over the year - administrative staff are often the unsung heroes in the organisation and trust me our PAs put up with a lot from the Directors and especially me - I couldn't do my job without Deb.

I hope you all get chance to say thank you to each other in your own teams, remember those who work quietly in the background and celebrate the past year at work this Christmas.

So that's another week over and I will leave you with my favourite Christmas story so far this year - A School Nativity somewhere..... "Joseph" looked at the new baby in the manger and asked "Mary" what should we call him? She turned to the audience and after a long pause said...."I think we will call him COLIN".....! Would things have been different if Jesus had been called Colin I wonder.....



Until next week.....

Jan Ditheridge
Chief Executive