



Jan's Weekly Update

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I always check my diary to remind me what I've been up to in the week - I don't know about you, but sometimes the weeks begin to merge - "was that last week" "No that was only Tuesday this week?" Sound familiar?

Out in the Services

I started the week with a visit to the Occupational Therapy team meeting. Jane Sullivan, Team Leader invited me on the back of an e-mail conversation we'd had about my weekly brief. It was a good way to start the week, they let me ask lots of questions about a number of things. I was keen to get their views on what things felt like from their perspective. Some of the things we discussed included how communication could be better as we introduce changes, for example the roll out of ICS, how further integration of teams could make things simpler, the difference between hospital and community OT work, working in isolation and of course urgent care. Very motivating - solution focused, experienced practitioners with good ideas.

On Wednesday, the Exec Team were booked to visit the Family Nurse Partnership Team in Shrewsbury. We have our meeting afterwards and occasionally invite the deputy directors, as we did for this meeting, but for the first time since I've been here I think, I had to postpone!

A couple of my team were on leave and others booked alternative important meetings without letting me know. All were legitimate meetings, but I found myself having to remind them that service visits and our team meeting are one of our highest priorities. Sometimes as team leaders, we have to remind our teams of the boundaries and priorities to ensure we stay focused and on track. A bit difficult to say when you know people are really busy, have competing priorities and trying to do the right thing - but part of the team leader job! We will all go and see the Family Nurse Partnership Team again soon - it was Sarah Rock, Team Leader's first day, so at least it gives her the chance to find her feet!

Working with Partners Thinking about the Future

I have spent a lot of time out of the office this week at meetings or with individuals talking about our services in the future and how we can work better or differently with partners.

I have been at Shirehall three times this week, firstly to contribute to their Peer Review (they invite Peers to look at how they are doing - like the thing I did in Redcar) and on Wednesday evening I attended a workshop with all sorts of people - police, fire, local business people, local councillors and us, to discuss the future for Shropshire; what are the issues and priorities and how we can work better together to continue to make Shropshire a good healthy place to live and work. It was interesting to hear all the different viewpoints.

The third meeting was to meet with the Health Overview and Scrutiny Committee (HOSC) Chairs, who have asked all health and social care providers to attend a public meeting in February, to update them on Future Fit, Urgent Care and how community (including us) and primary care are involved in plans for the future. They also want to know how we are working together to make the health and social care system work. On Tuesday, they had a pre-meeting with us to work out what the key issues are and make best use of the meeting in February. HOSC are like a formal watchdog for health services in the county - they hold us to account for delivering services and ask some pretty tough questions!

Future Fit and Urgent Care meetings are always in my diary and I'm hoping that we are now starting to discuss in detail what the community element of Future Fit will look like. Its early days but we are trying to make sense of it and lead or support where appropriate. I know many of you have been involved in workshops - I'm hoping some of this starts to come together now.



I think we will start to try some different things soon, to see if the Future Fit plans make sense and so we don't change everything all at once. Obviously, you will be involved in any thinking and plans.

I also met Paul Cronin this week; some of you will know he is the Chief Executive of the Severn Hospice. I was keen to talk to him about End of Life care. We both agreed there are some excellent examples of good End of Life care and I have witnessed some of them first hand when out with some of our District Nurses, but we think there is more to do to ensure staff have clear guidelines and care plans to support their work. There may be more to do to ensure we support people early enough if they have a life limiting illness so we work with them on care plans they want and that meet their needs. The Quality Committee have made this area a priority and Cath Molineux has taken a leadership role for us which Paul, as Chair of the county working group, is very pleased about.

CTLG

A lively Community Trust Leadership Group (CTLG) meeting this week! We went to Oswestry this month and some of the group went to the services there to see what they could do to support the staff and also some did "sit and see" observations. I think this is a great activity, where corporate staff can see first-hand what they can do to make the working life of patient facing staff easier and get a real sense of the care and compassion our staff demonstrate in their daily working life. Everyone came away up-beat and with lists of things to sort out or change!

In the meeting we talked about how we could improve our learning and when things go wrong see it as an opportunity, not a form to fill in. Someone came to speak to us about something called Human Factors – this is a model that works on the premise that we are all human and most of us come to work to do a good job, but mistakes still happen. So how can we approach things differently to reduce mistakes and constantly be thinking about how we improve things? This all started in the Airline industry (the guy who talked to us was a pilot) but it's really easy to see why the model might apply to us - it all sounds like common sense, but do we do it! For example, did you know pilots are not allowed to talk about anything but operational procedures when taking off and landing? How many people try to talk to those of you who are doing drug rounds? We will explore this further to see if it can help us. We agreed our 'Sign up to Safety' commitment at the Quality & Safety Committee, so it's all very timely.

We also had a 'teach in on the new online expenses process. We are really keen that this saves lots of time for our community staff and managers went away to ensure you have the right phones to make this work for you!

CQC Feedback

And finally, I spent some time reading CQC reports this week. The draft report from my visit at Derby needed my views and many of you will know that SATH have had their report published this week. I urge you to read it and to think about what the CQC would say about us. What can we learn from their report and is there anything we need to change?



SaTH's CQC report can be found by following this link <http://www.cqc.org.uk/provider/RXW/reports> There is also a community report on the website which you might be interested in reading for The Wirral Community NHS Trust. As they are very similar to us, it may be more meaningful to you. CQC visits are about all of us - we will all be on show - we will all be held to account for the quality of the care we deliver. Let me know what you think when you've read them.

So until next week

Jan Ditheridge
Chief Executive