



Jan's Weekly Update

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It's Monday morning and an early start for work, it's still dark and I drop my key into the boot of my car, lost for ever. How did I do that? A trip back into the house to find the spare set - where did I put those for safe keeping? Half-an-hour later and I'm still no closer to work!!

The week did get better....

I wasn't, fortunately, late for my Mandatory Training, which as always I groaned about going to (I have lots of other important things to do) and came out feeling all the better for the refresh on really important subjects. I had I realised, over the last year, forgotten where my Fire Assembly Point is, I was reminded to make sure we are handling patient information safely when dealing with complaints and checked my office crew had all had workstation assessments, to stop them getting bad backs or sore shoulders! Although I find the e-learning more convenient, I still get more out of the face-to-face, must be my learning style.

Visit to Wirral Community NHS Trust

On Tuesday, Steve Gregory and I went to Wirral Community NHS Trust to meet with their Chief Executive and Director of Nursing. They work in a similar size Trust to us and have just had their Care Quality Commission (CQC) visit, so we thought it would be useful to swap notes and thoughts on our issues and challenges. We managed to do a small detour through Liverpool, mainly due to my navigating I think but we did use the time, once we got there, effectively and came back with some thoughts about some of our services which we will share. Their Chief Executive, Simon Gilbey took me on a tour of half of their patch which took 15 minutes in a car!! Wirral as you probably know is densely populated - can you imagine how long it would take to get across half of our county!



Exec Team Time-out

I worked the team really hard at the Exec Team Time-out session on Wednesday. We spent about eight hours thinking through what we think an Urgent Care Centre could be, with the intention of sharing our thoughts with you, so you can add, subtract and shape our ideas. I'm keen we have something we can then discuss with partners and know what we can and can't live with. It was good to work as a team, something the Execs don't do very often, due to the nature of their roles. We went out for a bite to eat at the end of the day, again something we don't do very often but is really important. Sometimes we work so hard, we forget to find out about the person behind the role and if we don't know the person, how can we get the best out of each other - back to our value, Everyone Counts!

Community Trust Leadership Group

Not so many at CTLG this week due to half-term I guess but enough leaders to represent most of us. We talked a lot about supporting staff to find time to develop, undertake training or find space to think and reflect - we made a number of commitments; to release all of the admin staff for the Away Days in April and May - even if it makes life tough for one day (shows how important they are!); help staff find time during the working day to complete mandatory training and to discuss personal development needs at appraisal. We also agreed to support a pilot mentorship programme for all staff, again helping staff to train as mentors or to be mentees and finding the time to do it!

A bit of a challenge for all of us, but as things get busier and more demanding, the more important it is we find this time and often we need our managers to help us find that time. I could have found a thousand things to do instead of my Mandatory Training, none of which would have reminded me how to save my life if there is a fire and my team found it really hard to switch their phones off to concentrate on one task, but we did more work in those few hours than we usually achieve all week. Maybe we did work smarter not harder that day!

I'm in Bridgnorth at 8 am in the morning meeting with some of the GPs, so I'll let you know how that goes and I will hopefully call in to the wards and departments while I'm there, but I know you're all busy in the mornings, so it will be a flying visit .

I found the key in my boot on Tuesday!

Until next week

Jan Ditheridge
Chief Executive