



Jan's Weekly Update

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After a week off, feeling refreshed, what better way to start back to work than the second of our Staff Away Days. The Big Day Out was in Shifnal this week and I was really pleased to see more of you there, especially clinical staff from the wards and teams who couldn't make it last time.

There was a real buzz in the room all day and we've had some great feedback - I think it's achieving its aims of getting people together, sharing of good practice and challenges over a nice lunch, having the chance to ask questions of the Board and think about where we are going in the future. Most of all, it's a moment in time to say thank-you; we value you and each other and we all need to take time out from our daily routine to reflect, share and enjoy each other's company.



We have 150 delegates booked on the final event in Oswestry next month, so I'm looking forward to that!



Team Leaders – have we missed you out?

We are thinking about one more event for team leaders and ward managers - I'm not sure we see enough of you together. We had a discussion at CTLG that we would like to see more of you there and maybe an away day can focus on you and your issues - you are critical leaders in the organisation and we should invest in you too. What do you think team leaders?

However, I'm just plucking up the courage to tell my PA that we need to organise another day out! It's no mean feat to get us all out and looked after for the day!

My Team Appointment

We interviewed for the Director of Strategy post on Wednesday and I'm delighted to say we appointed. Mel Duffy will be joining us as soon as she can from South Warwickshire NHS Foundation Trust, where she has been working as Director of Transformation. Mel got a big thumbs up from the panel, but as importantly from the stakeholder panel (staff and patients), so I know she will be patient centred, think about carers and involve staff in our plans.

I'm pleased we had the confidence to wait and appoint when we found the right person, even though there will be a short-term gap when Andrew goes, which will be hard for us to cover.

Out and About

I snook into Ludlow on Wednesday evening, as I had arranged to see a couple of concerned Ludlow residents - Pat and Marilyn. I was with them for a couple of hours - they really care about the hospital, the NHS and the future of healthcare and we talked about all of those things.

They still hear rumours that patients are being denied access to the hospital because of shortage of beds and staff are being 'gagged' and can't speak out if worried. I categorically assured them this is not how we do things round here and we will continue to ensure that we create an environment where Everyone Counts and feels valued. We did also have a conversation that sometimes we have to make decisions that individuals don't like, for the good of patient care and/or the wider team and some staff find that difficult to accept. It was a good conversation. I was also able to assure them that no patient had been denied access to a bed since we moved to one floor. Pat acknowledged that people seem to go home in a much more timely way than in the past - well done Ludlow! I popped onto the ward afterwards to say hello - it was getting late!

I did the same at Whitchurch after our CTLG meeting yesterday. I met some staff I hadn't met before which was good, but surprising. Two things struck me while there - the first it was really evident that person centred care is a priority there - patients clearly had different needs and staff were thinking about them as individuals. The second was I was pleased to see work happening to enhance the environment for patients with cognitive problems, although the new paint did smell very strong! Not for long though.

Two things to think about - one of the staff members didn't really understand why the wall and door colour changes would help people with Dementia - have we communicated properly? I challenged a HCA who described herself as **ONLY** the HCA - what's that all about? She was one of the staff I saw delivering excellent person centred care! I told her the **ONLY** word was banned!

10/10 Challenge

I had the absolute pleasure of presenting the awards to the winners of the 10/10 challenge on Wednesday afternoon, although it did demand us all standing in front of a camera again! Why don't girls like having their pictures taken?

The challenge was for staff to form teams of ten and over the course of ten weeks should aim to achieve 10,000 steps per day. This was a great initiative and the teams are up for the next challenge - what shall we do next??? Could we do a team Shropcom challenge?



Annual General Meeting - Monday 28 September 2015 at 7 pm at The Wroxeter Hotel

I've spent some time preparing for this during the week, I hope you will come, not only to meet colleagues, have another chance to challenge the Board and reflect on the year, but also because I think you will find our guest speaker really interesting Professor Dion Morton (University of Birmingham) is going to talk to us about Genomes - trust me, this will affect the way we all work and think about health in the future and he is really interesting to listen to. I'd really like to see you there if you can make it.



Light refreshments and an exhibition featuring activities and information about our services and staff, patient stories and presentations by service users will be available from 6 pm.

A really good question

Someone asked me recently how we make sure views, ideas and concerns get from individuals and teams to the Board to influence what we do and how we do it. We talked about all the ways we do it now e.g. Board and Exec visits, Away Days, Team Brief and Inform, plus individual contact by e-mail or face-to-face, but there will be other ways- so let me know if you can think of any. Importantly, if you are feeling neglected or have something to share, invite us over to your team!

I gave out our Strategy on a page at the Shifnal event and thought you might all find it useful, so I've included it with my brief. It's our Vision, Values, Objectives and projects were focusing in this year - it should support you when agreeing or refreshing your objectives and stimulate questions if you're not sure how you contribute or what things mean. Let me know if you have any questions, but more importantly, discuss with your manager and team.

That's it for this week I think.

So until next week.....

Jan

Jan Ditheridge
Chief Executive

