



Jan's Weekly Update

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Where did last year go?

The first sentence of my last weekly brief started "can you believe it will be Christmas Day this time next week" Christmas Day feels a very long time ago now.

I hope you all had a good Christmas and I wish you all a very happy and healthy new year.

You know I had the whole lot off this year - I was lucky enough to go to Florida - to see my family who live out there and of course visit Mickey Mouse and a few of his friends. We have been planning this trip for ages and some of you have asked me what the highlights were - for me it was seeing my young nephews navigate an airport and American customs with ease - learn to use foreign money and make sense of an American breakfast menu! It was also really fabulous seeing my older nephew and his son who I haven't seen for 6 years! Reminds me how important family are wherever they are.

Catching Up

I have caught up with a few of your stories from Christmas - many of you have worked hard over the festive period - dealing with life and death events with our patients and those of you working in urgent care have really felt the pressure! Some of you have had first Christmas with new additions to the family and I know some of you have sadly had to say goodbye to loved ones. I guess we are a microcosm of what goes on all over the world and life events don't stop for Christmas do they?

While away I made the trip to the Space Centre in Cape Canaveral - which I've done on a number of times during my life - and every time I come out thinking I want to be an Astronaut - although in reality I get motion sickness in the back of a car so not sure how I would deal with G Force! I brought a photo home of an Astronauts footprint on the moon - which I'll hang in my office to remind me anything is possible if you want it badly enough! It took the Americans ages to get a rocket off the ground but they did it eventually - interestingly the Russians did it first but because they weren't speaking to each other at the time couldn't share how they'd done it. So they had to reinvent the wheel! I'm sure we don't do that do we?



Out and About

The Executive visit this week was to our IT department and although they are probably the first to admit they aren't NASA I did feel just as motivated after the visit as I did at the Space Centre - really great team dynamic, understanding how they support staff to support patients and their families and some excellent examples of good practice regarding processes and customer care - the challenge is how do we export their knowledge and skills more widely - especially their understanding of what's possible technologically and to make our processes sharper. I heard a great story of one of the IT guys supporting a patient at the end of their life in one of our community hospitals have face to face contact with their relatives in Australia through the use of technology - it made a massive difference to the patient and family - I saw the thank you email from the family - small thing massive impact! Although it may come naturally to many of our clinical staff to be close to someone who is dying that can be quite a big ask for someone who's job isn't normally direct patient care - really good!



The rest of the week has been spent catching up, welcoming Mel Duffy our new Director of Strategy into post, ensuring her induction goes smoothly and thinking about this years priorities and goals.

Julie Thornby and I met with the CQC leads for our Inspection in March on Tuesday afternoon - it was a really useful meeting - lots of logistics. They are bringing a team of between 50 and 60 people to get round as many of our services as possible - so we were helping them think through how we and they optimise their time and where they are all going to stay!



They are keen to get the best out of the inspection as I know you are and we will share information through our regular briefings to you to support that. There will be a number of opportunities for you to speak to them - and they will come and see many of you as you do your work - as I keep saying this is an inspection, a compliance visit - are you and I all complying with the standards expected of us to deliver excellent care and treatment to our patients? We are all being inspected, all being held to account whatever our roles - but that's ok - we will, I'm confident give a good account of ourselves.

So 2016 is here - it may stop raining soon and I believe we may even see snow next week!!! What does this year have in store for us?

Happy New Year everyone Until next week.....

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