



Jan’s Weekly Update

with Julie Thornby, Director of Corporate Affairs

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Jan is on holiday at the moment, so it’s my turn to regale you with events in my week! I’m aware that “Director of Corporate Affairs” isn’t one of those titles that says what it does on the tin – so just to explain, my team covers Human Resources and Occupational Health, Risk Management and Governance , Complaints and PALs, and I’m also Board Secretary which means for example, making sure our Board and Committees look at the right issues and information at the right time.

With the CQC inspection only 2 weeks away now (and hasn’t that come round fast...) I’m involved in talking with CQC about what they need for the inspection and working with colleagues, including Dee Radford and Andrew Thomas, to make sure we’ve got the right logistics in place.

At the start of this week, we were checking through the large report about us that CQC have put together – for example our incidents, staffing, mandatory training uptake etc , so we can let them know any factual inaccuracies. Jan attached the report to her weekly brief last Friday, and although you have to be pretty dedicated to read all 140 pages of it, it’s well worth a quick look to see some key facts and figures about us, and what sort of things CQC will be especially interested in. And for those of you who have spotted that some of the information is a bit old now, for example about mandatory training uptake, we are giving CQC the latest versions. Meanwhile CQC tell me they will very soon be telling us the times and venues for the staff focus groups they will be running , which will be open to anyone to go along and talk to them. As soon as we know, we’ll let you know.

Later in the week on Wednesday, we went along as an exec team to meet the IDT and physiotherapists at Market Drayton. We listened into the MDT for a short while – the nurses, therapists, colleagues from mental health and Age UK talking about latest issues concerning people on their caseload. It brought to life so brilliantly what we’re here for as an organisation, and how committed the team were to doing that ,often in tricky circumstances where many things aren’t in their direct control - for example, helping a woman with MS patient to be able to stay at home, where she wanted to be, for many years. We also had a really helpful look round the physio area, and gained some insight into the different groups and patient activities that go on.

I’ve also spent some time this week with Sara Hayes, our new Head of HR and Workforce who joined us a couple of weeks ago. (You may remember that Lynne Taylor retired late last year). Sara has worked in HR in acute services and is keen to get to know more about community – she’s getting out and about to meet as many people as she can so please do say hello – I know she’d be pleased to talk to you.

I’m just finishing writing this now having just come back from our Patient and Carer Panel. It was a mix of patients and volunteers on the Panel, and staff, updating on all the different ways we are getting feedback from people who use our services. There was lots of good feedback, but a couple of points came up from service users where we could do better. One was a big push for us to be joining up with other providers on pathways or other ways of looking “all joined up” to patients. The other was a request to see us working more closely with the many people locally who are deaf or have hearing impairments. We will!



Finally, a thought about teams – and I know I’m at risk of sounding a bit cheesy but here goes. At one of the staff awaydays last year someone asked what I thought I could bring to the Board as a non clinician. It made me stop and think, because I chose to join the NHS over 30 years ago as a non clinician who wanted to contribute, I’ve always been proud to be a part of different NHS teams with clinicians and non clinicians alike, and I’ve never felt for a minute – or been made to feel – that I wasn’t contributing. And that’s how I think it should be! So here’s to teams, and making the very best use of all our skills. Looks like being a wet and windy weekend, but whether you’re working or not, hope you find time to do something enjoyable,



Julie Thornby

Director of Corporate Affairs

