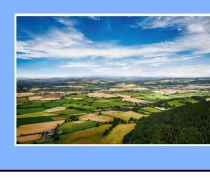
Improving Lives In Our Communities

Shropshire Community Health NHS
NHS Trust

Jan's Weekly Update



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So, two weeks off and now it's 21 degrees! I was watching snow fall in Malvern this time last week!

Feeling Cheated

I must make a special mention of the Enablement Team as I visited them on the one day I came in last week and I think they were disappointed to hear I wasn't doing my weekly brief and they wouldn't therefore get a mention, so.....

I came in on Thursday for the Informal Board meeting (not in public) at Bridgnorth and then visited all the teams at Halesfield afterwards. Schoolgirl error on my part when planning my leave - I won't miss a Board meeting or visits after, but somehow managed to book leave all around it! I joined the Enablement Team at their meeting and we talked about a range of things relating to their daily work - it helped me better understand some of the patient flow issues we have and some of their concerns that they no longer work in the same building as their social care colleagues. The upside of moving to Halesfield is their close proximity to the Rapid Response team. What I took from the feedback is that it does make a difference who you are close to physically when working across teams, it has an impact on patient outcomes or at least their experience and speed of service. This is something we clearly need to think about as we develop our Estate Strategy.

I left Halesfield feeling really upbeat. I think I spoke to all the teams - SPR took me through their systems for referrals and Rapid Response talked to me about their ideas for career development and how access to care staff had improved since as I was last there (I'd like to think I played a part in that). The Respiratory team shared some very positive stories of how they keep people with very debilitating disease living the life they want to lead at home and out of crisis.

On the road again

I was also out and about on Bank Holiday Monday driving through sheet rain to Bishop's Castle! It's still my favourite road trip in Shropshire. It was really good to meet the new Health Care Assistants on Induction and the Staff Nurse, Zoe Kynaston, who is one of the first to take up our new rotational posts. I think we should follow their progress through Inform as it's a really innovative career development. I also finally achieved my personal goal of visiting the Dentists to say thank you for working out-of-hours and to get first-hand experience of their work. I went to the Shrewsbury Clinic - they were really busy treating people in pain generally. Dental pain is miserable and they were really appreciated by the patients they saw.

We also talked about the role and future role of the Dental Nurse and how we could become more effective and efficient when sterilising the kit they use. They've been clever about their budgets and skill mix to address this. A really useful insight.

Jobs to do

I had my own trip to the dentist while on leave - I did do some fun things with family and friends too – but I think we all use the downtime to catch up on important jobs. I also attended a breast screening appointment, which is something I could quite easily let slip as it's not great fun and can be difficult to arrange a convenient time. However, as an 18-year-old Student Nurse I cared for a number of women who had End of Life breast cancer primarily because they had been too embarrassed or ashamed to tell anyone they had a breast lump. Amazing independent women who didn't feel able to say anything so hid away their lumps until it was far too late. I vowed then I would never be embarrassed or too scared to talk about it and would ensure I encouraged friends and patients to self-examine and go to screening when appropriate.

Outcomes for women with breast cancer have been revolutionised because of better screening, awareness and it being an okay thing to talk about. Interestingly, I got talking to two women while waiting, both of whom were older than me and were very worried about being there and what the "machine might find" - BUT they were there and ready to deal with the results. We all gave ourselves a pat on the back for being there.

We just need to work on the men and their prostates now!

Back to it

The rest of the week has been busy catching up with the team, emails and attending the Corporate Performance reviews. We have come a long way since we introduced them two years ago. I was genuinely impressed with both the progress we've made in all areas and the growing levels of self-confidence of those presenting their services - accountable, responsible and empowered to get on and just do it!

We talk far less about compliance and far more about innovation now - that's good for patients and job satisfaction.

There is still more to do, but there always will be - we live in a dynamic world.

I had a lovely holiday... don't tell anyone, but it's good to be back at work.

Until next week...

Jan

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Chief Executive

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Commitment to Quality · Respect & Dignity · Working Together · Compassionate Care · Everyone Counts

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