



# Jan's Weekly Update

Issue 139 - 01.07.2016



## A trip down Memory Lane

I'm ending the week with a visit to Derby to meet with NHSI - our regulators. It's an opportunity for me to talk to senior leaders on a one to one about our organisation, our ambitions and challenges. This is important because although they are supportive we only usually meet when things are challenging or in big meetings - sometimes it's got to be just about us.

It will be a bit weird as their office is in the city where I grew up, went to school and did all my nurse training but haven't lived for years - it's close to the bus station where I remember arriving for my first "trip to town " unaccompanied by a grown-up (do you remember that feeling of independence) - who thought I'd be going back there so many years later to talk about us! (Still unaccompanied by a grown-up)

## Shaping the Future

A number of formal meetings this week - System Transformation Board at the beginning where I hope we are starting to shape how we will work closer together as a group of health and care commissioners and providers to shape the future for our communities.

I was pleased to hear that the Acute plan (Future Fit) got the go ahead to progress to the next stage at the commissioner board meeting yesterday, importantly for us with an emphasis on ensuring the community plan is now developed in detail. (Community Fit) Many of you have been involved in shaping options for the future over the last couple of years - were not starting again - we now have the opportunity to pull this work together - most importantly we are working with primary care and acute colleagues to join it all up!

These plans were a big part of our Board agenda yesterday - we looked at our ideas and plans to date and what we could do to push forward to ensure we contribute fully to the community services of the future.

## Out and about in the Community

After our Informal Board meeting we always visit a range of services - an Exec and non exec buddying up to meet with staff and patients around the county. We do think before we go what we want to know, and ask about based on our discussions at Board. It's one of our ways to make sure we do make our reports and information real by cross checking with you.

Rolf Levesley and I visited Family Connect in Telford - a sophisticated information hub run by the Council with members of our staff contributing to it. Although I know about it and, for example know our CAMHs referrals go through there and that's where we report Safeguarding issues in Telford I had no idea the breadth of work they do.



It was fascinating - important sign posting and safeguarding work for Telford and beyond. Professionals from many disciplines (police, social care health and housing ) working side by side to support families to get the right support on a range of things through to intensive safeguarding referrals - We know that when we review cases where things have gone seriously wrong for children it's often because as professionals we haven't shared information - this is clearly addressing that.

We had the chance to talk to Sue and Ceri (health visitors) about their relatively new roles as part of that team - they told us about the cases they deal with, the time pressures to ensure we address child enquiries in a speedy way and their job share arrangement - spending a couple of days in the hub and the rest of the time in practice - critical in their view to staying current and focussed.

High pressure work - really important as there is always a child and family at the centre of every call - really good to hear lots of support, supervision (formal and informal) to ensure staff can explore difficult cases and decisions taken.

The service lead Debbie who is a Telford local authority employee gave us loads of time and is clearly passionate about the unit and what it's doing and clearly cared for every member of staff who worked there - employed by her or not!

Good to hear how brilliant she thinks our CAMHs team are (who also have representation in there) - she had great respect for all our health workers in there and also commented on the high standard of referral when our staff contact the hub with safeguarding issues. I wasn't surprised but still good to hear.

Well I'd better get on the road.

I hope those of you supporting Wales tonight get the result you want. I know we have a few big fans ...patients and staff. Brilliant example of the little guys punching above their weight ...a bit like us really!

Until next week.....

Jan Ditheridge

Chief Executive



You can contact me at [Jan.Ditheridge@shropcom.nhs.uk](mailto:Jan.Ditheridge@shropcom.nhs.uk) or on 01743 277688