Improving Lives In Our Communities

Shropshire Community Health NHS
NHS Trust

Jan's Weekly Update

Issue 181 – 21.04.2017

I receive all sorts of thing via email as I'm sure you do and often as soon as I realise they're not for me personally I delete them. However, this picture (which you can see below) caught my eye and I stopped to think about it. It's a slide created on Fab Change Day, which apparently 25,000 people in healthcare looked at when it was posted - so I'm sure some of you have seen it already. Why did it catch my eye? Well, it made me stop and reflect if I do all those things and then how often? Is it all of the time, some of the time, or only when I want to? Are they the things I think are important for "Fab leadership"?

I then went on to ask myself who are our leaders, not managers or Directors, but leaders? Of course we have formal leaders, people who lead and manage people like our team leaders, or our professional and clinical leaders who are sharing their knowledge, expertise and influencing improvement. But what about the team member who always remembers everyone's birthdays and arranges the Christmas do, the person who orders all the stores and linen so it's always there when you need it, the member of staff who's there to listen when you've had a bad day, or picks the team up when things are tough? Then there's the student nurse bringing fresh ideas and a new enthusiasm and not afraid to share it, or the Admin staff member who introduces a change that makes a massive difference to reduce the length of time patients wait for their care, or the person in Finance or IT who quietly makes sure the spreadsheets are in order, and guides us through when we can't make things add up or work.

I've seen all of these things in action this week and all of those individuals demonstrate Fab leadership. Leadership comes in all shapes and sizes - we wouldn't survive without them.

More Fab Leadership

A combination of good leadership and team effort were also evident at our Quality Committee this week where we could see that waiting times have dramatically reduced for our patients in our Musculoskeletal service in Telford, that our CQC action plan is going green, which means patients and staff are getting a better deal, and the majority of you are now meeting with your manager to discuss your appraisal at least once a year.

There are many acts of great leadership, displaying all of the top ten of Fab leadership, but probably the place I've seen it stand out most this week is in a number of our teams where there has been personal difficulty or even tragedy experienced by individuals, and the team have rallied, stepped up and shown great leadership to support the individual concerned. They have looked after the rest of the team and made sure that patients and their carers still get a high standard of service.

Some of our people have been dealt some really tough cards recently. We can't make it go away, but we can make a big difference to how they can cope with it. And our leaders never cease to amaze me by how much they still have to give to their colleagues in these situations.

If you see Fab leadership this week take a moment to acknowledge it...

Until next week...

Improving Lives in Our Communities
Commitment to Quality | Respect & Dignity | Working Together | Compassionate Care | Everyone Counts

Jan Ditheridge, Chief Executive

You can contact me at **Jan.Ditheridge@shropcom.nhs.uk** or on **01743 277688**