



Jan's Weekly Update

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Animals on the line

Sheep appear to be playing a significant part in my life at the moment. I am travelling back from London following a meeting with some people from Oregon (US) but experiencing long delays due to sheep on the line! I'm stuck at a station and now it's raining!

I've had an interesting couple of days sharing ideas, good practice and challenges with the "people from Oregon", other community providers around the country and our Commissioners who were with me at the meeting.

Why Oregon ? - well they are a bit further along than us in developing an out of hospital model of care that really focuses on prevention, whole system working together and payment systems that encourage us to all pull in the same direction for people - I say people not patients because it's not just ill health but includes things such as coordinating housing, addiction help, early help for children, dealing with poverty and many other social aspects. This will sound familiar as we do some of this and those who've worked in mental health will also recognise the Care Coordination model that supports people with severe and enduring mental illness to navigate through all of this without constant reassessment or being referred from pillar to post. Key to their model is focussing on the whole person, so for example fix the housing problem, support employment or reduce loneliness and physical and mental health improve. We know that, but we don't always design an approach to support it. They were showing us what they did and how they paid for it!

Cyber Attack

So it was a busy weekend especially for our IT colleagues who did a fantastic job of keeping our systems safe - working many hours on Saturday and Sunday - they went the extra 10 miles for us. I expect them to take some time out now that things have calmed down. I'm particularly pleased that we weren't hard hit by the attack because we have an IT team who are proactive and have systems in place to prevent such things getting at our systems. Listening to all the chaos it caused for patients elsewhere in the country only reinforced the fact that our Corporate services have just as important a role to play in patient care as those who have face to face contact with patients. But we knew that...Thank you everyone who contributed over the weekend and beyond to keep our services running.



Reviewing Performance

It's that time of the year again when we stop and reflect with services to see how they are progressing, what their challenges are and what help they need. It was the turn of TeMS, HR, OD, Risk and Complaints teams this week. They gave a good account of where they are against their objectives and where the gaps are and where there is more to do.

Some of the operational staff joined us for the Corporate service reviews to give a service user view of how they are supported and what they would like to see different, for example a year long training plan so rosters can be sorted out and better information so staff don't have to spend clinical time wading through data. They got a really positive response - very "can do" no reasons "why we can't."

Sobering Television

I know some of you got to see the TV Programme 'Three Girls' that showed for 3 consecutive nights this week. For those who didn't it was the true story of some of the girls at the centre of child abuse and trafficking in Rochdale. It was hard to watch but important for any of us who have responsibility for safeguarding - and that's all of us isn't it?

It had many similarities with what happened in Telford and many other parts of the country. Vulnerable young girls groomed because no-one was listening to them, no-one was listening to the few people who could see what was happening and many saw them as chaotic, troublesome and a "problem" to be ignored or punished.

The stand out comment for me ".....is not a child prostitute, because there is no such thing as a child prostitute only a child being abused", a comment from a sexual health practitioner desperately trying to convince other professionals to help the girls.

If you haven't seen it I recommend you do watch it. I'm interested to know what you think of it.

The other side of Life

I heard a lady on the train say that most people are good, as a young man helped her with her case and I agree with her. I think I've mentioned my close friend who went back to nursing - she has a son with very challenging problems to do with sight, hearing and learning. She spends a lot of time at Great Ormond Street and yesterday was one of those days. She told me they had a long day made better by the taxi driver who refused to take a fare, because he doesn't charge anyone going to Great Ormond Street and the gentleman who insisted on paying for their lunch in the café, because he was so charmed by H's conversation - H can be very loud, very talkative and probably impacts on others dining. He is also entertaining, warm and friendly and he loves life, every minute he's awake. My friend has a tough time balancing family life and work (as many of you do) all made easier by people like that taxi driver and gentleman in the cafe.

Most people are good but we need to speak out when they're not....

Jan

Until next time...

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