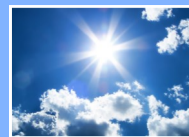


# Jan's Weekly Update

with Mel Duffy, Director of Strategy

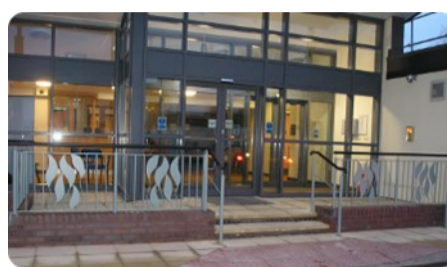
Issue 197 – 11.08.2017



My son started his first full time job this week after finishing school in July and I'm pleased that Week One is now coming to an end. Every morning, I've been up at ridiculous-o'clock, phoning him to make sure he is up, showered, dressed smartly and on time and calling him again in the evening to check that he paid attention during the day, did what he was asked to do and is returning again in the morning. To my relief, he has had a fantastic week but he has also loved being able to take control and have a say in what he does on a daily basis for the first time. It's great to see him starting to spread his wings and embrace this new responsibility, and I'm now more confident that I won't have to do a twice daily nag next week.

As I reflect on this, I'm reminded that this week I've also seen lots of examples of our staff and teams being empowered and trusted to make decisions about how they do things, and, as a result, they are making things better for patients and themselves.

For example, the Home First pilot in Bishops Castle. You will know from previous weekly updates that our community hospital has temporarily closed while the floor is repaired and our community hospital staff have been working with the local GPs and others to try their ideas for a different way of working to support local people to receive their care at home rather than in a hospital. The pilot started last week and, although it's still early days, the feedback from those working in the new way and receiving care in a community setting has been really positive. I am certain that the whole Bishops Castle team's ownership and commitment to the pilot has a large part to play in these early successes and I'm really excited to see how the pilot progresses.



Another example I've seen this week of staff taking ownership of how they do things was on the ward at Bridgnorth Hospital. You will have heard about QAAS – the Quality Assessment Accreditation System that our quality and nursing leaders have developed to support our staff to know what quality looks like and demonstrate how they are delivering quality in their daily practice. This will help us to be "inspection ready" when the CQC come back to inspect us. The QAAS process includes a formal assessment which results in the team being awarded an accreditation status of Amber, Silver, Gold or Platinum. QAAS is initially being rolled out in our community hospital wards and each community hospital ward has an executive buddy. I am Bridgnorth Hospital's exec buddy. I had previously met with Karen Maynard, the ward manager, to agree the best way that I could help the team prepare for its formal assessment and we'd set up a timetable of regular visits. When I visited this week, I saw some fantastic work that the team have done to put them in the best position for Platinum status when their formal assessment takes place. Gail has done some great work on End of Life care and Dee has worked on Early Warning Scores. Everyone is doing their bit, designing ways to help them succeed, with resource packs, presentations and quizzes. It was brilliant to see how the team are delivering quality and I'm confident that the team will do a great job in their assessment.

And last but not least, following this week's Transformation Group meeting, I also want to recognise the work that our leaders in Diabetes, Adult Community Services, MIUs and DAARTs continue to drive forward with help from colleagues in the corporate teams to develop new models of care so that we can deliver more care in local communities and support our health and care system's Sustainability and Transformation Plan (STP). The work they are leading will define our contribution to the STP and will enable us to keep more people well and in their local community. It is a huge and complicated task and I want to thank everyone involved for their continued enthusiasm, innovation and effort. Pilots like the one in Bishops Castle will help us to test these models so we can make sure we continue to deliver quality for our patients and communities.

That's all from me this time. Have a great weekend. I have the Krypton Factor task of trying to get my tent back into its tiny bag as I'm taking my daughter to her first festival at the end of next week.



**Mel**  
**Director of Strategy**



You can contact me at [Mel.Duffy@shropcom.nhs.uk](mailto:Mel.Duffy@shropcom.nhs.uk)