



Jan's Weekly Update

Issue 199– 25.08.2017



Taking my own advice

Last week I asked you to check out facts, listen to the people who care about you and not people behind the media who don't know you and make a judgement when you know the facts. When things are hard stay focussed on what we're here for, our patients and the people we work with.

Well I've certainly had to heed that advice this week! Staying focussed on our values particularly Respect and Dignity, and Everyone Counts have been critical to maintaining my own resilience.

The other thing that's topped up that resilience is some of the interactions I've had with you this week.

Out and About

I met with Kath Fackrell our Voluntary Services Coordinator at Halesfield. She isn't employed by us but works really closely with our teams to sign post and support our patients when they need support that isn't about complex healthcare. Another unsung hero, supporting people to make small changes to prevent for example loneliness, financial difficulty or reduced independence, amongst many other things she does. These changes keep people healthy, independent, living well but aren't often recognised as significant Admission Avoidance activities, which they clearly are.

I took the opportunity to speak to some of our teams in Halesfield after my meeting with Kath - I was lucky quite a few had just come in so I got to talk to Rapid Response, some of the Safeguarding team, Respiratory team and the Single Point of Access guys in the call centre. All were busy, making a difference and all valued the work that Kath does with them.

I also got the opportunity to see RIO in action as they moved over a couple of weeks ago - some teething problems but generally it got good press and the IT and training team got a really positive shout out for their support!

Raising Standards

Following our CQC review which was quite along time ago now I know that many of you have been working hard to maintain what's good and improve the things we could do better.

The wards and quality teams have been trialling an approach to quality that gives all staff the power to improve quality, recognise and celebrate good practice and understand what needs to change. We heard all about this at CTLG (our leadership group) yesterday - the wards managers and some of our quality team did a video explaining the work they've done to date which I'm sure we can share with everyone.

Really impressive stuff - great leadership, obvious passion and pride in the work they've done. We also talked about it at Quality Committee where we agreed the approach should be rolled out across our services. I think once we've done a bit more work we should share this wider than our organisation - it's brilliant work, improving patient care.

That's obvious when I'm out and about but also when we look at our quality performance reports at our Committees - always more to do but if I think back 4 years we have made so much progress. Recognising what's good, improving where it makes things better for patients.

We also had a report on the changes our IDTs have made since they were supported by Meridian to look at how they work. The efficiencies and changes they've made are outstanding - all introduced by the teams meaning significant time has been released to deliver hands on care.

And finally..

One of our nurses asked to see me this week - it's fair to say we've had some challenging conversations in the past but because we worked through them I'm pleased she felt able to come and talk to me about something that was causing a lot of distress.

Sometimes it does help if someone takes a step back, looks at the whole situation and facilitates a new conversation - that's what I did on this occasion. I didn't interfere but put a few people together in a different conversation for a much better outcome.

It's a well used phrase but walking in someone else's shoes occasionally does create a different conversation....we can't avoid the difficult conversations because some things are difficult, but if we treat each other with dignity and respect we can usually find a way through.

Bank holiday weekend - I hope you all get sometime with your family and friends. For those of you who are off enjoy, for those of you working Thankyou!

Until next week.....



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