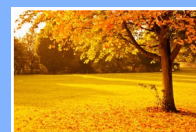




Jan's Weekly Update

Issue 206 – 13.10.2017



Valuing Admin

I often do the easy crossword last thing in the evening - I find it relaxing and I suppose it's a bit of mindfulness. One of the clues last night? Business organisation - 5 letters begins with A - ADMIN

I haven't had my usual admin support for about ten weeks now because my PA had to take some time off. I didn't replace her because I expect you to think carefully about how you cover absences so I had to do the same - I couldn't ask anyone already very busy especially with RiO implementation and I certainly wasn't going out to Agency.

So with a lot of planning before she went and some great support particularly from our Apprentice Kelly in the office I've muddled through. However I've not been nearly as efficient as I usually am and probably not been able to fit quite as much in. That's what I heard when I went to Market Drayton IDT this week - they now have some new Admin support and could not get over what a difference it's made in terms of releasing time to care. I also heard them telling Anne the Admin person who's been there a long time that she couldn't ever retire!!

Some of you may remember I got some feedback last year at our Away Day that perhaps I didn't value our Admin staff as much some of our other professions - it was a perception that wasn't real but nevertheless it was there. I've known since my first ward when the ward clerk saved my bacon on a daily basis that Admin are the golden thread in any team or organisation and can make the difference between a good day and a chaotic day.

Walking in Diane's shoes for a few weeks has only reinforced thatShe's back next week - hoorah....

We all value Admin.

Meeting new Recruits

Induction of new staff first thing Monday morning - either new to the organisation or changing jobs. Really good to see some key roles being filled, including our MIU Clinical Lead role, our new clinical manager for Ludlow hospital and filling vacancies in our Admin team in TEMs.

There were also a number of roles now filled at Whitchurch hospital where I know they've had some serious vacancies. I received a lovely handwritten letter from a lady this week who wanted me to know about the fantastic care her mother received at Whitchurch - despite the fact that it was clear they were under a bit of pressure. I've replied saying I'm not surprised, because they've worked so hard to maintain and raise standards despite the challenges; however really good to hear first-hand.

Out and About

I met new recruits in Market Drayton (the new Admin person) as well as relatively new trained nurses to the team - some settling in well others not so sure community is for them. It was interesting to explore that and what we could do to support them into the roles. I hadn't been to Market Drayton for a while - they had a tough year last year with lots of vacancies but under Sandra's leadership have come through and now taking advantage of the new recruits in post to think about improvements and changes they want to make.



A new nurse in the Ludlow IDT - don't tell Diane but this was the only diary mess up - I turned up there yesterday and they weren't expecting me. It didn't matter I spent time with who was there, including the new recruit, saw that they were all going off to training on spirituality at End of Life which was great that they had made time for that and then managed to speak to most other people in the hospital that day, including the physio team who I don't catch often and the kitchen staff. Nothing lost.

Ludlow MIU had one of its busiest days of the year on Wednesday which they were still reeling from. They clearly coped well but with some really poorly people around it was obviously a challenging day.



I went to Preston for the first time in my life this week. I was invited to UCLAN - the University of Central Lancashire for a lecture and dinner to celebrate the work of the Elizabeth Bryan Foundation and announce the appointment of an Academic Chair of Compassion. The Elizabeth Bryan Foundation is the charity that has supported us to set up our mentoring scheme and I'm now a Trustee, as a give back really for all their support. Why is the appointment of a Chair important to us? Well firstly it's makes a big statement about something we know is critical in healthcare and is often not acknowledged, compassion, compassion for patients, their families and each other. It's hard to measure, and

sometimes gets lost when we're under pressure. It links us to another university and for those who want to they can attach their Mentor training to an academic qualification - right up to PHD hopefully. I would just be pleased if more of you became mentors or accessed mentoring, or any of the supervision activities on offer.

Professor Mike Thomas gave the lecture "What makes leaders kind - what stops leaders being kind?" One to discuss in your teams.....

Well I'm nearly in Birmingham for my meeting with other Chief Execs - it's the first time this autumn I've caught the train in the dark. Winter is coming...

Until next week.....

Jan Ditheridge,
Chief Executive

