



# Jan's Weekly Update

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There is no such thing as easing yourself in after a holiday is there? A really busy but enjoyable week back at work.

## Taking account of where we are

We're in the throes of performance reviews as many of you know - a time for services to take stock, reflect on what they've achieved since the last review, what the gaps are and what the future holds.

It's also a chance to challenge people a bit, ask the daft questions, make sure the focus is right, hold to account for actions promised and offer help where it's required.

This week we had the Telford Musculoskeletal Service (TeMS) and Community Hospitals & Outpatients (CHoPs) performance reviews.

Both services represented the work and accomplishments of their teams really well, demonstrating real improvements in the care and services they are delivering and an understanding of what needs to improve and importantly how they are going to do it.

When I think back to the first reviews we did, the progress we've made and the quality of the conversation now - it's fabulous. I've watched managers turn into leaders, good leaders who understand why we're here, that we won't get it all right first time but to keep going until we do.

## Taking time to say well done

I'm in London - it's Thursday evening and I'm grabbing something to eat - I've come down here to join Steve Gregory to attend his graduation ceremony on the completion of his leadership course - don't tell anyone but I put a lot of challenge into my team, I expect great things from them because I know they are capable and I wasn't as sympathetic as I could have been when Steve had lots of course work to do but I'm proud of what he's achieved and wanted to show him that by attending his graduation.

I have used the time wisely to meet with people I need to see in London tomorrow morning before the trip back.

## Our Future

I know while I was away you heard that South Staffordshire & Shropshire Healthcare NHS Trust (SSSFT) and Shrewsbury & Telford NHS Trust (SATH) have made it to the shortlist to make a case for taking on our services. I also know some of you saw the communications they have shared with their staff and I think it may have twitched you a bit? I don't think there's any need to be twitched but talk to me, one of the Execs or your line manager if you are. Both organisations are really keen to manage our services and are sharing that message with their staff. We would expect them to do that. You will get chance to hear what they have to offer and share your views over the coming months.

On Tuesday afternoon we met with both organisations - the first time we've done that, where I had to do a presentation about us - who we are, what we do and they then had the opportunity to ask questions.

I thought a lot about what I wanted to tell them - what is it they need to hear? Obviously I shared some facts and figures but my main aim was to tell them about you and the work you do - how committed you are to keeping people well and independent despite their conditions or vulnerabilities, that you quietly manage significant clinical risk competently in all our communities, what it's like to manage Safeguarding, Infection Control and provide specialist equipment to patients across 1200 square miles, and what it really means to be a dentist in the community.

Steve and I had to go to Birmingham on Wednesday (very early) to meet with our Regulators with other members of the Shropshire system to talk about why we can't get close to the Accident and Emergency target of 95% - like a performance review. It was a challenging conversation because we are probably one of the worst performing systems in the country at the moment. However our contribution is good - we are doing what is asked of us. More to do in some areas especially admission avoidance but generally we're doing what's asked of us.

One of our Regulators, a new member of the team, chatted to me after the meeting.

She had been at the session with our suitors, our potential acquirers SATH and SSSFT I asked her how she thought it went.

The key messages she took from my presentation ? - "you and your team clearly care passionately about your staff" YEP!

And "we're in good shape, some really competent people doing great things on a daily basis - if you take us over you've got to prove you're going to help them go to the next level". Job done this week for me I think!

## And finally...

A couple of interactions this week that made me stop, think and be very proud.

The work experience administrative support person aged 48 1/2 who wrote to me to say what a positive experience she had had in our organisation after a bit of a rubbish time else where - no surprise but really good to hear.

The mentee who feels able to challenge the mentor (me) and tell her she's got it wrong - she does have the self belief and confidence to do what ever she needs to do (I know that! Wasn't sure she did!).

The leader who works in our prison healthcare service who's gone from strength to strength learning from the negatives turning them into positives in a really tricky work environment to improve the staff and patient experience.

The team that have had some real challenges regarding targets and money, know that's important but can still articulate how they've improved outcomes for patients.

As I told a patient group on Wednesday evening whoever finally takes over our services will get a big prize.

Until next week . . .

Jan Ditheridge

Chief Executive



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