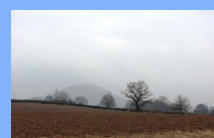




# Jan's Weekly Update

Jan Ditheridge, Chief Executive

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## Who is a Leader?

Someone asked me this week who goes to Community Trust Leadership Group (CTLG)? Is it people over a certain pay grade?

We agreed at the formation of CTLG that it would be for anyone who considered themselves to be a leader in our organisation - whatever the pay grade. Over the years I've seen a wider group of people coming to the sessions - understanding that while they may not have "senior" or Director next to their name they have a leadership role and want to be part of something that supports them in that role, somewhere they can share their leadership challenges and share the great things they are doing in their teams.

This momentum was reinforced for me at the Leaders Away Day on Monday - 92 leaders attended! Many of the senior leaders filling in to allow other leaders in the team to attend. We know there is more to do as some still thought it wasn't for them (leader must mean senior management) and some who attended thought they would get leadership training. We do have lots of leadership training and there was plenty of signposting for individuals but the Away Day was about leadership debate, time to share and challenge, ask the questions of the Board and each other.



We also looked at how we ensure we look after ourselves as leaders - often neglected, why it's important to top up our emotional resilience through supervision, reflection coaching and development. Sometimes it's just about saying that was really hard or that went really well!

At CTLG we launched our final version Support and Supervision policy, written by many of you, asking leaders to think about how they will maintain their own reflective, supportive practice even when it's really busy - especially when it's really busy and how they will create environments for all members of teams clinical and non clinical to access the same.

Supportive activities that keep us emotionally well and attention to our physical well being are patient care and not just for when we are in crisis but to stop us ever reaching that point.

If you haven't seen the policy, been involved (as many of you have) please have a look and get it on your next team agenda - you can find it <http://www.shropscommunityhealth.nhs.uk/content/doclib/10291.pdf>

## A visit to the Dentists

Julie Thornby, Dr Ganesh and I visited the Oswestry Dental team this Wednesday morning. They were of course busy but they were generous with their time telling us about the range of services they provide, how they support each other, reflect on their clinical practice and the improvements they've made since the CQC came - when they were rated Good.

There was collaborative supportive leadership in evidence, absolute passion to improve care for their often very vulnerable client group and a culture of learning and improvement. They "welcomed a fresh pair of eyes " on what they could do better.

We shared a couple of observations and took away with us their plea to see if their IT systems could be more responsive - a frustration to them on a busy clinic day.



I went straight to a system wide meeting bringing together people working on projects to improve services across our system - from Future Fit and Neighbourhoods to IT and Estates - trying to work out if we're doing it effectively together for the benefit of our communities.

By coincidence the regional dental lead was there, introduced himself and I was able to wax lyrical about how community Dental team can play an even bigger part in improving the overall health of our people if we worked more in partnership and had more focus on prevention - thanks to the briefing I got from our Dentists!

I was shocked to hear how many children are still having their first teeth removed - causing lots of long term issues for them from not being able to eat properly to speech and MSK problems the main culprit? sugar - we could prevent this if we worked better together?

## A great example....

An individual approached our organisation for work experience having researched who we are, attending our public Board meetings and making connections. He needed to create a new career and worked hard to make that happen. Our staff gave him that chance working with him to provide experience and in return he helped us in some areas we were struggling with staff vacancies.

He now tells me he has found full time work within the NHS - because he put himself out there (bravely I think) unafraid of rejection, our staff offered to help and now he has full time work and can make a future for him and his family. And he is now one of Shropcom's biggest fans for believing in him and giving him the chance he needed

Fantastic.....

I can't believe it's the weekend again - for those of you working thank you. For all of you who are off this weekend enjoy the break.

I'm taking Henry on a long promised trip to a well known chocolate factory in Birmingham but don't tell the Dental team.....

Until next week . . .

Jan Ditheridge

Chief Executive



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