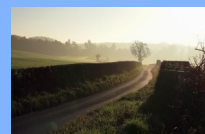




Jan's Weekly Update

Jan Ditheridge, Chief Executive

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A different start to the week

I was in London on Monday and Tuesday, meetings specifically for Chief Executives of Community Services, the first with NHS England and NHS Improvement to discuss our contribution to our system Winter plan and the second with the Care Quality Commission (CQC) to hear about the themes emerging from their community reviews, and what they will do next.

What did I take from it all?

Preparing for winter - we are doing the things we are expected to do, there are some things we could do to improve how we demonstrate our impact. Jim Mackey the NHS Improvement Chief Executive told us that we (Community Services) are really good at managing risk, innovating and being flexible to meet patients needs, most of which is unseen. He advised we keep focussed, support our leaders to make decisions and act and to look after our staff - this included ensuring we offer and vaccinate (against flu) as many of our staff as possible.

I heard that at least one third of people contract flu from a carrier, from someone with no symptoms - not only are we making our teams and families vulnerable we could be increasing risk for our patients if we're not vaccinated.

The national uptake for community staff so far is 32% we are at 58% so we're on track to protect ourselves and our patients through the winter.

And the Care Quality Commission (CQC)?

The CQC shared the main things they saw after inspecting all community core services. They were very positive, all community services were rated Good for caring and they heard lots of positive feedback from patients and families.

Dental services rated Good most often (that includes our Dental teams!) and they acknowledge that staff are "at full stretch across the board".



They saw lots of variation particularly in community teams (Nursing and Allied Health Professionals) in some cases two teams in the same locality operating quite differently. Some of this was due to different historic commissioning and some down to leadership and culture.

What does "Good" look like?

Good and Outstanding ratings were always associated with teams who had good respected leaders, a positive can do culture and person centred approach to patient care. You also won't be surprised that highly rated services and teams had strong evidence of practice supervision (reflective practice), used every opportunity to learn from the things that have gone well and the things that haven't and could point to evidence based care and treatment, rarely talking about tasks.

Many of you will recognise these things in your own teams - if you don't, have a think about how we work together to get there.

What does "Well Led" mean?

One of the other things that CQC talked about was their new approach to the Well Led domain - how they will look at all levels of the organisation to make sure that everyone is clear what they are trying to achieve for their patients now and in the future. Why are we doing what we do? And that we can demonstrate what we do is making a difference.

We saw some of this in action at Performance reviews this week - I attended our Community Services and HR/ Workforce/Occupational Health and Risk Management Reviews on Wednesday. The leaders were able to give a good account of what is going well now, what they need help to develop and a clear view of what the services could or should look like in the future. Some are more advanced than others, the Diabetes team changing the way they work with partners - the ambition? To significantly reduce the number of people who have limb amputations because of diabetes in our county, the ICS and IDT teams thinking about how if they work closer together and closer to their GP practices so they can improve patient experience and clinical outcomes and occupational health driving plans to improve the health and well being of, well - all of us!

At our Board meeting yesterday in Church Stretton Julie Roper, Telford Rapid Response Team and Kath Fackrell, Voluntary Sector Co-ordinator for Telford & Wrekin, they gave a good account of why they do what they do to keep people well at home and out of crisis, how big an impact one person can have supporting a team to access non healthcare community based support and how practice supervision keeps them healthy, solves problems and makes a difference to direct patient care. Brilliant!

Curious moment of the week?

As we were leaving the Board meeting Steve and I were chatting to the lady cleaning the building - she told us she was about to get on her mandatory training - Infestation Training.....

It's cold outside

It's cold and wintery - our patients no doubt will respond to that so you'll be busy, keep yourselves safe out on the roads, and enjoy the beautiful county we live and work in under clear winter skies.



Until next week....

Jan Ditheridge

Chief Executive

PS If Alison is reading this one last time I wish you luck and happiness in your new job and thank you for working with us in Shropcom - we will miss you.



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