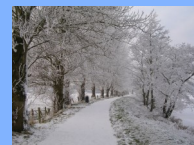




Jan's Weekly Update

Issue 214 – 08.12.2017



One Hundred and One Nominations

That's the number of nominations we have had for the Staff Awards this year, 101!!!! - that's a fantastic number, probably at least three times as many as we had four years ago. I am part of the panel that will choose the finalists and had been asked to start the short listing. There were so many and I asked if they could be filtered like we do for recruitment. I was kindly but firmly told that although they understood it's a lot to score and go through once I'd looked at them I would want to read them all. Don't tell Juliet but she was so right - I was so glad I listened to her.



Going the Extra Mile

Every one of them was a heartfelt, well thought through nomination celebrating colleagues and teams for the excellent contribution they have made to improve patient care and staff experience over the last year.

What a pleasure to read them ALL - what did they tell me? That you care about each other, you respect and appreciate the work and extra effort you see in your colleagues every day and you understand the important contribution people in different roles, teams and services make, working with you in partnership to do your jobs. Leaders nominating their teams, individuals and people who've helped them this year, Health Care Assistants nominating their leaders, and corporate and clinical staff recognising each other's skills and contribution. It's quite clear you believe everyone absolutely counts and you want to say thank you to each other and celebrate the work you do. How on earth the panel will choose the final winners I do not know. I'm not sure it matters. Reading those accolades has to be one of the best things I've done since I've been in Shropshire.

So what else?

We've all been busy supporting people in and out of the Acute Hospital; I know some of you are really feeling that pressure. I met with Claire Old our new system Urgent Care Director - she comes with lots of experience from all over the country in her national role - she will also see lots of good practice and get support to do her job here - I'm keen she gets out in our services so we can learn where we can improve and share what we do well.

Learning from Serious events

On Monday afternoon I met with our colleagues in Mental Health to consider an investigation into the death of a young person who touched both our services - what have we learned, have we taken action, was there anything else I or my team could or should do? It's beyond tragic when a young person takes their life, the very least all of us can do is keep looking to see if there is anything we can change or do to support our staff to support our young people. Sometimes there isn't but we have to stay curious.

Listen with Fascination

I was in London yesterday to meet with our Regional Director and Chief Executives in our area - which is a big geography and hence it was in London. We talked about lots of stuff - it helps us understand priorities, what's there to help us, and learn from each other. It also gives me the chance to see and talk to my peers.

At the end we heard from the NHSI Improvement Director Adam Sewell Jones who talked us through the range of things available to help us continuously improve, support each other and our staff. He mentioned an evidenced leadership quality "listening with fascination" - I remember a Psychiatrist many years ago advising me to listen with curiosity - I never forgot that. As leaders do we always listen actively?



The session was really motivating, the important take away message for me? I think we need to do more to support our talent development. We do lots to develop both clinicians and leaders of the future but are we doing it in a really structured way - growing our own ready for future roles?

I think the mix of how much you value and support each other (as seen in the Staff Awards) and a good talent management programme alongside our development programmes and good quality appraisals are making Community Services really strong and ready for whatever we are in the future.

Fabulous....

Until next week

Jan Ditheridge,
Chief Executive

