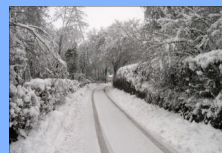




Jan's Weekly Update

Jan Ditheridge, Chief Executive

Issue 215—15.12.17



It's been all about the weather!!!

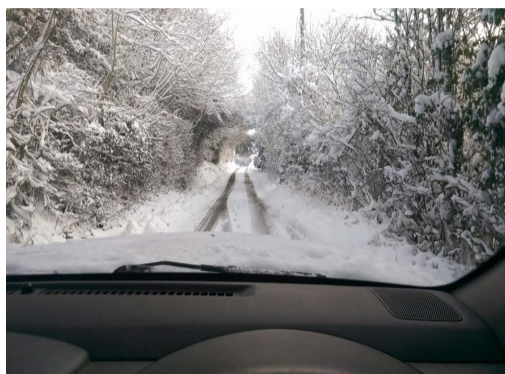
Last week I told you how overwhelmed I was by the number, quality and heart felt accolades that have come in for the Staff Awards.

What it tells me is you care about each other, respect and value the work you do and at the heart of it —patients and families.

Above and beyond

Well if that thought needed any validation the weather over the last week has just proved it. Outstanding stories of people getting to work to ensure patients are safe and cared for, other members of the team can get home and that things keep going behind the scenes. Families and friends also played their part helping staff get to and from work safely.

On Wednesday the Executive Team went to the four corners of the County to see staff, thank them and see how things are. That was the first time the roads were safe enough to do that! Ros Preen went to Oswestry and Whitchurch, Mel Duffy to Halesfield, Julie Thornby to Ludlow and I went to Bridgnorth.



Bridgnorth

I hadn't been for a while so it was great to see everyone, hear their stories of how they got in to run services and importantly the progress they have made on projects they are implementing. Gail Wherton proudly showed me the Swan Room—where a gentleman was waiting to go home but had clearly had personalised care—a really nice touch—they didn't take his photos off the board in his room until his transport arrived —it's those small things that make patients feel valued and welcome.

I also popped in to the kitchen where they were preparing lunch—chicken with garlic and lemon. They had all put their wellies on and walked through the snow to make sure people got a decent meal.



Karen Maynard and Dee Hewes—just two of our staff who worked over and above during the snowy weather.

My Reflections

Don't feel guilty if you couldn't make it in —safety of our staff is paramount. You can now help by making sure those who could get in and did extra get some time off and rest—really important.

When you get time think about the events and what went well, what we need to change for next time—Pete Old will be pulling your feedback together. Most importantly, be really proud of what you achieved in extraordinary circumstances.

Talking about rest!!

There is no doubt that everyone goes the extra mile when required, staying late with a dying patient, covering for a colleague who has to go home in an emergency, hands on deck when a team is struck by winter bugs. However, all of these situations are and should be extraordinary and should never become the norm. If you are regularly working more then your contracted hours something is wrong. I expect you to take a break and regularly go home on time. If that's not happening talk to your team, your manager and if necessary tell me or a senior leader. There are things we will do to help you. Good patient care requires you to take care of you, ensuring a life/work balance. Patients will benefit if you don't wear yourself out!!

One more reflection—as I left Minor Injuries Unit at Bridgnorth they were seeing a young man (about 3 years old) who had found the time to lodge a pea up his nose. It made me smile—some things don't change do they!!?

Until next week....

Jan Ditheridge
Chief Executive



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