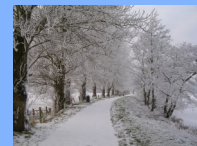




# Jan's Weekly Update

Issue 219 – 12.01.2018



## Life as a commuter

I'm on a packed train travelling out of Birmingham. The one before was cancelled so two lots of people are on the train. There are clearly people who do this every day and are very frustrated - obviously not unusual!

In Shropshire we have different commuting pressures, icy country roads, slow vehicles, well tractors and trucks carrying a range of vegetables that bounce out and dent your car (well my car anyway) a world away from city commuting and probably less frustrating - no doubt there will be varying views on that!!

I've been at a series of meetings in Birmingham all day - the first to discuss leadership development in the West Midlands, much of which we access, and many of you have taken advantage of. We are lucky to have access to really high calibre training and development; we need to make sure we take advantage of it at all levels of the organisation.

## So what does good leadership look like?

It's Board Report writing week this week - it's my job to inform the Board and anyone else who want to read it what national and local issues are relevant to us and what impact I think new policies or changes will have on us. I know that some Chief Executives get someone else to write their report but I take the opportunity to read through important new documents and policy updates to ensure we're not missing out or are required to do something. If I then summarise and write it down I'm much more likely to understand it.

In my inbox this week arrived two emails telling me why two individuals in different parts of the organisation are brilliant leaders - one from someone who had been supported back to work after a long term illness and the other from an individual who has been encouraged to learn, develop and take every opportunity to improve patient care.

The common ground? - both have line managers who put patients first, continuously support the team to improve and treat every individual staff member whatever the grade or however many hours they work with respect, dignity and compassion. Leadership Courses are really helpful, having a strong executive team and Board essential to an organisation but nothing replaces good leadership at service and team level to ensure patients and carers get great patient care and our staff are cared for, developed and encouraged to use their talents. That's great leadership and why the CQC look for this at all levels of the organisation - those emails made my week!

Thank you to those who shared with them with me.

## Other things

It's a pot pourri of important things this month, ranging from the publication of the 2017 report on the Workforce Race Equality Standard - which helps us understand if we are ensuring equality of access for people from BME backgrounds into senior posts and that they are treated equally at work, it's sad that we need to monitor this but while people of any background feel they are being treated differently at work we have to. I also talked about the launch of the first ever NHS Workforce strategy - an interesting read as I think it sets out the challenges and opportunities really well, and of course the local pressures we have been experiencing in urgent care.

I also talked about where we are in our process to find a new organisation and that we've had a bit of media interest over the last week or so. Although most of it was very accurate it was a bit irritating that one headline said were "struggling" We are not and we know we're not, we just know for the future it's better for us and importantly our patients, to be part of something bigger.

You can find my report on the website next Thursday and Sara Hayes our Head of HR is leading a consultation on the draft Workforce Strategy so please look out for that and get involved.

## Flu is Out and About

The other thing I've got myself involved in this week is discussions about how we get flu vaccines to those of you that haven't been able to get them yet. Hopefully you've seen an email to everyone highlighting Flu is on the up and causing problems for both our patients and staff. We are trying to make it as easy as possible for you to get the vaccine because we know you're busy and it's not easy to get to occupational health. They will come to you - just ask!



Interestingly Telford was mentioned on the national news as one of the last areas in the U.K. not reporting cases of Flu - until this Wednesday that is and it's now in Telford too! Take care of yourself and your patients.

## The End of the Week

Tomorrow is Friday and if I ever get off this train I will be joining staff in Telford after they have met with our bidders. I want to hear first-hand how it went and what they thought of the process. This is one of two sessions where a cross-section of you are going to quiz the bidders and help us in our final decisions. I'm not going to the whole thing because this is your time to ask questions and share views. I will get my turn.

I hope the week has been good to you and for those of you who are Shrewsbury footie supporters I hope you are recovering from last Sunday's FA cup tie (which I did watch and was surprised how nervous I was for them) and gearing up for the return trip to West Ham.

So until next week....

Jan Ditheridge,  
Chief Executive

