



Jan's Weekly Update

Jan Ditheridge, Chief Executive

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#hello my name is... Jan

For those of you at the Staff Awards last night, you will know why I've started with that statement. I know you all know me but we had a timely reminder last night that it's so important that our patients, their families and the people we work with are sure of who they are talking to and that we are human beings behind the technical jargon, uniforms we wear and the professional face we have to present to the world.

We were fortunate to hear from Chris Pointon, many of you will remember his wife Kate who sadly died in 2016 after a tough battle with Cancer and a crusade to ensure that all health professionals saw the person first then the disease. Her outstandingly successful campaign My name is...

If you haven't heard Kate speak go to the My Name is website Hellomynameis.org.ukit will inspire you.



This was followed by our presentations, staff receiving Long service awards – over 300 years of service between them, our Educational awards, many many hours of hard work in pursuit of knowledge and development from across the organisation and finally our Go the Extra Mile awards. Nominations from many of our services, for individuals and teams recognising fantastic achievements living our values to the optimum. Compassion, attention to quality, great leadership and team working demonstrated in bucket loads.

The stand outs for me? – there were many but seeing so many of you being proud of the nominees in your team, Helen Cawdell who took the opportunity to stay at the hotel and celebrate in style really proud of her 30 years' service in the NHS and the staff who turned up in their uniforms, Sharon and Nicky – proud of their uniforms and what that means to them. Excellent.



One of the proudest moments of my year, knowing that you value the work of your colleagues and every day we are improving care and outcomes for our patients and their families.

It was a very long but very rewarding day at the Lion Quays because the Awards were preceded by the Support services away day – the room was buzzing, lots of ideas, questions and sharing of good practice. Again really good to see so many people being released from the day job to spend a bit of time reflecting and meeting people they never usually get to see. It was particularly good to see people from hotel services and our post room, doing important work but not often able to get to these events.

Other things this week

On Tuesday it was our Boards turn to meet with SaTH and SSSFT to hear more about their bids to partner with us.

We put them both through their paces, taking into account all that we've heard from the workshops and Away days that many of you have attended.

One thing I am sure of whoever or whatever the outcome is that there is so much more we can do with partners to improve outcomes for patients in the future. We chose to meet in Ludlow – I thought it was really important to be away from Shrewsbury and Telford and out in one of the market towns to really help the organisations appreciate where we spend most of our time – out in our communities. Ludlow happened to have the right size meeting room but somehow seemed very appropriate to be there.

Planning for next year

Despite all of this talk about the future, we have always said business as usual is the most important thing. The Execs met with our service delivery leads to talk through their plans for the year ahead. There is so much work to do, implementing the new 0-19 service, maintaining our CQC compliance and improving our quality outcomes, TEMs are going in to their next phase and adult services are moving to more robust locality model to ensure we are providing local services to local people as close to primary care as we can get.

We talked a lot about how we develop leaders to lead and manage as the NHS and we change what we do, how we ensure all staff are involved in decisions and plans relevant to them and how we continue to innovate, turn great ideas into reality. It was a really good session in an interesting room at the hotel of the Away Day – all decked out like the Parliament Cabinet rooms.

And finally

The Exec team visited our Diabetes team this week – we didn't catch many of them in because they were all out with patients (we will go back to catch more of them) but those who were there were a pleasure to be around. A motivated cohesive team who are introducing new ways of working to keep people living well with diabetes. I have also asked the Exec admin team to go look at the headsets their admin team use – I want them to stop typing while holding the phone receiver in between their neck and shoulder. Its not good for them.

If any of you do that please consider headsets. Many of our admin teams now use them – very wisely.

So, a really gratifying week, one I won't forget for a while. Lots to do in the New Year, some turbulent times ahead no doubt but with the innovative hardworking compassionate staff we have it should be a doddle or at least a pleasure!

Until next week

Jan Ditheridge
Chief Executive

