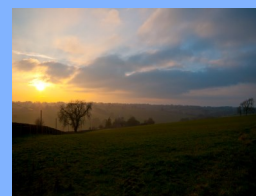




# Jan's Weekly Update

Steve Gregory, Director of Nursing & Operations

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**'You can never plan the future by the past', Edmund Burke.**

Below are a few personal reflections and I acknowledge that at times it can be difficult to look forward but we must strive to get the best out of each day.

It is easy to forget when we are busy that the little things mean a lot. My mum received some devastating news about her health and it was a real shock. All of us have to deal with tricky things in life and the important thing is the support in whatever form that meets your physical and emotional needs. The Doctors that my mum met were kind, compassionate and put my mum at the centre of their thinking. It was a shame that some people on reception were the complete opposite, and yet they could have made such a difference in terms of experience by smiling and helping navigate the corridors and system (it was not in Shropshire).



My parents on their wedding day

Sometimes we shy away from the conversation (that may be uncomfortable) because of our own internal discomfort; actually it is okay to ask someone about their feelings and thoughts. This is the same when we talk about equality and diversity, if you are unsure what to do or say ask the person. Ignoring the issue does not help anyone to learn or receive the right support.

When people are emotional we should listen but we don't always have to agree and sometimes we as leaders have to steer people to a place that may be a bit uncomfortable. The important thing is to provide the right support in a timely way.

In my conversations this week with others across the whole health and social care system there was a united view of our commitment to work together for patients. There is still the view that home is best and we are helping others to manage the potential risks associated with that, it could be an exciting time if we truly deliver our current plans.

By pure coincidence I sat at someone else's desk at the end of the week and this was a quote that was by the computer....

'Be brave enough to start a conversation that matters', this can mean so many different things but it made me stop and reflect on what I had written above.

Have a great weekend and take care of yourself and those around you. Katryn if you are reading this thanks for all that you do....

Steve Gregory

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