



Jan's Weekly Update

Jan Ditheridge, Chief Executive

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Is communication the most overused word in the dictionary?

I've thought a lot about that word this week - what it means, how done well it can be brilliant, done badly or maliciously can be devastating or at the very least unhelpful.

So firstly I've been working with Chris Hudson, Communications Manager and others to make sure you know what's going on - that we have a delay in our plans to find a new partner, that we have not detracted from the process, despite people sharing their opinions of what should happen, sharing the key messages in the staff survey and today responding to someone who's written a letter saying we've cut lots of jobs - we haven't but I've spent the day reassuring people that we haven't. The good news is they believe me because I have facts and they know me.



I also had to respond to a team who had some potentially bad news about their service this week - we don't make all the decisions, and sometimes there are tough decisions to hear - there is a good and bad way to deliver bad news. I think it was delivered well but like any shock needs to be repeated and support made available to talk it through. That's what we do for patients and their families don't we...

So I hope you get a chance to read our staff survey results and others - I've spent lots of time reading it and discussing the results with my team, the Board and any staff I bump into - working out how to respond to the things that could be better.

There are definitely some things we can all just fix - yes there is training and development for people who don't have a clinical qualification, yes it is ok to go home on time, have lunch and as I heard from a member of staff this week - if you don't you're not fit to care for patients. We need a **My name is... and I will go home on time today because it's good for me and good for my patients campaign?** What do you think?

NHS Staff Survey 2017

There was of course some very positive stuff in the results—every year we've got better at involving people in all we do - there is more to do, but in the right direction, and I was really pleased to see that our middle managers are much more visible and available to their teams.

Interestingly some of you talked about the wider NHS, how the media reports make you feel anxious and you don't understand what influences the way we do things - who is in charge, where does the money come from - Nadine asked me about this when I visited the IDT in Wellington this week. Maybe we should do something to help make it clearer as so many have asked...

Talking of Wellington

It was a pleasure to spend some time with the IDT - I think I overstayed my welcome chatting but they had a lot to say - some challenges that I took away, some positives and plenty of ideas. They are merging into a neighbourhood team, looking forward to it and there have been some significant recruitment issues and illness but pulled together and were well supported by the Stirchley team. Highlight of the week I think...

Parity of Esteem

The team also talked about mental health expertise (or lack of it) supporting them with patients they know would benefit from it. I did point out they have more mental health skills than they realise but they were talking about parity of esteem - giving mental and physical health the same attention. They know, someone with diabetes or COPD would fair much better if their underlying low mood or anxiety was helped - this may not be a specialist mental health problem we just need to make sure they have access to some mental wellness support. It reminded me that people like me have a role to influence this and took the opportunity at the Health and Well Being Board to ask how mental well being is considered alongside mental or physical illness.

We know that someone with serious mental health problems can die 10-15 years earlier than others but we could significantly reduce that if we paid attention to mental well being, tackling homelessness and lack of occupation in the younger years. Our community nurses have known that for years they see it every day and probably support people's mental well being more than they realise - we need to do more to support them...

I'm up and out early tomorrow I have to be in Stoke for 0830 - for a meeting with our Regulator NHSI to discuss our system challenges in urgent care.

Hopefully we've seen the last of the snow, fantastic job again last weekend getting through some tricky snow drifts.

Thank you.

Until next week

Jan Ditheridge

Chief Executive

