



Jan's Weekly Update

Jan Ditheridge, Chief Executive

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Shropshire 0-19 Public Health Nursing Service Launch Event



I crept in at the back of an absolutely packed room at the football club on Monday morning - I was late due to guess what - more snow and ice on the roads! However I wasn't too late to hear some really good speakers talking about the future of services and support for our children and young people through the new model our teams are introducing.

It was so nice to see so many of our Children and Young people teams all in one place listening, sharing and looking forward to the future. I heard lots of positive feedback, and still room for a few more queries and questions to be answered - mainly about how the model will look in reality, most of our staff are visual, practical people (like me) and I think are now keen to touch and feel what they've been talking about and planning for over a year - what will it be in reality. We talked about ensuring these queries are answered at both JNP and Quality Committee to keep people involved, informed and most of all able to understand what they will be doing differently in the future. I'm confident there are lots of things in place to make this happen.

Well done to the organisers and the participants - great day celebrating a lot of hard work, our children and young people and our staff who work with them.

Lots of talking and sorting this week

A series of quick meetings with all sorts of people clarifying what our priorities are, what we need to do next and how we will approach it. Ros Preen, Steve Gregory and I met to discuss what we want to achieve at the CCG led Out of Hospital Board which Ros attended on our behalf this week - making sure we represent our views and share the things that are most important (in our view) to design strong community services in the future. This is where we will discuss the review of community beds and DAART - and the work we've done on the Community Officer. MIU discussions will happen elsewhere but Steve is plugged into that as well as those of you working in those areas.

Steve Gregory, Julie Thornby and I met to discuss how we would approach our next CQC review - it could be anytime soon. We have done so much work to improve and I'm determined we show and tell all of that this time.

Ros and I met with the Health Overview and Scrutiny Chairs as they had heard rumours that we had "cut staff" and luckily they knew to come and ask for facts - we haven't cut staff of course. A member of the public had seen the reduction in numbers in a report and not read further to realise it was when the CAMHS team moved on to South Staffordshire and Shropshire Foundation Trust. We also took the opportunity to talk about our services and potential future organisational form.

At JNP your staff side representatives took some time out to look at the staff survey in depth and discuss with us what they think is important to improve and recognise what was positive!

Quality of appraisals and objective setting was one of the topics which also got an airing at Quality Committee. You've told us you are having an Appraisal but some of you still don't get the value out of it - it should be a conversation that leaves you clear about what you've achieved, what you're going to focus on next year and what development you will do to help you.

I'm really worried that there are about 25 people in the organisation who have never had an Appraisal - how can they be clear about their contribution to the team, how well they are doing and what help or development they might need.

I've decided I'm going to meet with these individuals and their managers - I'm worried they're not getting a fair deal and want to find out why - Everyone Counts - everyone should have a meaningful Appraisal.

Some Good News?

I am sure you have all seen the Pay Award announcement this week and given the NHS Employers bit of the website that calculates what that means for your pay band had to close because of so many hits, I presume many of you have explored what it might mean for you - we will keep you informed as the consultation progresses - and obviously your staff side reps are there to answer questions too! This, I hope, is good news for all of you this pay award affects.....which is most of you.

One other thing we talked about

At Quality Committee we raised the issue of the recent media coverage on Child Sexual Exploitation in our county - there have been claims and counter claims which I'm sure you've read about. We decided to take the opportunity to take a step back, remind ourselves what we have learned and implemented in our services since Operation Chalice, and other reviews around the country to protect our Children and Young People. We know it's a multi-agency approach but always good to stay curious and have a critical look at our contribution. We will look at that at our next Committee meeting. Is there more we can do, does anything need to change, do our teams need more support?

It made me smile....

One of the things I've noticed as a Chief Executive is that people often don't like to "bother me" because they think I'm too busy and will go to great pains to get an appointment in my diary. Some of you who know me better just email or call me directly - and yesterday I was in the office and heard someone was looking for me. She had something on her mind she wanted to share with me, she happened to be in WFH and so thought she'd look me up and tell me - she did and it was well worth listening to (it always is). That doesn't happen to me as often as it should - it made me smile...

One last thing

I had some feedback that a team hadn't seen me or the Execs for a long time - they're right and we will fix that, and it would be great if more people would "just pop in" or better still invite us to your place....we will come and we will listen.

Until next week...

Jan Ditheridge

Chief Executive

