



Jan's Weekly Update

Jan Ditheridge, Chief Executive

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Did I miss the summer?

I've been out on the road a lot this week - off to Derby to meet with our Regional Director, Dale Bywater and then Stoke with the rest of the Shropshire Urgent Care leaders to share our progress and plans to improve our urgent care flow, and experience for patients and staff - I drove through fog, torrential rain and temperatures ranging from 10 to 3 degrees.

I've no doubt many of you who spend a lot of time in your cars getting to patients have experienced a fair amount of surface water and some flooded country roads - I had to do a couple of detours.

I was in Scotland visiting friends last week and found myself driving in snow again - couldn't believe it!! Our community/locality teams must be some of the most experienced drivers in the country - a skill not always recognised or celebrated and essential to ensure patients are supported.

Lots of Catch Up

This week I've been catching up with people, checking where we are, progress against plans.

As I said I went to Derby to catch up with our Regional Director - I asked him about our bid to find a new partner. You know there has been a delay and many of you have been asking what's happening. We have agreed we will meet again very soon to work through some of the challenges that's making it hard for them to come to any conclusions. They have a specific role to make sure that the decision we make is right for the whole system, now and the future - and it's always complicated. I will make sure you know when we know what is next. Importantly he told me that we are a good organisation, that we are continuing to deliver high quality services to our communities and importantly thinking about how we improve them for the future.

I know it's frustrating for some of you but we are really good at just getting on with it - control the things we can control, continue to focus on our patients and our staff - if we do this we will be fine...

Catch Up With Our Leaders

We discussed our future at the Community Trust Leadership Group yesterday - it was good to see everyone, as it has been a while since we've been together. We went over by half an hour because everyone wanted to talk, share views and on occasion challenge each other which was great.

We talked about the delay to our future form but also potential developments with partners relating to our Prison Service and the Out of Hours pathway. Both areas are presently being recommissioned by our Commissioners so we are working with our teams to work out how we are involved - both were expected and both give us excellent opportunities, so to be welcomed I think. (If you work in these services don't worry - if you're not sure what this means for you ask your team leader).

We talked about the revised Leadership structures - as we move to a locality leadership structure—we wanted to make sure we all understood what it meant for all of us, does it create any gaps and are teams supported properly. The changes should support teams better and there are a number of road shows for you to discuss how the structures will be implemented - we've been talking about it for a year it's time to make the changes.

We also talked about the issues being raised in the media about Child Sexual Exploitation with a focus on the Telford area. Many of our teams, Adults and Children's services have the potential to spot, raise concerns and support young people. We have agreed to use this media spotlight as an opportunity to take stock of all the things we have in place to keep young people safe, ask ourselves is there more we can do, have the changes and training we have introduced made a difference?

Stay Curious - be a Scout

Andrew Crookes our IT and Informatics lead shared a TED talk with us (a ten minute talk sharing powerful messages/things to think about on leadership) - the key messages? stay curious, don't be defensive if challenged, welcome a different view - hard to do sometimes but really important if we are going to see what's really happening as a Scout in an Army might do - constantly looking out, gathering information, asking what he/she is seeing, revealing and constantly staying curious to new information.



Appraisal and Objective Setting

It's that time of the year to reset our objectives. At our last Board meeting we agreed our priorities for this year - many things to do but progressing our priorities:

- ⇒ **'Good' and Beyond**—complete our CQC Action plans, prepare for future inspection and embed a 'Continuous Improvement' culture
- ⇒ **Our 5 Year Plan**— we have achieved some of those plans or at least started with for example the introduction of the new Children and Young People pathways, developed options in our adult community services to support more people to stay well at home and started to introduce new initiatives such as wound care and care home support in areas of the county.
- ⇒ **Implementing Electronic Patient Record**—going well but more to do to get the real benefits out and continue to work with partners to make sure we take full advantage of it and build on work we've done to realise our plans for community services in the future.

I am meeting with all of my team over the next few weeks - reviewing their achievements over the last year and agreeing objectives for next year - which will drive through our priorities and help them develop their own skills and experience through their agreed personal development. This is one of the most important meetings I have with my team - and one I expect all of you to have with your manager. It's an opportunity to say thank you, tease out challenges (and help them) be clear about priorities (always too much to do) and have a joined up view about what is expected of them.

Right I need to start my day - off to update our local MPs on all our news this week and catch up with other Chief Execs in the system so

Until next week - when apparently Spring is arriving...

Jan Ditheridge

Chief Executive



PS. I am just planning our Exec team visits to services and teams - if you would like us to visit you would you let me know - if Wednesday mornings are hard for you we can change to suit you. I'm really keen we get to all teams and if you have something to share we'd like to hear it - good and not so good!!

