



# Jan's Weekly Update

Issue 234– 27.04.2018



Am I allowed to say Marmite? I decided to look it up in the dictionary - if it's there I can say it. It is there and was surprised to find three definitions! The first? *"Marmite an earthenware cooking container"* - the second? *"A dark savoury spread made of yeast extract"* and the third? *"A word used to describe strongly positive or negative reactions rather than indifference - "love it or hate it"* That was quoted in the dictionary!



It was these last two topics that became the subject of conversation when I popped into Halesfield on Tuesday afternoon. I was early for a meeting, very wet having got caught in a downpour, and was lucky to find many of the teams back from their morning's work.

The conversation started with celery, in someone's lunch pack, and quickly moved to the relative merits of celery, radishes and of course Marmite - it divided the room!

What did strike me as I left for my meeting is how much that physical space at Halesfield reflects who we are and what we do - I spoke to the Adult Community Teams, Nurse Specialists, Rehabilitation Technicians, Looked after Children Team members and our lead for the Child Death Review Panel, along with our Single Point of Access call centre staff and an Apprentice - all in the same room and a rare event - they were all in!

In about 10 minutes I learnt that the Apprentice was getting a great learning experience, how the children's teams are safely dealing with the children constantly on the move in our system, that one of our Nurses (Alison) is retiring soon, but we're already recruiting to her role (good). The Single Point of Access team are supporting TEM's in a number of ways, a team secretary enjoyed her job and although they are all busy there was a big buzz around the place - oh and of course who loves and who hates Marmite. A bumper opportunity because I read my diary wrongly and got there early...

## Other things this week

I was a bit late for JNP on Wednesday as I had been invited to a Peer Review session at the local authority - they want to know what their partners think of them, what works well, what could be better - it's completely voluntary - a good way of learning, improving practice and relationships.

My team have committed to 360 feedback reviews this year - that's asking people they work with/have contact with to reflect what their impact is on them and the work they do. What would peer review look like and help you with in your team?

## No glass ceiling for anyone....

At JNP (our staff side representatives meeting) we talked about, amongst other things, the actions we should take in response to our staff survey - I'm really keen we have an action this year that gets many more of you home regularly on time - let's reduce, in fact get rid of, that number of people saying they are working unpaid extra hours regularly!! If you can think of a working title so people recognise the action - to remind them to do it - let me know.

We also talked about gender pay - although we are predominantly female workforce (which we might want to balance) we do have what is called a gender pay gap - that doesn't mean staff are paid differently for the same role but it looks like more men are in many of our higher paid roles. This could be very Senior Managers or Senior Clinical roles in our organisation. We need to understand this more and we already believe that certainly from a senior manager perspective that has changed this year, but we do need to think about it. I challenged JNP members to keep us focussed on this to ensure we are creating opportunities for everyone - not to accept the status quo!!



## And Finally

Last week I mentioned that some of our staff seem to be dealing with loss and how supportive you are to each other. Following my brief someone shared a lovely story of just that - her team showing they cared in a very practical way that made such a difference at a really tough time and made the workplace a good place to be at this time.

One of our community hospitals was rocked yesterday by some devastating news about one of their team's family members. It's not my news to share but many of you will know what happened. The whole hospital, and I suspect the whole community, are shocked and upset - I went to see them and what struck me? How amazing that this team member will have all this love and support at a really difficult time, our patients and their carers will continue to get great care (the show goes on) and we work with a compassionate, deeply caring human group of people who look out for each other.

Many many good things happen every day that make us laugh, give us hope and make us proud and we should cherish them. However yesterday was a very sad day for many in Team Shropcom.....

So until next time.....

Jan Ditheridge

Chief Executive

Shropshire Community Health NHS Trust

