



Jan's Weekly Update

Jan Ditheridge, Chief Executive



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Shropcom news

I hope you've seen our news that we are joining forces with Shropdoc to bid for the Integrated Urgent Care Out of Hours contract. This is exciting and something we've been discussing with them for a few weeks. Many of you work closely with Shropdoc and value their support - and I know they value yours so this partnership does make a lot of sense for our patients.

Our teams have been working hard on a number of tenders, operational plans and end of year finance plans, and I know that some have done extra hours - I will be keeping an eye out to make sure that time is taken back - time to refuel!

Some of you have been asking if there's any news about our potential transaction. I met with our local and regional NHSI representatives Fran Steele and Dale Bywater this week in Derby to discuss this and I believe they will be able to share a decision with us soon. They understand we all want to know their decision but want to make sure they cover all aspects of the bids, look at what's best for the system and as they say we are still a well performing Trust getting on with our business (looking after patients and their families) so don't want to rush things.

stakeholders
timeline
communities
community health services
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Getting to Good
care
staff



Trip to London

I was invited to meet with Secretary of State for Health Jeremy Hunt on Wednesday. Not just me obviously but he's invited all Chief Executives to a series of round tables to discuss the recent announcements about funding for the NHS and as it turns out anything else we wanted to share. It was held in the Department of Health on what turned out to be a tricky day for him, I imagine, as it was the day the historical Breast Screening issues were shared with the public and House of Commons.

He gave everyone the opportunity to ask questions and give a view - which we did.

I obviously took the opportunity to fly the flag for both community and rural healthcare emphasising that most health and care happens in or near people's homes although it's often overlooked when policies are written and funding is allocated.

One of the things he talked about, which I've heard him say before, is how proud he is that we are steadily moving to a learning culture, ready to speak openly when things go wrong, learn and take action based on this learning - making healthcare safer, and continuously improving our care.

I think that's true in our own organisation, I've seen an increase in reporting of incidents, more learning opportunities through clinical supervision, safety handovers, root cause analysis and use of the human factors model after an incident and shared learning across teams. I also see all of the Duty of Candour letters before they go out and I'm proud our teams are open, transparent and respectful when they contact patients and families when something goes wrong or we could have done better. It doesn't happen often but it does happen and patients understand that and will continue to trust us if we are open with them.

More mentees please?

I have seen one of my mentees for their last session this week. She reflected on where she was when we first met and what a different place she's in now - not all down to our sessions but she told me they contributed to her "seeing the wood from the trees". To understand why she was feeling so tired and stressed and to do something positive about it - to start enjoying her job again.

I also saw a report from the organisation training our mentors and matching them with mentees - the organisation that trained me. I was disappointed to see we still don't have many people coming forward wanting a mentor - I don't understand why - many of you say you'd like that type of support because you're under pressure or because you want to work on personal growth and you have our support to take the time out from work to access it.



Why isn't that working - we should have a waiting list - help me out here...

I'm away next week, Steve Gregory will be deputising for me and will be in this slot and I'm looking forward to meeting the Diabetes team at their meeting tomorrow.

So Until next time

Jan Ditheridge

Chief Executive

Shropshire Community Health NHS Trust

