

Jan's Weekly Update

with Steve Gregory, Director of Nursing and Operations

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National Nurses Week

This week is National Nurses Week and I personally wanted to say thank you to all staff who help to support people to have the best possible life. Remember the small things can make a big difference to the people we support. When we really listen we can respond to a person's needs in a more fulfilling way.

Team Visit

The Executive team visited Bridgnorth hospital this week and saw first-hand some of the developments that are taking place. There were a few things that the team told us that we need to think about a little more. Estimated date of discharge (EOD) was recognised as an important thing to do that if not well communicated to patients and their relatives could be confusing. For example a family could plan their work/life around the EOD and then be unprepared if the person can go home earlier.



Communication

One of the most common phrases I hear at work is, 'have you got five minutes?' There have been a few five minute conversations that were useful and informative. These catch-ups can be invaluable but add to the juggling skills of complexity. Emails are now used frequently (some may be too much) to communicate. I think we need to consider more the purpose and outcomes we are trying to achieve by an email. It can be a struggle to keep on top of the increasing volume of the 'communication'. The following quote by Dean Acheson seemed quite apt; 'A memorandum is written not to inform the reader but to protect the writer.' Are we using emails too much for this purpose?



Our Future

I am sure you saw the news come out yesterday from NHS Improvement, who have made a decision on the bids submitted by SaTH (Shrewsbury and Telford Hospital NHS Trust) and SSSFT (South Staffordshire and Shropshire NHS Foundation Trust) to run our services. NHSI have decided that neither bid fulfils the criteria that was set out at the start of the process, which means that we will continue in our current form. That does not mean to say that we won't change. Since this process began, we have already changed a lot – we have initiated a locality model, we have re-shaped services for children and young people, and we have also recently joined forces with Shropdoc to put in a bid for the out-of-hours service.

We may not be merging with SaTH or SSSFT, but we will hopefully be working more closely with them, as well as other partners, to see what we can make of the creative and innovative ideas that featured in both of their bids. NHSI have agreed to support us as a local health community and have proposed that a workstreams is formed under the umbrella of the local STP to really focus on community services. All of this talk of merges or different ways of working should be secondary to the thing that matters most – our patients. If the end result of this process is that our patients get a better service, that can only be a good thing.

Leadership

Finally a good leadership trait is tolerance, especially when things don't go your way. How one responds to an outcome that is not what you expect can help strengthen the character and all round standing of a person.



Best wishes

Steve Gregory

Director of Nursing and Operations

