



Jan's Weekly Update

Jan Ditheridge, Chief Executive

Issue 238 —25.05.2018



Do the Little Things Matter?

Ever heard the expression look after the pennies the pounds will look after themselves? I believe the same principle applies to the small details which can and do have a big impact. Many would describe me as a big picture person, not particularly keen to spend hours poring over detail, so I think there is often surprise when I pick up on a small detail – a typo in a letter to a patient complaining, stains on carpets ignored, how we got to a decision about making a change, signage and how we answer the phone.



What does it matter – when there are so many important big things happening - well these are the things that patients, staff and the public remember – and the things that they talk to me about when they aren't feeling listened to or valued. We all get off to a much better start if we walk into somewhere that is clean, tidy and welcoming, it gets better if someone says hello and remembers our name and even if we are having a challenging conversation if we feel listened to – not necessarily agreed, that encounter can be really positive.

So when I waxed lyrical about how fabulous the new loos are at Ludlow Hospital this week, pointed out to the IT team that they needed a spring clean, asked for significantly more detail about something before we launched into a change management project and insisted on a number of letters being corrected and resent that's why – it is the little things that matter to the people we work with.

Out and About

So you know I've been to IT this week (with the Exec. team) – they do need to do a bit of spring cleaning although Jake has made an excellent job of the store cupboard (important for all sorts of reasons) but what a fab team – working under enormous pressure - lots of deadlines – supporting each other, innovating to create capacity and constantly ensuring that staff get a good service from them. And they are kind to each other – in a banter sort of way. I'm not surprised they were nominated for so many awards this year.



I spotted the new loos when I visited Ludlow to meet with Peter Corfield, the League of Friends Chair. We catch up periodically to catch up on a few things. We swap notes about the community and progress against projects the League are involved in. I was really interested to hear about the relaxed cinema screenings they are trying to support in Ludlow, I'm aware of them from my local cinema where anyone can attend who well, can't sit still and quiet through a whole screening or find the dark distressing but still really value the experience. Not something we get involved with but a great example of community support, inclusive and makes a difference.

I spent the morning in Stoke yesterday - meeting with our regulators NHSI and NHSE to discuss progress in our system (STP). There is still unsurprisingly a lot of discussion about Future Fit but an acknowledgement that we should spend more of the agenda on the work going on in community services – I got the chance to talk about some of the neighbourhood work and the new Children and Young People pathways – well received.

Lots of signatures

At this time of the year we have to sign off last year's accounts and lots of other things relating to financial governance. This is where I remember how accountable I am (more than usual) and how serious it is – they are all legal documents, statutory requirements that will be kept for ever. However no more serious than documenting the care and treatment our clinicians provide every day – we can get a bit blasé about it – stopping to think now and again about how serious these things are isn't a bad thing.

I'm looking outside and it's pouring with rain— must be a Bank Holiday! I believe the weather is going to improve. Either way I hope all of you will get some time off with families and friends this weekend.

Thank you to those of you working.

Good luck Shrewsbury Town!!

Until next time....

Jan Ditheridge

Chief Executive

Shropshire Community Health NHS Trust

