



Jan's Weekly Update

Jan Ditheridge, Chief Executive

Issue 242 —22.06.2018



Out and About

I've been out and about a lot over the last few weeks Manchester last week, London and Leeds this week. On the train up to Leeds last night I asked myself is this the right thing to do - am I missing too much by being away from Shropshire?

I did miss a visit to the Safeguarding team which the rest of the Execs did this Wednesday and it has meant I've been catching up on emails and phone calls out of hours, limited exercise and food on the hop. Not to be recommended long term.

However for a short period I've been meeting with peers, sharing knowledge, hearing what the new NHS Plan and the funding might mean to us and today I'm interviewing nurses at the NHS Leadership Academy for a programme to develop them to be able to take up Executive Director of Nursing posts.

So was it worth it?

Well I've come back laden with news, learning and thoughts on how we do things. At Quality Committee yesterday I knew I was looking at the reports differently and asking more questions because of what I'd seen and heard from others.

In preparation for the interviews I had to re read the Liverpool Community Report, which highlighted a culture focussed on money, bullying and not listening to staff - leading to serious quality and patient experience problems. I heard from other Chief Executives at my meetings who's organisations have been rated Outstanding, how they got there and what that means to them and their staff, and had discussions about the recent stories in the media about alleged serious misuse of opiates.



Could that happen round here, do we listen, can people speak up, do people know when something isn't right even though "it's always been done round here"?

I believe you do know when something isn't working and you will speak up for patients and your teams. I have lots of evidence you do that but we can't stop asking ourselves that question. It's the nature of our jobs to change improve and look after the things that work.

Quality Committee

At Quality Committee we considered teams who've told us their under pressure just now - still doing a good job but circumstances are leading to pressure. We agreed a plan to support our Prison team who are experiencing pressure due to vacancies and some sickness absence, we considered a report to increase staffing and skill mix in some of our adult services which should alleviate pressures and importantly introduce new ways to support new staff when they join Shropcom beyond Induction. Ideas we got from Confed conference last week!

We also heard from our 0-19 teams - progress they've made introducing the new model of service - it was an absolute pleasure to hear what they are doing to modernise services, enhance their own skills and not lose all that is good about their services. I think young people get a great start because of our School nurses and Health Visitors.

Visit to Services



I am taking visitors round our services next week - people who represent the NHS at national level and want to see first hand what community services are like - I'm going to introduce them to our Young People's teams including Safeguarding, in Telford, then off to rural south Shropshire to show how we keep people in our adult services independent and well at home in challenging circumstances - I know they'll be impressed and hopefully it will keep us at the centre of policy discussions! Another thing I arranged while out and about!

So.....

Yes I think it's worth it to go out and about from time to time - I know you find it harder to get away from your day job but it's really worth it even if it's attending a team meeting, going to some training with people you don't normally work with or listening to a webinar then discussing it with colleagues. It's motivating, stimulating, supports change and reaffirming you're doing the right things well!

Well I had better go if I'm going to be prompt for the interviews.

It's a beautiful day in the city of Leeds and hopefully it is in Dudley and Shropshire too!

It's been really warm and sunny every time I've visited the Young People's teams in Dudley - must be time to go and see them again as it's going to be really hot next week!

Until next week

Jan Ditheridge
Chief Executive

