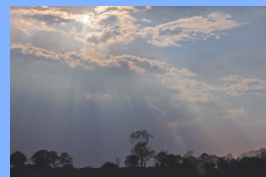




# Jan's Weekly Update

Jan Ditheridge, Chief Executive

Issue 245 —13.07.2018



## The Build Up

I have had lots of contact with a range of you this week talking about how hot it's been and the impact on your work. Many of you have seen increased activity, possibly because of the weather, your teams are depleted due to peak holiday time, and some of our buildings weren't designed for Mediterranean temperatures. Oh and then there's the uniforms, which for some have been very uncomfortable.

So - what have we done, what have we learned? Well the good news is you are all now raising the issues, and some of you still have the breathing space to stand back reprioritise and go in again. Some of you have needed help to do that and I've seen some good interventions by leaders in Quality and Ops teams this week to ensure teams who are under pressure are supported.

Shrewsbury IDT have been supported to reprioritise workload, the South East IDT have been supported with Admin. Extra case load management and some specialist help to support complex patients. At Whitchurch MIU the hospital team rallied to provide extra Admin support during a particularly busy period. Unprecedented numbers of insect bites.

We also reviewed the uniform policy and ensured you could safely relax the dress code to make things more comfortable.

In Children's services there are still some things that are tricky for staff moving to the new model and leaders need to address those. We will support them to do that.

## So what have we learned?

We can and do help each other if we ask for it. We sometimes leave it until it's a crisis and that needs to change - if we do things earlier could we ease the pressure on individuals and we could have been smarter and quicker about triggering the uniform issue.

There are some longer term issues that popped up that need sorting - people in temporary posts for too long, and because of changing patient needs we need to review some caseloads again. Oh and we need to change the uniform policy so it can be immediately clear what you can do if it gets really hot and you can just do it.

## It's normal to have challenging times

The trick is to see it coming and do something about it before it gets too overwhelming. We all have that responsibility - if we have good systems in the first place, regularly review them and know what your triggers are and who to ask for help if things get harder then the spikes won't go away but they will feel more manageable - people won't get so overwhelmed they have to take time away from work and the cycle spirals up, not down. A few years ago you wouldn't even have spoken up, now let's get really clever and act earlier.

It's getting cooler and teams are being supported so I do hope things improve I'll be watching carefully. You've all done a brilliant job in challenging circumstances.

## Thank you

I popped into Whitchurch MIU yesterday after meeting with the Chairman - I met a little boy who had a great egg on his head after he'd fallen helping his dad wash the car! His mum was so grateful to the team - as I'm sure you know head cuts bleed a lot and she had been horrified by all the blood, but the team calmed her and him down and he was playing happily when I saw him.

I asked her what had happened - well he's not sleeping well, because it's so hot, his brothers are the same and maybe I'm not as alert as I usually am - so he just tripped over his own feet.

I think we know how he feels.....

## Goodbye and Good Luck Karen

I said goodbye and thank you to Karen Meal Ward manager at Whitchurch yesterday. She leaves next week after many years at Shropcom to do something different in the NHS. Her office was covered in cards and beautiful flowers from people who will miss her, respect her and wish her well. A new learning curve is exciting, refreshing and a bit scary - nothing wrong with a bit scary.



## Well done Louise

Dr Louise Warburton who works in our TeMS service heard that she'd been successful in publishing an article this week - great accomplishment and an important part of constantly thinking about how we are making a difference. If you want to read it follow the link: <https://ard.bmj.com/content/annrheumdis/early/2018/07/11/annrheumdis-2018-213585.full.pdf>

I'm on the early train to Birmingham - there is a lady in a very smart suit opposite reading a book called "Difficult Conversations" - How to discuss what matters most..... Maybe she's had a hot week too.



## So what is the Build Up?

A phenomenon in Northern Australia when temperatures soar, humidity rises, everyone feels tetchy and everything seems harder. Finally it breaks, rain comes and spectacular lightening storms occur and everyone feels better.

Until next time....

Jan Ditheridge

Chief Executive

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