



Jan's Weekly Update

Jan Ditheridge, Chief Executive

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Planning for the Future

Many of my meetings and conversations have been about the future this week.

I have been discussing my team's roles or portfolios with them and others to understand how we organise ourselves to get the best out of our skills and time, but also to give individuals different opportunities. I think I've got a plan, and now I will share that with the full Board to get their view and ultimately agreement to go ahead. I have thought differently about some roles and want to give partnerships and Children a higher profile. I have a couple of opportunities to do things differently due to vacancies so hopefully it will support our priorities.

I'm sure some of you don't know what difference that will make to you - I used to think that in roles similar to yours, but the leadership at Board does make a really big difference to what you do on a daily basis, so we need to get it right.



I met with Cathy Riley, Managing Director for Mental Health, on Monday to discuss how we can work more closely to join up physical and mental health care; we share patients and families, could we share people and services? I think the answer is yes where it helps us provide better care.

On Wednesday Ros Preen and I attended the Programme Board for Care Closer to Home - Cathy was there along with all our partners interested in delivering health and care services for people in the future - it's mainly focussed on services for older people, particularly with long term conditions or who are frail (Children and Young People are being thought about elsewhere). There is a launch on Wednesday, which I hope some of you will be at, and we will send out some information, probably next week explaining a bit more what this is about.

It's basically about all the stuff we've been discussing about how care could, and should, be delivered in the future. I'm really hopeful this will provide the opportunity to bring those ideas to life.

Some of you will know I'm the Chief Executive lead for Workforce for the system - we met this week with regional colleagues to discuss how our strategy is developing, education monies for this year and how we can use our plans to work across the system in a joined up way.

You won't necessarily realise this but you are always informing all of these discussions - from the feedback you share, the challenges you face, the things your patients say the innovation and good practice you introduce. You often see the final document or hear a leader speak but don't underestimate how much you've influenced their/my thoughts and how you shaped plans and strategies.

Speaking Of Which

The Exec team visited the Community Equipment Service on Wednesday - to my shame I've not been there before (I don't know how that happened) although I have met some of the staff at events and meetings and certainly know what they do.

Really good to spend time with them, in the warehouse and then in the office (mission control).



A critical team supporting people to be independent, get better and, on occasion, die well at home. An absolutely person centred team - they could see a patient and their family on the end of every paper referral or piece of equipment, responding quickly to make a difference to patients' lives - and on accession being the only ones who see something isn't right at home and asking for help for that individual. My only regret is we didn't meet the drivers - maybe they will let me go out with them one day.

There are things we need to help them with - they are already looking forward to a new system to get rid of paper and increase speed of referral, an opportunity to really modernise and streamline some processes and I think we can help the system use them more effectively, especially in winter when things are challenging for everyone.

They can make sure their Safeguarding training is up to date and that lone working arrangements are water tight given their jobs - again we will help them with that.

An absolute pleasure to meet with such a dedicated team - They probably are some of our unsung heroes!

Discussing Quality

At Quality Committee this week it was good to hear our complaints are reducing and our dentists have put lots of learning in place following some things that didn't go well, to make sure it doesn't happen again. We heard that the teams that are under pressure because of staffing issues and increased activity are getting support. Tell if you're not!

We reviewed how far we've come since our CQC visit in 2016 - so many actions taken that will improve both patients and staff experience and outcomes. We need to find a way of making sure you can all see that - you'll be surprised how far we've come.



Things That Make Me Sad

The meeting was tinged with a bit of disappointment - there are a couple of teams who like many have had their pressures but it's felt that their culture and team attitudes are what are really in the way of them shining. They have the skills, ability and support to be really good and I believe the only thing stopping them is them. We will help them to see this and provide support but sometimes the only people who can change things are the people doing it. The really sad thing is it could have a big and negative impact on the rest of the service where, although challenges are still there, the teams are able to show how they are providing excellent care.

So Today

I have to go now - I have been invited to the official opening of the Mayfair Centre in Church Stretton - I'm delighted to go, despite the fact I have to find a posh frock, because it's a great example of the community helping itself with a little help from us; keeping people well, independent and meaningfully occupied. The community caring about each other. I believe that a Royal person will be opening the centre so I'll let you know how it all goes.

I'm meeting with Russell Muirhead, the Chair of Shropdoc, first to discuss in more detail how we will work together in the future. Really looking forward to that conversation too

Until next week.....

Jan Ditheridge

Chief Executive

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