



# Jan's Weekly Update

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The very best thing I ever did was start this weekly update. Why? Well it's always been my way of speaking to all of you every week, checking in, making sure you know what I know and connecting our people from Market Drayton to Craven Arms and Dudley.

The other big spin off is the contact I have with you on the back of it - little emails commenting on something I've said - not always agreeing with me - which is good, respectful challenge keeps us safe and helps us improve, sometimes reassurance that we are doing something well, notes to say you're raising money for a charity by doing something unbelievable, individually or in your team, or you've taken on new roles like the new associate practitioner and the challenges to get there or like last week I heard that a Cafe for people for Dementia is now up and running in Whitchurch hospital. These are the things that motivate me, help me know you still care about each other and continue to improve things for our patients and you're proud to share it. And most importantly keeps the conversation going - someone asked me the other day what I thought the biggest risk to not delivering the Care Closer to Home Project was - my answer is if we stop talking to each other - working in partnership is a relationship, it requires understanding, compromise and time to get to know each other and to keep talking...

## Other things

I was asked to write a letter to go out with our recruitment packs this week - a very good idea but I sometimes worry that they can sound less than authentic, a bit corporate, and after three drafts I sat back and turned to James who was mending my computer and asked what he thought should be in it. A few minutes conversation with him and it was written. He didn't tell me what to write but he did help me ground it in what we all probably want to hear when we apply for a new job.

I wrote about the patients and families we work with, that they will be welcome, valued, working with a bunch of fabulous staff, their ideas skills and experience will support us to continually improve and that we want them to apply for our jobs.

## Talking of partnerships

A lot of my work this week has been about working across our system. I think I've mentioned before that I'm the lead for workforce across our health and care system and I'm really pleased that we get regular attendance at our meetings, people want to work together to improve things for our workforce, work together to solve issues that organisations can't do by themselves and think about innovative and interesting new career pathways for our workforce in the future.



## Urgent Care partnerships

We met with NHSI and NHSE this week, as an urgent care system to discuss how we support people to be in the right place when they are in crisis and then when they need a bit of extra care or need to go home.

I invited myself to the system operational meeting the evening before where our Directors of Operations and their teams meet to discuss all sorts and on this occasion what we have and what we need (capacity) this winter and how we will do that.

I think they were a bit suspicious about my presence but when we met with the regulators and at our Board meeting this week they could see I had used the learning to support them - sometimes you do need to understand the detail and hear first hand what people are challenged by and their ideas!

We agreed to refresh our approach to urgent care - offering different support in the early evenings and looking at opportunities to share our emergency Care practitioners to have a system approach, sharing skills experience and supporting practitioners new to the role. Within the organisation we also agreed to regroup a bit - patient flow requires a daily drum beat which I know can easily get disturbed by other priorities- but we can't let happen as patients feel the impact.

## Confession time

I have to tell you that my Appraisal is out of date and a couple of my mandatory training modules have expired. Only by a couple of weeks but I'm sure that I know what my objectives are and I regularly meet with the Chairman and discuss progress, and I'm not doing anything where I would put people at risk because I'm a bit out of date. However I have now sorted it out and next week I will address the gap. There are some reasons why they slipped but to be honest they are never good enough - my own processes have slipped and I need to get them back on track. It is very important.

I'm sorry it's happened as I know how much challenge I give you to stay up to date.

## And finally...

I know many of you are taking holiday at this time of year and others are making sure services are covered while people are away. I hope you all get sometime off with your families and friends. It sounds like it will continue to be hot (although not as hot as I'm hearing on the radio!) so please take the advice about keeping yourselves and your patients hydrated and cool where you can. Ask for help if you're struggling to do that.



Practitioners are the very worst at stopping to drink during a busy shift - I know I've done it, but please remember water is our best friend and will make your day much better if you drink enough of it.

Take care, enjoy the sunshine and holidays when it's your turn and keep talking...

Until next week....

*Jan*

Jan Ditheridge  
Chief Executive

