



# Jan's Weekly Update

Jan Ditheridge, Chief Executive

Issue 253 — 07.09.2018



### It's the little things...

It could be easy in a busy week talking to policy makers, regulators, strategists and train conductors (late trains) to lose sight of what's really going on - what really matters.

There are lots of ways we make sure that doesn't happen when we can't physically get out and about in services - looking at information about performance, feedback from patients and the public, and importantly a quick note received from many of you.

This week I heard from the Shrewsbury IDT who had received a really touching letter about the outstanding care they had given to someone at the end of their life, so much so that their bereaved family member felt it important to put pen to paper and say so.



I heard from a member of staff in Whitchurch who's on a training programme at the moment, praising and thanking the staff on the ward supporting her to learn and develop, and another thank you for Ludlow MIU for their care attention and skilled response to an urgent problem. That person believed the team saved their life.

What struck me is that the team leader, staff member and manager who shared that feedback with me were really proud of their staff and colleagues and wanted me to know about it. We're all proud now...

I did also see a complaint from a member of the public and was pleased to see how, once received, immediate action was taken to address the issues raised. Most people give us feedback because they want to make it better - they understand mistakes are made, we work under pressure and we want to know if we didn't get it right.

All of this helps us learn and improve.

### More Learning



CareQuality Commission

Many of you will be aware that the CQC have been in the County reviewing SaTH. Over the past week I and others have spent much of our time ensuring that we are doing everything we should be and could be doing to address the issues raised in their initial findings.

Our role is to ensure we keep people well and away from hospital if we can, then get them home in a timely way after a hospital admission. We actually do that pretty well but it's a constant challenge and at times of pressure we need to flex to support our Acute colleagues where the pinch point always occurs. I'm confident you know all that and play an important part.

Don't ever think we don't know when you're under pressure, because we do - and if you think we don't then let us know. We must never lose sight on the basics - care, compassion and delivery of good decisions for patients and their families. If you're finding that hard because of pressure or workload we need to help.

### Late Trains

I've been to London and Birmingham this week. I know both cities really well but a word of warning - Birmingham is upside down with building works. Streets appear to have disappeared in the centre of town! I got very lost.



I was invited to a roundtable in London on Wednesday - a few people invited to talk about their views on the future of community services in light of the Kirkup Liverpool community review (google and read it if you haven't), the new emphasis on Community services being the focus of attention at Whitehall (hoorah) and how we turn policy into practice to make all that learning and policy turn into things for patients and teams. It's all the things we've been changing, planning to change and dreaming to change for sometime so I was really keen to share our thoughts. I felt listened to...

### New team members

The interviews for the Medical Director take place next week which some of you are involved in. I have been meeting and talking to candidates and making sure we have a good process in place to make the right decision (with a lot of help from HR) and to get the very best out of candidates on the day.

A Board position has some particular rules and one of those is that the Regional NHSI Medical Director has to be part of the interview process. I bumped into the new one yesterday who is on our interview panel. By coincidence he was at my meeting in Birmingham and came to say hello. We both realised we knew each other - last time we met I was interviewing him as part of a CQC visit I was on - now we'll be interviewing together to get our next Medical Director!

I'm off to meet a candidate this morning so I'd better get moving. I'm still developing the JD for the Director of Children and Young People with help from some of our experts but that's my next job to get that advertised!

Until next week...

Jan Ditheridge  
Chief Executive

