



Jan's Weekly Update

With Ros Preen, Director of Finance

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It's always a privilege but a bit daunting to step into Jan's shoes and do the Weekly Update whilst she's off. I know she has built a rapport with you through this and it's personal! So, I will aim to do this one justice and approach it in the same way, my personal reflections in what I have been involved in or had to consider this week.

The last couple of days have required time spent on some specific quality and safety issues - do you know that the CQC may, at any time, receive concerns directly, from anyone? If they do, they have a duty to investigate. This is equally as important as the well understood 'inspections' which are generally looking across the whole organisation. The CQC have recently received an anonymous concern regarding the substantive staffing levels at Bishop's Castle Hospital. The first test for me is; do we already know about the issues raised, yes we do! It's important that we have the finger on the pulse of where our risks in delivering patient care lie - no blind spots!

The second test for me is; have we responded to reduce this risk as far as we can and keep focussed on monitoring patient safety? A real test for whether we are living our values - particularly our commitment to quality and compassionate care. Where do we look for this? Some governance processes such as Risk Registers, Quality and Safety reports, Datix incident reporting, complaints, Freedom To Speak Up Guardian reports and wider if necessary, as well as assessing the leadership response, both from an operational and quality perspective. And yes, we have responded, with comprehensive action being taken by the management team to support the team at Bishop's Castle to ensure patient and staff safety, and yes, we are reviewing all the quality metrics on an ongoing basis to make sure we remain aware of anything which we would need to respond further to.

The CQC will walk alongside us to check out the assurance we will give them, however this has really pushed home to me how important it is that our culture stays open to sharing concerns, so please carrying on speaking up about issues, using your escalation routes via your line manager wherever possible, report incidents via Datix and share the learning we all take whenever we do.



On Tuesday evening I had supper with a friend, who has spent the last 18 months totally dedicated to setting up a business from scratch. I am in awe of the personal risk she has taken and her vision and determination, what was clear to me after about 10 minutes that the consequence of this is a degree of social isolation; through working incredibly long hours and it was taking its toll. When we talk about social isolation we can tend to generalise our thoughts to housebound elderly people but this made me stop and think. The issue also came up as a discussion point at Thursdays Heath and Wellbeing Board (held at the Shirehall and is a forum where locally elected councillors look at plans in place to support the health and wellbeing of the people covered by Shropshire Local Authority - Telford and Wrekin Council hold their own equivalent meetings). This forum considers an incredibly wide range of issues which impact on health and wellbeing such as health promotion, community resilience, volunteering, food poverty and this week the meeting looked at how technology pilots are being run in the county to support discharge from hospital, prevent admissions and also support more connection with the local community through various assistive technologies.



Shropshire Council in particular are embracing the technical agenda and encouraging innovative solutions to overcome some of the issues in our more rural and isolated parts of the county. It made me think about our role in this, the ideas we could have to make patients' lives better or more independent. One of our strategic objectives is 'optimising the use of technology' which we can approach in many different ways and partnering with the Council on some of this journey would be really exciting. I've come back from the meeting with a list of things we could do, but would welcome any thoughts or ideas you might have and if anyone has a real interest in this subject and wants to get involved in some way, then please get in touch.

As always, as we go into the weekend, this is an opportunity to thank all of you for your dedication to the services you are providing and the lives you are positively impacting on. Jan is back mid-week next week so she will pick up the e-pen for next week's brief, so I will sign off for now...

Best wishes,

Ros Preen

Director of Finance