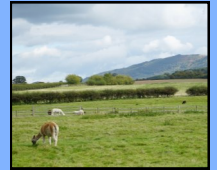




Jan's Weekly Update

Jan Ditheridge, Chief Executive

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Reviewing the year—our Annual General Meeting

It always strikes me a little strange that we have a meeting to review the last financial year (2017/18) six months into the new year! We have to present the accounts and contents of our annual review at a public meeting and we take this opportunity to showcase some of things we are really proud of. I always find it hard to put my presentation together because I'm already thinking about this year and what we will be doing next.



However, the Annual General Meeting (AGM) took place on Monday lunchtime at the Wroxeter Hotel in Shrewsbury and many of our partners and patient representative groups joined us to celebrate who and what we are.

Executive Directors talked about our targets, the money we've spent and the improvements we've made over the last year, but none of the presentations told the story of what we do well.



However, the stars of the show, as always, were our staff. This time it was Community Matrons Marjorie Austin and Zoe Cartwright with Yvonne, a patient they have cared for. Yvonne told the audience how she has reduced her admissions to hospital, has a much fuller life and generally feels better and more confident because of the support she gets from our community teams. She said "Marjorie has saved my life".



Some changes in my team

The AGM was also an opportunity for Dr Ganesh to attend his last meeting as a Board member. As you know, he's decided to go back to clinical work full time so he'll still be part of Shropcom but we'll miss him in the Executive Team and at the Board.

I can now tell you that we've formally appointed our new Medical Director, Dr Jane Povey, who will start with us on Monday 15 October. Many of you will know Jane as she's worked in Shropshire as a GP and Medical Leader in the past. More recently, she's been doing a mix of work including the third sector and nationally in Medical Leadership Development. I'm very pleased she's joining the team and I will ask Jane to tell you a bit more about herself once she joins us.

One more! Julie Thornby, our Director of Corporate Affairs, has told me she intends to retire from the NHS after many years of outstanding service - I will let her tell you more about it next week when she fills in my slot when I'm away. I'm really pleased for her, but sad for us. There will be big boots to fill!

Other news

A communication went out today to you about our future. If you haven't read it yet, please do. It tells you about the discussions we've been having with partners to agree how we ensure we keep improving and growing community services and how that can determine our future form. If you have any questions, please talk to your manager, any of the Directors or me - it's positive news and I want you to understand that and what it does and doesn't mean for you.

Out and about

I have been in Leicester for the last two days at the footy ground which is a bit strange for a Derby supporter, but it was ok. On Wednesday, I attended the regional Chief Executives meeting where we get to all hear about all the national and regional stuff first hand, ask any questions and raise issues. I asked that Children's Services stay on the agenda and when Urgent Care is often the focus - we had quite a chat about that. I also talked about Agenda for Change funding to make sure our bosses are helping us fund the Pay Award effectively.

On Thursday, I was joined by Steve Gregory, Alison Trumper, Andrew Thomas and Mike Ridley to attend an event - still at the football club - to support us to improve our CQC rating when they come. Staff came from Trusts that are rated Outstanding to share their learning.

Guess what? There is not one thing that makes the difference between Requires Improvement and Outstanding. It's a mixture of - everyone showing that patients, carers and families are at the centre of everything they do, leaders are evident everywhere in the organisation, staff feel valued and able to make changes, we learn when things go wrong and we can show we have made improvements, that we know where our risks and problems are and we have a plan to deal with them. That applies to every team - my team, your team and everyone in your team. Which bit of that don't we do?

Do we have to be perfect? No. Can give loads of examples where everyone of you goes the extra mile and provides amazing services? Yes. Do we know where we need to make improvements or we have "hotspots"? Yes we do. Do we know what we're doing about it? Yes we do. Do we feel confident to speak up when things are wrong? I really hope so. Do we learn when things haven't gone well? I believe we do. Can I ask you to talk in your teams and see if I'm right? If I'm not, please tell me.

One idea that caught my attention was a space on the staff intranet where staff share ideas with each other and are able to say thank you to each other and tell everyone about the great things their team are doing.

I was copied into an email conversation this week between some of our staff who are passionate about the care of people with dementia - working in Healthcare Assistant roles influencing me and others to strength our Dementia Strategy to make it better for people with dementia in our care. Leadership everywhere, person centred, everyone is valued, everyone can and should make a difference! I rest my case.

I'm nearly home - on the train back from Leicester and I have 7% battery left so I think I need to finish now. I'm in Stoke-on-Trent tomorrow with system leaders to discuss urgent care and the problems we are still facing to ensure people are cared for in the right place at the right time, and our plans for winter.

I'm on leave next week so Ros Preen is in charge and Julie Thornby will be in this slot.

If you do have things to ask me about or tell me, I will reply, just not next week.

Until next time....

Jan Ditheridge
Chief Executive

