

Jan's Weekly Update

Jan Ditheridge, Chief Executive

Issue 261— 02.11.2018



Safe from flu

I finally got my flu jab on Monday. Coughs, colds and annual leave has stopped me getting to Occupational Health and I was worried that if flu does rear it's head soon, I would be at risk but also may be putting others at risk inadvertently spreading the virus to all the contacts I make in a week.

Anyway, protected now, I wore the little red patch on my arm like a badge of honour showing anyone who would look!



Form filling is important

The rest of the week we've been preoccupied with our information return to CQC - before they visit they ask for lots of information and data to help them understand where they will visit and what questions they will ask when they arrive. No different to what we do - look at data and information - stay curious - what is it telling us - now go out and look to see if that's happening in practice.



The Quality and Performance teams, with the help of many, have worked really hard and very long hours to ensure that all the great work you all do is uploaded for the CQC to see.

I was able to help with some sections, one of which was to tell the CQC where we thought we have areas of outstanding practice. I sat for half an hour and listed absolutely loads - I don't think I missed a service even where there are challenges, there are still fabulous examples of high

quality evidence based care, quality improvements and staff going the extra 10 miles for our patients.

They also asked what had changed and improved since they last came - again I could reel off so many things without reference to any documents. We will find a way to show you the return all in one place - still things to improve but you will be proud!

Where we are going, how we're doing

I hope you've seen the invites to our mini away days - they are a response to many of you asking what happens to us following the process to find a new organisation, which didn't happen and many questions about the CQC visit. So please try to release someone from your teams - come loaded with questions and ready to report back. We will definitely share all the good things we've done at those events.

We have purposefully split corporate, leaders and patient facing staff because I think you have slightly different questions so it will give you more time on your issues.

You're actually welcome to any - but try to come to the one that works best for you and your teams.

Staff side support

It was Joint Negotiating Partnership (JNP) this week - a meeting I chair, we meet once a month. It was a good meeting - nearly ran over. There are a number of services going through change at the moment and your reps do make sure you are being supported appropriately and that our processes are working for you. It doesn't stop change being uncomfortable for a while but they do work hard to make sure you are being treated fairly, and with respect and dignity. So do we but it's good to have a different view and insight. Please use your reps as another way to raise concerns or sort a challenge out.

I met someone at Whitchurch last week who's recently become an RCN rep. (Not sure if they want their name mentioned). It's such an important role to make sure all perspectives are considered when we make decisions about individuals, teams or services. It's a really interesting role too and all of the unions offer training and development which we support. In another life I think I'd like to have done it.



So, that's it for this week I think. No visits sadly, too busy telling the CQC how brilliant you are. Why don't you take half an hour out with your teams and write down all the outstanding things you do to make things good for patients and their families - it's a good feeling I can assure you!

Until next week...

Jan Ditheridge
Chief Executive

