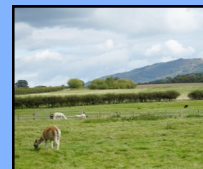




Jan's Weekly Update

Jan Ditheridge, Chief Executive

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People who should be proud this week:

- **Kate** on reception at William Farr House, who made such a positive impression on a University Researcher who came to see me that he told everyone what a great place Shropcom is with a lovely culture...
- **Jan** one of our volunteers at Whitchurch who won a National award for Volunteer of the year in London yesterday for the brilliant work she and the team have done to improve the experience of people with dementia on the ward.

- **Mille, Roger, Denise, Louise** and the **Patient Carer Panel** for being shortlisted in the same awards and invited to London too - for their work on Observe and Act.

- **Anne, Dee, Nicola** and **team Bridgnorth** for the fabulous work they've done to improve the ward environment and refresh their approach to ensure patients are safe.

- **Terry**, our Fraud and Security lead who went to check that staff and patients are safe at Whitchurch after a member of staff had raised some concerns about the security of the building out of hours. It is safe but needed some tweaks to ensure it's really safe. The member of staff who raised the concern should be proud too!

- One of our **leaders** who has returned to work after a difficult time away, who we are really pleased is back, the person who held the fort in her absence doing a good job, and the team around them who stepped up at a tricky time.

- The **cook** I found in the kitchen at Bridgnorth clearing up after another busy day who knew all the patients, their nutritional needs and how many empty beds we have.

- Our team who support the **management of complaints**, our **heads of Nursing** and some of our **managers** who listened to the feedback from staff and attended a standing workshop with me to work out how to change things.



We realised that staff aren't always as involved as they should be, aren't given the time and space to think about the feedback and don't always feel they've had an opportunity to share their side of the story. This leads to a poor response to the complainant, an unhappy team and a reduced chance for learning.

The team listened and we will change things. I'm proud of the team who shared their experience with me to make that happen.

These are all interactions I've had this week outside of the meetings and work that needs doing but if you look up just for a moment there are people doing great things, simple things, that make a big difference and make you proud

Who are you proud of this week ?

Until next week...

Jan Ditheridge
Chief Executive



HelpForce Champions

NATIONAL AWARDS FOR HEALTH VOLUNTEERS 2018

