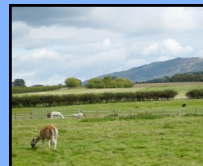




Jan's Weekly Update

Jan Ditheridge, Chief Executive

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Last week I shared what had made me proud and I asked you what had made you proud. Well, that turned out to be the best question I've asked for a long time!

I heard from many of you about what makes you proud at work and what made that really special was I heard from people who don't often shout out - it was such a pleasure to hear your stories all making a difference to the people you work with, staff and patients. Thank you.

I'm thinking we should find a way to share all your stories with each other? What do you think?

Talking of proud...

I met with the new Chair of the STP on Monday - I was late because I went to the wrong venue (of all the days to do that). I went to SECC instead of Halesfield. Sir Neil McKay, is the new Chair, who some of you will remember led our report about our future. So he already has a good understanding of who we are and what we do. He's keen to get out and about so I'll make sure we arrange that.

After the meeting I popped into the hub where all our teams are based and caught up on some work I needed to do at one of the desks. I think I blended in and could hear people discussing their day, their work, their patients (nothing confidential). I was struck by the passion and compassion to support people to stay independent, at home and living well - be it Rapid Response, the Respiratory team, or our Single Point of Access. I heard one conversation about a person who had been admitted to hospital which the team clearly were disappointed about because of the effort they had gone to in order to keep her at home - where she wanted to be!

I got to chat with everyone, and was particularly curious to know about the paramedic John in situ with Rapid Response. This is a trial to work together to stop people getting to A&E if we can - they monitor the ambulance calls and go out together if our team can support instead. They are having some amazing results - fantastic. That's what integration looks like for patients!

Mandatory Training Can Save Lives

So I also heard that a number of our team went out to a gentleman who had a cardiac arrest at the garage down the road - Pamela, from Rapid Response, John (the paramedic) and others in the team attended and they revived the gentleman after performing CPR. This gentleman is now at home after a spell in hospital - because our team acted professionally, responsively and they knew what to do.



What I really liked is that the evening team were the people who did it but when they told me I already knew - their colleagues were so proud of them they had already told me!!

CPR is a rare event for most of us but when you need it you really need to know what to do! Good to see Basic Life Support training full on Monday morning!

Spare a thought



The CQC have landed in some of our services - Wendy and the team are busy showing them how we've improved since the last visit to Stoke Heath Prison and the Safeguarding team are part of a visit across health and social care. It's a lot of work and people get a bit nervous, but we are supporting them to show and tell their great care, how they learn, and continually improve.

Writing my Board report this week, I read the most recent national reports to include if appropriate - I found a Kings Fund report on the impact of CQC on service improvement - one of the things that struck me is that they found where staff are open, not afraid to ask questions of the inspectors and talk about what they're doing well the inspection is much more positive. A clearer picture emerges of what is good and what is improving - and it's ok to say something isn't right yet and what you or we are doing about it. It feels like an exam but actually everyone is there to improve care for patients and the working lives of staff.

Diversity

I'm meeting Yvonne Coghill today - she is coming to meet with some of our staff who come from BME backgrounds. We're keen to understand the experience of our staff from BME backgrounds to see if there are differences in experience and opportunities and do something about it. Our staff survey tells us there are differences, hopefully today will help us understand what and how we do something about it

Yvonne is a very experienced, high-profile leader who has worked for many years at national level in healthcare advising ministers and senior health leaders. She is presently the Director for WRES implementation and a member of the Equality and Diversity Council. Yesterday she was announced as Vice President of the RCN. We are so lucky to have her here today.



I've met Yvonne before a number of times, she challenges the status quo, questions all our assumptions and stimulates us to think differently. It's not always comfortable but it is always motivating and in the very best interests of the people we work with. I'll let you know what we learn.

And finally...

One of our staff is away from work at the moment because she has had an operation to give one of her kidneys to her friend who clearly needed it. That news stopped me in my tracks this week. I won't mention her name now because it's not my story but maybe when she's back she will tell it.

We do work with amazing people, doing amazing things, don't we?

Until next week...

Jan Ditheridge
Chief Executive



PS Colleen from Bridgnorth; thank you for email. You are very welcome!