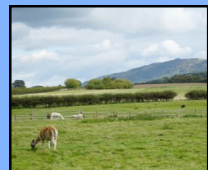




Jan's Weekly Update

Jan Ditheridge, Chief Executive

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Off to the Races

Well not quite, but I will be at Ludlow Racecourse today - we've found it's a good place to gather people together and today is the first of our mini Away Days. Were bringing leaders together so you can quiz them when they get back on what they've discussed and heard.

The title of the half day is Where are we going ? How are we doing? The Exec Team had heard rumblings that many of you wanted to know more about what next for community services following the news that we wouldn't be joining another organisation in the short term and we wanted you to stop and reflect on how much you've achieved over the last few years to improve the quality of our services before CQC join us in the next few months.

There are two more dates so if you can please come - or send someone from your team who you know will report back and make sure you have a team meeting once your leaders have been to discuss it with them.

The next one is at The Lion Hotel in Shrewsbury on Friday next week and is for corporate staff, and then there is one for all staff at The Holiday Inn, Telford, on 10 December. On both those days, there will be two sessions: one between 9am and 12 noon and one between 1pm and 4pm. Book your place on ESR by searching 825 Awayday.

A big shout out for team Stoke Heath

I had the pleasure of joining Wendy Sweeny and the team at Stoke Heath yesterday to hear the initial feedback from their CQC visit. The feedback was, without a doubt, positive - a few things to think about of course and, as Wendy described it, a couple of own goals (**hot tip - if you check a piece of kit and write down it's not right, do something about it!! You will be embarrassed if inspectors find it's not been addressed**). However, the real pleasure for me was how proud the team were of the work they have done to improve since the last CQC visit in 2015.



The Prison environment is not the easiest place to get it right but the inspectors made a point of telling me how passionate, person-centred and committed the team are. Even where there are still things to get right they all knew about it and what the plan is.

The team were buzzing - it had been a hard week but they knew they had shown their hard work and it had been recognised. They reminded me of team Bridgnorth when I saw them recently - different patient group but same enthusiasm and drive to improve for patients and the team.

They should be very proud! I am.

Trip to Derby

I've certainly been out and about this week. On Wednesday, I went to meet with our Regulators about our STP, our system and how it will continue to come together to use our resources and people better together for our population.

I haven't been to this meeting before so I really enjoyed the opportunity to talk about how we continue to build community services (us included) for the future - I don't know if you heard on the news yesterday but there was an announcement for significantly more funding for community services (hoorah), £3.5 billion, which shows the strength of focus and commitment to the importance of our services here and around the country.

One thing I will be saying today at Ludlow is how we need to shout more about what we have done as well as what more we think should happen for the future. I think many round the table in Derby were surprised about just how much is in place in community services in Shropshire - Primary Care, social care voluntary sector and us working together (quietly) to keep people healthy, well and independent at every stage of their lives, and making a difference!!

Spare a thought

As you know, many of our services are subject to a re-tendering process every few years which can be both a motivating and anxiety provoking time. It brings opportunity to think differently, show what we're proud of and change things for the better - but it also brings upheaval, uncertainty and sometimes a clash of views between those buying our services (re-tendering) and those providing (us).

A couple of our services are experiencing this process at the moment and it's tough not knowing what will happen next. However, we finally have some positive news for our Falls Service, who have worked really hard to make sure their service stays on everyone's agenda, which is great.

There is more work to do, to bring our Telford 0-19 tender to conclusion, but the team are outstanding at delivering the day job and designing a future at the same time - all to ensure children and young people continue to get the best service possible in challenging financial times.

Over the last five years we have won nearly all our contracts out to tender and more new ones besides - those we haven't we thought were better placed elsewhere, so keep going teams and thank you for sticking with this through a tricky time.

I'd better get on the road to Ludlow racecourse or I'll be late.

One last thing

Something I've never done before. I'm going to dedicate my Weekly Update to a member of team Shropcom this week, as a small way of saying thank you and expressing my admiration for her determination to continue to provide brilliant patient care while experiencing real personal adversity - many of you do this I know. I happened to meet Carla this week and could not end this without recognising her, her team-mates and her manager for the way they've approached this situation.

Carla and the team embody all that is amazing about those who choose to work in healthcare, the NHS and team Shropcom.

Until next week.....

Jan Ditheridge
Chief Executive

PS if you're feeling as proud as I am today about what we do, or you want something to change please fill in your **Staff Survey**. Just click on the link in your last email reminder to start.

Many people read what you have to say especially our patients and the public so it would be good for them to hear what you're proud of as well as what needs to improve.

