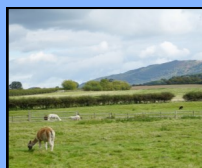




Jan's Weekly Update

Jan Ditheridge, Chief Executive

Issue 268 — 21.12.2018



It's beginning to look a bit like Christmas

I'm taking my obligatory day off to make Christmas happen today but I just want to send a note to you first. I'll be around next week, hopefully out and about but wanted to make sure I check in

today.

I hope all of you will take some well deserved time of this Christmas and I'm really grateful to those of you working over the key dates - over Christmas and New Year. If I'm honest I used to quite like working the Christmas bank holidays - don't tell anyone but it did get me out of a few family dos, I was spoiled when I did get home and it stopped me eating and drinking too much!



Some of my most memorable patient stories are from that time too - sad, happy and funny!

So a big thank you to those working over the Christmas and New Year - I hope to see some of you. Also a big thank you to those taking time off - a well deserved break!

Relax and recharge!

Phone Call from CQC

I had a trip to Leeds this week, to hear from NHS leaders what we can expect in the New Year. On the way back I received a call from the CQC to tell us when they are coming to see us and which services they want to visit - a bit nervous but really pleased they're coming to see us again and how much you've all done since they last visited.

They will come to a couple of our services early in January and come back in March to do the Well Led element - (more about the Board and leadership at all levels). Steve Gregory is talking with them today to get the detail, then we can share it with you. They will have to come back again later in the year to visit the services they don't do in January - so they at the very least visit all the services that required improvement.

I hope many of you get chance to showcase the things you do and the things you are proud of - you do a great job I want them to see that!

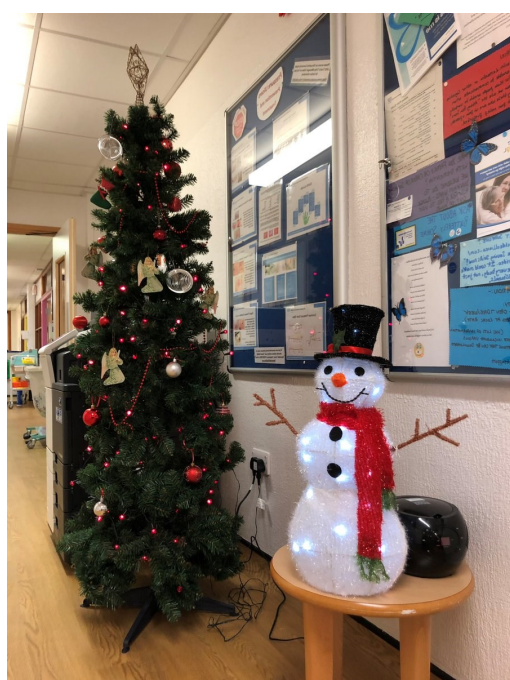
Steve will let you know more as soon as possible.

Christmas Proud List

What am I proud of this week ?

- Well I was really proud of the Wound Care team in Telford - I went to see them with one of our new Board members, Tina Long, and we were full of Christmas cheer when we left. They are a team that epitomise everything Shropcom stand for - person-centred, always chasing best practice, high standards and most importantly helping people help themselves to improve and heal. They are quietly improving lives, saving tissue, muscles and limbs and on occasion probably lives.

Gemma, Sam and Jane were working as an effective team - oblivious of banding or job title, appreciative and respectful of the teams they work with (IDTs, Podiatry, Acute colleagues) - equal partners in delivering skilled patient care, passionate about improving lives!



- I was proud of Louise at William Farr House, looking very fetching in her Christmas jumper, which she was wearing because she'd been to Whitchurch to support the team to make Christmas happen for the patients and visitors. What I was most proud of was the fact that she made a point of telling me how much trouble the Whitchurch staff have gone to in order to make Christmas great for everyone, even down to the detail on the Christmas menus. She was proud of them!
- I was proud of a leader who had reflected on an approach she had taken that had inadvertently had a negative impact on one of her teams - and she told them that and she was sorry - the team were appreciative and I have no doubt respected her more for doing it - that's great leadership - they all learned something from that small but brave action.
- I was proud of our recruitment team and our staff and patient representatives who joined in the recruitment process for our new Chair and Director of People this week. It's a real mission to organise that so it goes smoothly and I was so proud to see many of you contributing to the process - giving your time to help us find the right people for the jobs.

All the candidates and our external interviewers commented how inclusive and enjoyable it was. Praise indeed for an interview process!

- I'm proud of Anna, our new Communications Officer, who created a chart that really helped our Board understand a very complex issue - all on one page and in pictures. Very skilled!
- And finally, I was really proud when one of our previous Board members, Rolf Levesley joined us at our Board meeting yesterday (so we could say thank you and goodbye) and said he visited many, many services during his 5 years with us and consistently found committed, caring, capable people doing a great job every day. No exceptions!

Very proud...

Ros Preen is going to do this slot next Friday.

I know not everybody celebrates Christmas, but I hope whatever the Christmas holiday means to you, you take time to be with family or friends. I wish you a peaceful and happy time.

So until next time...

Jan Ditheridge
Chief Executive

