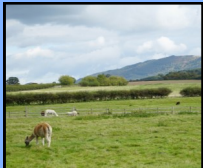




Jan's Weekly Update

Jan Ditheridge, Chief Executive

Issue 270 — 04.01.2019



Happy New Year

I hope you all had a good Christmas and New Year - some time off with your family and friends.

Going into the New Year is a time for reflection (and a new healthy eating regime for me!) and because I was out and about so much over the last couple of weeks chatting to those of you working I thought a lot about how far we've come over the last year.



Yes we've still got challenges and things go wrong but there's a tangible difference to how things are - so many quality improvements I didn't know where to start, things that haven't been fixed for years have been fixed making it easier for you to work and you don't wait for permission to change things for better care for patients you just do it.

Many of you have now accessed training, development or mentoring and supervision opportunities and I can see so many of you progressing your careers either by promotion or a change of role. Everyone I spoke to had something to be proud of they'd done this year and where there are things to improve they could see a way to do it or were getting help to do it.

Stand out moments on my Christmas tour of the county?

Ruth's mince pies in the kitchen at Whitchurch - they were amazing - but more amazing was the time we had to chat in the kitchen without the distraction of a normal busy day. Ruth has been providing great food and nutrition for patients since 1986 at Whitchurch - she has the passion of someone who started yesterday!

I must now mention Ludlow kitchen staff (I think I may have made a gaff telling them how good Ruth's mince pies are - in fairness I haven't tasted theirs). Do you know that as well as providing a fabulous Christmas lunch for the patients on Christmas Day, they made sure the staff had bacon sarnies for breakfast and then cooked lunch for anyone in Ludlow who wanted to come to the cafe. They sold out - people who would otherwise probably not have had a Christmas lunch and certainly would have been alone...

Our community teams have been really busy (all through December) and got no respite over Christmas - Urgent Care, End of Life care, care for our people with long term problems were all really busy but all delivered with enthusiasm and compassion.

Safeguarding, Dentists and Children's services all ensured a service for those who needed it and our MIUs have seen loads of people. And let's not forget Prison healthcare staff - an interesting environment at Christmas...

I was pleased to see some of the things Oswestry MIU needed have happened, including improved safety lighting for the car park and they are pleased with their settled leadership arrangements now. It was also good to see they'd made the changes CQC asked of them. I do hope CQC visit them this time as they have much to be proud of and show them.



Our wards have been really busy ensuring people get the support and therapy they need and back home as soon as possible to ensure maximum independence - they've been under significant pressure to create flow to support the Acute hospital and they've risen to the challenge brilliantly. I was lucky to see a Red to Green meeting happen at Bishop's Castle on New Year's Eve - a multi-disciplinary conversation focussing on a person centred, meaningful admission and timely discharge of our patients.

I've been on many escalation calls through this period and Steve Gregory and I have been proud of what you've all achieved to ensure our patients are in the right place at the right time getting the right care - and others have noticed too!

Let's not forget our corporate teams - they've been busy ensuring our plans and finances are in shape for the end of the year, and our IT and Estates teams have been busy making sure our kit and accommodation kept going over the Christmas period too. All our teams have been working hard to develop new plans for next year - to achieve our priorities - to complete EPR implementation - Get to Good and Beyond - continue to transform our services and deliver our 5-year plan.

On Reflection

Another busy year with loads of examples of outstanding practice, going the extra mile, staff living our values every day - improving people's lives, working with care, compassion, committed to quality and making sure everyone counts - our patients, their carers and families and each other.

Looking Forward

2019 is another important year for us. Between January and March we have the chance to show CQC, our system partners and the public how good we are. We think we'll make good progress with partners to develop community care -Neighbourhoods and Care Closer to Home and embed some the services we transformed last year including our 0-19 services and Prison health.

We still have challenges, especially attracting staff to some areas, but I'm confident we are a great place to work and we can improve that situation while we recognise and optimise all the new people and roles we have appointed to in the last year to ensure we are really working as a team. A busy and exciting year ahead.

Thank you for making Christmas a good and a safe one for our patients. I really look forward to working with you in 2019.

Until next time...

Jan Ditheridge
Chief Executive

