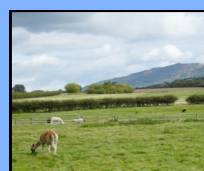




Jan's Weekly Update

Jan Ditheridge, Chief Executive

Issue 271 — 11.01.2019



I arrived at reception this morning and someone asked if I'd be glad to see the back of this week. I think they were referring to CQC being here. Before I could answer another of our staff said "Jan you have nothing to worry about" and went on to explain that she sees everything in her role on reception and staff here are "just amazing", doing great things for patients every day.

It made me smile because although I knew that I have had so many opportunities this week to have that reinforced, and that was another one, it's not always easy to check out what's going on over 1,200 square miles. It's my job and the job of my team to create environments in which people can do their jobs well, be happy and healthy at work and be supported when things aren't going well. However, there is an enormous amount of trust in everyone to do their jobs on a daily basis - and I absolutely trust you all to do that.

As I said I had that validated in a number of ways this week.

As you know the CQC are here!!

Each evening I've joined the quality team as they get feedback from the teams who have been visited that day - I really wish we had recorded those calls. Whatever the outcome of the CQC visit I'm absolutely flabbergasted at just how much progress we've made over the last three years.

Every one of you interviewed could tell the CQC inspectors about so many innovative, improvement and good practice stories that have made a difference to patients and their families. I also wish you could have heard how proud your team leaders are of you and that they wouldn't let the CQC escape before telling them!

I have to be honest, listening to those calls have without a doubt been a highlight of my career. We've had our challenges and we work in tricky circumstances but my goodness we've moved mountains!



I also had the privilege to spend a couple of hours with Rebecca Shepherd, one of our Specialist Podiatrists and her team at Euston House on Wednesday. I observed a number of patients being expertly examined and treatments prescribed, ranging from ensuring an older lady in her eighties being able to maintain her independence, to keeping a couple of younger people at work (their jobs requiring them to be on their feet all day.) Painful feet are really debilitating, they have a massive impact on quality of life and independence. Podiatry is a skilled and important job, sometimes not appreciated by the world at large, but seen as miracle work by the people who go to see them.

It also reminded me of the need to stay active, stretch and move, and look after your joints! As human beings we tend to forget once the pain has gone...

I have spent a fair amount of time with my team this week - we have been preparing ourselves for the CQC Well Led element of the visit that will happen at the beginning of March, after they've been to all of the services they want to see.

I'll let you into a secret - the Directors are excited but also a bit nervous because we don't want to let you down. We are making sure we have all the things we want to tell them at our finger tips - we've done so much to be proud of and want to show that in the relatively short time we have with them.

Other things

I started the week with a Board meeting of all partners in the system on work force. I think you know I'm the Chief Executive lead for Workforce at system level. The group is called the Local Workforce Action Board (LWAB) and we are working hard to ensure we think about Workforce as a system as well as organisation.

So for example, the stuff that's in our People Strategy about improving recruitment and retention, education, training and development, making work a healthy good place to be and supporting innovation and redesigning roles to change as our patients needs change, are all things in our system strategy so where it makes sense we do it in a joined up way.



I'm really pleased that we always get good attendance and everyone joins in the conversation - and there are early shoots of good joined up working to do some of the things you've talked to me about - rotation of roles, greater range of career pathways and access to development as well as training. The highlight for me this time was the opportunity to talk about the new NHS Long Term plan and it's absolute focus on community services - hoorah!!!

And finally

I bumped into a couple of our estate/security staff on Wednesday evening, Terry and Gaynor, who were on their way out to do some night checks of our buildings that our staff are in. They do this unannounced on a fairly regular basis primarily to check you are safe - looking at security and fire.

The feedback was "Bishop's Castle were outstanding", when Steve Gregory and I enquired how it went the next morning - well done BC. Other areas had some things to do - which I'm sure they will. Can I just ask that you do follow processes to make the buildings secure in the evening and at night - it keeps you and your patients safe. We don't live in a dangerous place but we know that some are always on the look out for an opportunity and keeping things locked up when they should be removes that opportunity.

Right I need to go - this is late off to press today.

I hope January is going well and if you've made resolutions they are still going well - apparently if you haven't given up this week you are likely to see them through!

Until next week...

Jan Ditheridge
Chief Executive

