



# Jan's Weekly Update

Jan Ditheridge, Chief Executive

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## What day is it ?

I'm on the train to Birmingham, I've been out in the evening twice this week (unheard of on school nights), I'm writing to you and I'm not at work tomorrow - all my senses are telling me it's Friday but I start a week and a day leave tomorrow so I'm doing everything a day early - so it's Thursday!

I'm meeting Nuala, our Chair, and Claire with the people who have been helping us with our Board development - while the CQC have been here we also had an assessment of our arrangements for Board and Committees plus all our systems and processes for making things safe for us to work effectively. It was arranged ages ago, before we knew the CQC were coming, so our leaders have definitely been assessed over the last few months.

Today we work out what we do with all the information - learn and change where appropriate, celebrate and keep what's good I think...

## Out and About

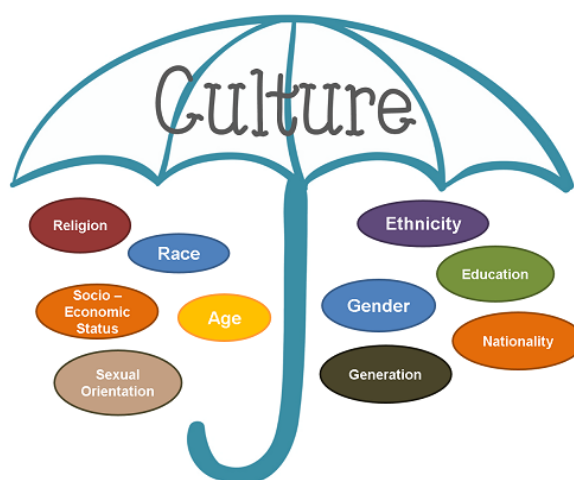
I had some catching up to do this week so didn't go to the Exec visit at Market Drayton to meet the Dentists. I have never missed a visit before but I did get lots of feedback on their return, plus I noticed it gave them chance to engage with the staff as a team - which they do when I'm there, it's just different.

They also got the opportunity to welcome Jaki Lowe into their team - our new Director of People, who started on Monday, a really welcome addition to the team and Board.

On Tuesday morning I was privileged to be invited to and attend a women only class, working with our dietician Cassie and Aisha, a community development worker, to make changes in their lives to reduce the risk of diabetes - which was clearly important although it was obvious the class was so much more.

The class was based in Wellington at the community centre next to the mosque (which I got to visit too). The women were warm, funny and welcoming - some only spoke Urdu or Bengali and I only speak English but I still knew I was in good company and was made to feel welcome.

It was great to meet Cassie, who I hadn't met before (we need to hear more from her and the work she does), and Aisha - well I don't think I've ever met anyone quite like her. She is a whirlwind of ideas and commitment to improve the quality of lives of the people in her community - especially women - regardless of religion, colour of skin, culture or background. Her passion and compassion was infectious.



## Something to ask you

Usually by this time of the year we have asked for nominations for the staff awards - we haven't done that yet. I have no doubt that there are just as many stand out people this year.

However, I wondered if we should just have one big staff award this year - celebrate every last one of you because I can't think of one person who hasn't gone the extra mile this year - whether it's going through significant change, preparing for tenders with no certainty of the future, worrying about the potential acquisition, dealing with personal difficulties but still adding value at work, or keeping a team going when you've been under pressure - oh and then there was the outstanding effort when the CQC came of course!

I don't know what CQC will finally say about us or what our 'grade' will be but I do know everyone has gone the extra mile this past year and I would like to celebrate that.



My proposal is that rather than single people out, we have two or three celebratory events valuing all of us. I'm not sure what that could look like — maybe a couple of summer garden parties where we invite staff, volunteers, league of friends and our patient and carer panel members?

Don't worry we won't use money that's supposed to be for patient care or staffing and equipment - we have some funds for this type of thing.

We could still showcase great examples of people and things we've achieved this year - and some of you could help design the days - if you're interested.

What do you think ? It's a choice - but I'd really struggle to single anyone out this year because everyone of you stepped forward this year and I'd like us to stop say thank you and celebrate that.

I'm on leave now so you can respond directly but I won't answer quickly and we will also get a snap survey (or whatever they are called) out to test your thinking. Something to think about...

Nuala is going to take this slot next week and start her conversation with you as Chair.

So until next time...

**Jan Ditheridge**  
Chief Executive

