



# Jan's Weekly Update

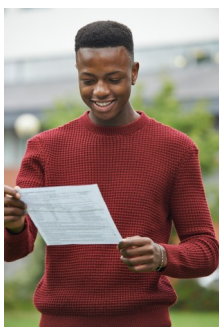
Jan Ditheridge, Chief Executive

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## The next generation

I've had the absolute pleasure of spending a fair amount of time in the company of young people over the last couple of weeks, all taking the next step into their adult lives - a couple of weeks ago I enjoyed watching young people I know get their A level results or their first year at Uni. exam results - yesterday it was my nephew and great niece (and Di in the office - her nieces) receiving their GCSE results.



Last week I took time off to take part in my goddaughters wedding - her sister who got married last year came over from Australia for the celebration, which was an added bonus.

What really struck me is how much energy they all have, they put a hundred percent into whatever they were doing, happy to share their ups and downs, and dealing in a really adult way with whatever was thrown at them. Maybe some didn't get the grades they wanted, and those who did really appreciated it.

It poured with rain on the wedding day - but all of those young people made it one of the very best days of the year - I smiled as they danced and sang to all the "old school" hits - i.e. the stuff I recognised, just as happily as the latest stuff from Ibiza - i.e. the stuff I didn't recognise! They know how to deal with the ups and downs, and see the best in whatever they are dealt.



I'm sure many of you have experienced this too over the last few weeks - I hope your young people are where they need to be as the summer comes to an end - it made the discussions about planning how we will recruit the next generation of NHS staff in a number of meetings this week very hopeful - there are many fabulous young people out there with great talents and values - we just need to be clever and attract them into the NHS.

## Celebratory Events

I am wondering if there has been a bit of confusion about the celebratory events - we are really pleased about our CQC results and that is to be recognised, but we would be having the events anyway to say thank you to each other for the brilliant work and achievements over the last year. If you remember we thought we'd try something a bit different to the Staff Awards because although I know some of you really value them others don't so much - and never attend. The celebratory events are an opportunity to try something different.

We will still ensure we present the long service awards and you will also get the chance to see and share all our good work in a less formal atmosphere. It is really important to take a moment to celebrate what we've all achieved - I know it's a pressure to get away from the day job but please team leaders see what you can do - winter is coming and we will all have our heads down then. If you've never been to an away day or rarely leave your post make this your year to attend!



## Still Improving

I had the privilege of hearing about many things we are doing to continually improve, or maintain what is good this week.

First at the Children and Young People SDG performance review. I heard about a wide range of things they should be and are proud of, things they know they want to change and things that have improved since we last met, across CYP, Dental services, the Community Equipment Service and our Speech and Language teams. We can't always make everything good but the trick is to know where things aren't working and have a plan to change it - and to ask for help when needed. They have that trick sorted!

At Quality committee we heard about a range of things that are improving - we are now in year three of our End of Life Strategy (can you believe that) and lots of examples where people have had a better experience because of it, Sarah Yewbrey and Sheranne Cole told us about the great experiences our student nurses and AHPs have when they are with us, and how we are planning to take more.

I was particularly pleased to hear that we are reducing medication errors.

Mistakes and errors will happen but however small they will have an impact. Understanding why they are happening and finding solutions reduce the opportunity for error. Quality improves and often so does the working life of the staff involved.

At JNP, where managers and staff reps meet, we talked about how we can improve mandatory training, making it easier to access, especially Basic Life Support which is really important and some are not finding it easy to stay in date.

We also committed to review our performance policies so that the few people who do find themselves in a disciplinary process are treated with dignity and respect, the process is timely and they are supported throughout. I think that happens but always more we could do. Checking in to see if we can improve is important in everything we do.



## And finally...

It's bank holiday weekend and it's going to be sunny and warm. For those who are off please enjoy and for those at work thank you and I hope you enjoy the break when it's your turn.

I often ask you to be careful out there in the "weather" I know we don't get extremes but some of you have noticed I'm in a hire car this week. My car is in car hospital being repaired after being hit by flying debris on the motorway on one of those really windy days we had. One of those weekends I said be careful out there....



Until next week....

**Jan Ditheridge**  
Chief Executive

