

# Core Brief



## **Report from February meeting of the NHSGGC Board (1 March 2024, 10.35am)**

The Board of NHS Greater Glasgow and Clyde met on Tuesday, 27 February 2024. The full set of papers are [here](#).

This summary sets out key decisions and issues considered at the meeting.

### **Chair and Chief Executive's Reports**

Chair, Dr Lesley Thomson KC, reported that she had hosted the new Cabinet Secretary for NHS Recovery, Health and Social Care, Neil Gray, MSP, on a visit to Queen Elizabeth University Hospital in his first week in office, where he had met staff involved in the Flow Navigation Centre and the Major Trauma Centre. She also hosted a meeting with West of Scotland MPs and MSPs and attended a number of meetings with her fellow Board Chairs and the Cabinet Secretary. These meetings had focused on the challenges faced by the NHS and the Chair put on record her thanks to all staff for the work that they are doing to respond to operational pressures. Finally, Dr Thomson spoke of a recent visit she had paid to the QEUH Renal Unit and praised the professional, person-centred approach of the unit.

In her report, the Chief Executive, Mrs Jane Grant, highlighted a number of meetings she had in the period since the last Board meeting including meetings of the Area Partnership Forum and the Area Medical Committee. Chairing the Strategic Executive Group, she had continued to oversee the organisation's response to winter and delivery of the winter plan. She had also had a range of meetings internally and nationally to consider the financial outlook. Nationally, Mrs Grant had also continued to lead implementation of the Best Start maternity and neonatal strategy.

### **Patient story**

Professor Angela Wallace, Executive Nurse Director, introduced the [patient story](#), which this month focuses on the orthotics service and difference they make to their patients' quality of life.



### **Communications and Engagement update**

Sandra Bustillo, Director of Communications and Engagement, provided the first in a series of regular updates. Ms Bustillo highlighted that 2000 patients had shared stories about services via Care Opinion in less than a year, a new record for NHSGGC. She also reported on a range of activities that had taken place over the previous two months to seek the views of patients and the public on services and the development of key strategies, with more than 8000 people contributing their views over this period. In other activity, Ms Bustillo reported on winter communications campaign activity which has included the Board's ABC campaign to support the public on accessing unscheduled care and support for the vaccination programme.

Click here to read the full [Board Paper](#).

# Getting the right care this winter is as easy as ABC



## A

### Ask yourself

Do I need to go out?

For information on treating minor illnesses and injuries from home, go to **NHS inform** or download the **NHS 24 App**.

## B

### Be aware

There is help on your doorstep.

Your local **GP, pharmacy** or **optician** offer a range of services.

## C

### Call 111

If it's urgent, or you're unsure, call **NHS 24** on **111**.

They'll get you the care you need.

Unless it's an emergency think ABC before visiting A&E.  
For more information: [www.nhsggc.scot/rcrp](http://www.nhsggc.scot/rcrp)



## Progress in delivering Board strategies

The Board received reports on progress with a number of its strategies - the Digital Health and Care Strategy 'Digital on Demand', the Internal Communications and Employee Engagement Strategy and the Stakeholder Communications and Engagement Strategy.

All three strategies are essential enablers to support NHSGGC to achieve its objectives, in the case of the former, leveraging digital solutions to modernise services, and through its communications and engagement strategies, ensuring that staff, patients, the public and other stakeholders are well informed and listened to. The Board were assured that significant progress has been made in the implementation of all three strategies.

Click here to read the full Board Papers: [Digital on Demand](#) | [Internal Communications and Employee Engagement Strategy](#) | [Stakeholder Communications and Engagement Strategy](#)

## Staff Health Strategy Action Plan

Following the approval in December 2023 of the Staff Health Strategy, Anne MacPherson, Director of Human Resources and Organisational Development, presented the draft action plan for approval. The 2023 - 2025 Staff Health Strategy was informed by the results of the Staff Health Survey undertaken in November 2022. Four strategic priorities were identified from this with the aim of delivering ongoing support to staff physical and mental health:

- Strengthening support for mental health and wellbeing including stress

- Promote NHS Greater Glasgow and Clyde as a fair and healthy workplace in line with Fair Work Nation principles
- Address in-work poverty and promote holistic wellbeing to mitigate inequalities in health
- Support for managing attendance

The Action Plan provides a framework that is aligned to key outcomes and will help support the successful delivery of the Staff Health Strategy. Progress will be updated on a regular basis.

The Action Plan was approved by the Board.

Click here to read the full [Board Paper](#).

### **GP OOH Engagement report**

Sandra Bustillo, Director of Communications and Public Engagement, provided a report on the engagement programme that had run between 9 October and 11 December 2023 on the Board's GP Out of Hours service.

Since moving to business continuity in 2020, there has been several exercises to capture feedback from those using the service, which been used to inform the ongoing delivery of the service. The most recent feedback undertaken in Spring/Summer 2023 received feedback from 1,148 service users. Of those responding, 87% rated the care they experienced positively, with 93% stating they felt their need had been met.

As the service seeks to move beyond the current business continuity arrangements, a programme was developed to inform and involve the public in a decision on the future of the GP Out of Hours service. To develop the programme, NHSGGC engaged with Healthcare Improvement Scotland (HIS) to seek their advice on the approach to public engagement and to ensure proposed communications and engagement were in line with national guidance. HIS were supportive of the Board's proposed approach to engagement.

The comprehensive approach, incorporating a wide range of engagement activities, methods and communication channels has resulted in a significant response, with the opportunity to provide valuable insights into public perceptions, concerns, and expectations regarding the GP Out of Hours service. The key findings are currently being collated and analysed, and a final report will be brought to the NHS Board to inform a decision on the future of GP Out of Hours.

Click here to read the full [Board Paper](#).

## **Finance Report**

Colin Neil, Director of Finance, presented the finance report. The Board's financial position projection has reduced from a deficit of £71.1m which was approved by the Board on 25th April 2023 to a deficit of £25.6m. This is a reduction of £45.5m which predominantly is a result of additional sustainability funding, new medicines and legal fees funding received from Scottish Government, Corporate underspends and a PFI adjustment, offset by current levels of pressures. This position is also based on a break-even outturn across all IJBs, which will require close review to the financial year end. Since Month 9, further work has been undertaken and it is projected that the Board will achieve financial balance in 2023/24 mainly as a result of additional allocations from Scottish Government. The draft financial plan for 2024/25 is currently being worked on and remains work in progress.

Click here to read the full [Board Paper](#).

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