

Core brief

Report from October meeting of the NHSGGC Board (1 November 2024, 5.30pm)

The Board of NHS Greater Glasgow and Clyde met on Tuesday, 29 October August 2024. The full set of papers are [here](#).



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

Chair and Chief Executive Reports

Chair, Dr Lesley Thomson, KC, highlighted a number of events she had attended since the last meeting of the Board, including an event to celebrate Black History Month. She thanked the co-chairs of BME staff forum for arranging the event. Along with the Chief Executive, the Chair also met with MSPs and MPs at their regular briefing. She also met the Board's Witness Support Officer to hear more about the practical and emotional support provided to staff participating in legal processes and commended the team for their work.



Mrs Jane Grant, Chief Executive, reported that Pat Togher has been appointed as the Chief Officer of Glasgow City Health and Social Care Partnership. She informed Board members that a start on site had been made on the replacement Radionuclide Dispensary, following approval to relocate the facility from the old Western Infirmary site to Gartnavel. Finally, she paid tribute to the Modern Apprentices she had met at a recent event to celebrate their achievements.

Patient Story

Professor Angela Wallace, Executive Nurse Director, introduced the patient story, which this month hears from a patient who describes his cancer journey and treatment from the MSK Oncology Service at Glasgow Royal Infirmary and the Beatson West of Scotland Cancer Centre.



Winter Plan

Dr Scott Davidson, Medical Director, introduced the draft Winter Plan for approval. The Winter Plan represents a whole system approach to responding to a seasonal surge in demand for health and social care services and sets out the actions to help relieve pressure across the system. Building on the learning from previous winters, the plan sets out 27 priority actions to meet demand whilst also protecting cancer, urgent and planned care. Actions include: delivery of the winter vaccination programme; expansion of urgent care and virtual pathways; a focussed communications campaign to help patients make the right choice; and, a bed surge plan which includes opening additional temporary beds.

The Board heard that the plan was developed with significant input from over 220 staff members and 80 whole system leaders from Primary Care, Community, Mental Health, Acute and Corporate support services.

The Board approved the Winter Plan, noting that regular updates will be provided over the winter period.

Feedback and Complaints Annual Report 2023/24

Professor Angela Wallace, Executive Nurse Director, introduced the Annual Report.

Health Boards are required by the Scottish Government to produce an Annual Report demonstrating their performance in relation to complaints handling. A total number of 4460 complaints were investigated and responded to during 2023/2024. More than 90% of Stage 1 complaints were dealt with within five days and the organisation achieved an overall performance figure of 77%, in responding to complaints within 20 working days.

The Report also provides an opportunity to demonstrate how feedback and patient experience can lead to improvements in how we deliver services and various examples of where complaints have led to change are included.

Besides the complaints procedure, Care Opinion continues to be the primary feedback method used by people to share their experiences with NHSGCC. Our Corporate NHSGCC Feedback System also continues to provide an alternative to Care Opinion. From the 2834 stories shared by people across both Care Opinion and Corporate feedback systems, we identified and shared 3223 pieces of feedback with teams across NHSGCC with 77% of all feedback of a positive nature.

United Nations Convention on the Rights of the Child

Coming into force on 16 July 2025, the United Nations Convention on the Rights of the Child (Incorporation) (Scotland) Bill (UNCRC) embeds the recognition and protection of children's rights within Scots law. Public bodies are legally required to act in compliance with risks including legal challenge if children's rights are not met.

Extending beyond children's services, UNCRC provides a rights-based framework to uphold the rights of children and take their views into account in decision that affect them. This extends beyond children's services.

Dr Catriona Milosevic, Consultant Public Health Medicine, presented a paper to the Board, outlining the breadth of work already underway across the system to meet UNCRC requirements and the identified themes for further action.

The Board approved the paper, affirming our commitment to deliver the requirements of the UNCRC Bill and ensure children's rights are recognised and protected.

It is important to share Core Brief with colleagues who do not have access to a computer.

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