

Core brief

Message from Jane Grant, Chief Executive
(10 February 2023, 12.45pm)

This week, I was pleased to see the new continuous flow model being implemented at the Inverclyde Royal Hospital. As you will be aware from my previous Core Briefs, this model supports teams to deliver safe and effective patient flow within our hospital sites, alleviating some of the pressure faced by our Emergency Departments and Assessment Units and allowing us to focus on moving patients through the appropriate treatment pathway as swiftly and safely as possible. I would like to thank the IRH team for their collective support with introducing this new approach.

Once again this week, we continue to see a reduction in the number of COVID positive patients across our acute sites. This also continues to be the case with the number of flu patients who are currently receiving treatment. I remain hopeful that this improving position will continue over the coming weeks, which should, in turn relieve further pressure from across our services.

Our administration team provide a valuable service to their colleagues and to our patients. Since 2019 they have been involved in the Professional Administration Transformation Programme, which seeks to harmonise ways of working, modernise through technology and recognise the professional role of clinical administration staff by improving training and career development. A recent achievement has been the introduction of a consistent induction for administration staff, which centres on continuous improvement and two-way evaluation from each staff member's first day with NHSGGC right through their career with us. The Programme also allows us to highlight, rightly, the important role played by administration services and to that end, colleagues have created a [short video](#) to thank their teams. I wanted to share one of these videos with you, from Mark Davidson, Clinical Director, Paediatric Cardiac Services. As Mark says, our administration teams are an indispensable part of our service and I too want to pay tribute and to thank colleagues for the important work you do.

I would like to remind staff that nominations for our annual Excellence Awards close this Sunday. The awards are an important way for us to acknowledge and thank colleagues for all they do for our patients and for their colleagues. If you haven't already entered, you still have time to nominate colleagues who you would like to see recognised for the work they do. The form and details of the categories can be found on our website at: www.nhsqgc.scot/excellenceawards

This week, I would like to share some feedback from one of our patients who has been receiving treatment from our colleagues at the Beatson in Lanarkshire. Our patient writes: "Tomorrow, I will be finishing my course of radiotherapy and I would like to acknowledge the exceptional care I have received. In particular, I'd like to mention Kim on reception who was always welcoming. Charge nurses Julie, Heather and Lillian along with the girls operating the Linear Accelerator helped make my treatment comfortable and straight forward." Well done and thank you to the entire Beatson Lanarkshire team, for the exceptional care you provided to this patient.

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