

Core brief

**Message from Jane Grant, Chief Executive
(10 June 2022, 4.10pm)**

Yesterday we celebrated What Matters To You Day (WMTYD) across our sites. This annual event, is about taking the time to listen to your patients, service users, colleagues, as well as considering for yourself, what really matters to us all, so that we can have a better understanding of what is important to others and how we can support one another to best effect. WMTYD is important, particularly for our patients and service users, as when people are engaged with decisions concerning their own healthcare, it can greatly improve their outcomes and recovery. I enjoyed reading some of the people focussed stories on our social media channels and would like to thank all staff who took part in commemorating the day and further supporting the people we serve.

This week we have, unfortunately, seen an increase in the number of patients being treated for COVID in our hospitals. I am hopeful that this is a small backward step, which we will swiftly move on from, and as we enter next week, we will begin to see a further reduction in cases. Encouragingly, the severity of cases remains lower, with one COVID positive patient receiving treatment in ICU. Likewise, our care homes also continue to experience low numbers of COVID positive residents and staff, with the vast majority of facilities remaining open to admissions, which will help us to make progress with delayed discharges.

We have been celebrating Carer's Week over the past few days, which is an annual awareness raising campaign to highlight the role of carers across our local communities, especially the significant contribution unpaid carers make. As with previous years, one of the main elements of the week, is to enable people, who may not consider themselves as having caring responsibilities, to identify themselves as carers and access additional support. I would like to encourage any member of staff who is a carer, or if you think you might be one, to access the resources available on our [website](#) to ensure that you are able to take advantage of all support available to you.

This week, our teams at the QEUH have supported an unannounced inspection from the Healthcare Improvement Scotland (HIS) team. These activities are extremely important, and I would like to thank all of our staff who have taken part in the inspection to date and have supported the HIS team to undertake all of their required activities. Thank you.

Pride month has now been launched within NHSGGC and I am pleased to see that a number of activities are planned across our sites over the coming weeks. Each of these events has the aim of celebrating with, and showing support to, our colleagues from the LGBTQ+ community, as well as raising awareness of our commitment to providing access to healthcare for all. I would like to thank members of our LGBTQ+ staff forum for all of their hard work, setting up the events, which will run throughout June and I would encourage staff to take part and show your support. For more information on activities in your area, please visit [StaffNet](#).

This week, I would like to share some feedback we have received from a patient who received treatment from our Ophthalmology team at the IRH. Our patient writes; "I was seen today at the Ophthalmology Clinic within Inverclyde Royal Hospital. I would like to say a big thank you to all the staff there who took the time to see me and gave me a warm welcome at the clinic. I had been back and forth to the clinic since around September 2021 with ongoing issues in my eyes and was uncertain what the real issue had been. Today I was seen at Dr Butler's clinic, and from the point of checking in with the reception staff, to the point of leaving, all staff were very happy, politely spoken and very welcoming. The Nursing staff in the waiting area greeted me and kept me informed of any wait time but, that being said, I didn't wait very long and was seen on time, if not a little earlier which was good! Dr Butler also took the time to sit and explain what the issues I had were and give me a diagnosis for the issue. This was a relief as I was uncertain about the cause of the discomfort I had been having. Dr Butler was very professional and understanding to my needs and previous experience. I would like to say a big thank you to all at the IRH Ophthalmology clinic and to Dr Butler for seeing me today. They clearly are a very good team of staff who work really hard." This feedback really highlights the great teamwork at the IRH and I would to thank you all for your continued hard work and collective efforts. Thank you.

Finally, I am delighted to share the news with staff that we have, this week, had a welcome return of hospital radio to the RAH. Working in partnership with Paisley FM, the RAH now has a one hour show every week, dedicated to patient and staff song requests as well as dedications and messages from patient's loved ones being broadcast. This is a really special way for our patients to stay in contact with their friends and family members and for us to engage with our local community in Paisley. The show will be broadcast every Wednesday between 12 noon and 1pm on Paisley FM 107.5, but you can also listen via the [website](#). I would like to thank Euan Elder in our PEPI team for all the work he has undertaken to develop this partnership with Paisley FM and I would like to encourage all staff, especially those at the RAH to tune in. Thank you.

Are your contact details up-to-date? [Click here](#) to check