

Listening, Learning, **Transforming Together**

**Message from Professor Jann Gardner, Chief Executive
(12 September 2025, 1.00pm)**

Reflecting on the Annual Review 2045-2025

Monday marked my first Annual Review at NHSGGC, and we welcomed members of the public, public partners, patients, staff, and the wider NHSGGC community to the Teaching and Learning Centre on the QEUH campus.

Hosted by the Minister for Public Health and Women's Health, Jenni Minto MSP, our senior team told attendees about the Board's performance last year, the challenges we faced, and the opportunity to present our ambitious vision for the future.

We also had the chance to hear directly from members of the public in a Q&A session, where we discussed the topics affecting the population we serve, and Ms Minto met with the Area Partnership Forum, Area Clinical Forum, and Patients' Group to gain a deeper understanding of the past year and to hear directly from some of our internal and external stakeholders.

As part of the overall leadership team presentation, we covered ongoing work in 2024-2025 to improve waiting times, access and quality of care; improve the overall financial position; and to demonstrate how listening to our stakeholders has helped shape service delivery.

Looking to 2025/2026

A key part of our presentation was to present the new chapter of NHSGGC, where we will focus even more on listening and learning, transforming and empowerment, and innovation and digital.



Through engagement with staff, public, and patients, we will launch the new chapter for our services across the organisation to listen, learn and transform our acute and community services, and deliver sustainable service whilst improving the experience of these services for our patients and our staff.

We will focus on the following themes:

- **Prevention** - preventing illness occurring in the first place and focusing on early detection and supporting those living with long-term conditions.
- **People** – empowering patients to be more in charge of their care and more involved in the decisions about their support and treatment.
- **Community** – shifting the balance of care to make it easier for people to access services and a broader range of treatments closer to home.
- **Population** - planning services around the needs of our populations and not according to administrative or geographical boundaries.
- **Digital** – using technology to improve people's access to modern, joined up and efficient services. This will include the FNC+Plus, Virtual Hospital, and digital triage.

I'd like to thank everyone who took the time to attend the Annual Review, and all those involved in its organisation. If you missed it, you can access the audio recording of the presentation [here](#).

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[GGC-Staffnet Hub - Home \(sharepoint.com\)](#)

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