

Core brief

**Message from Jane Grant, Chief Executive
(13 January 2023, 3.15pm)**

As staff are acutely aware, our health and social care services continue to be faced with some particularly significant winter pressures. We are doing all we can to manage and resolve some of the fundamental issues, including delayed discharge of patients, hospital occupancy rates and the acuity of patients attending our EDs. Given these issues, I was pleased to have the opportunity to spend time with each of the ED teams in our adult hospitals last Friday, alongside our Medical Director, Dr Jennifer Armstrong, to listen to issues and discuss the steps being taken across the system to try to relieve pressure. I know that other senior colleagues have been doing likewise to try and support colleagues at this time. I was especially struck by the way in which, despite the significant and ongoing challenges, our staff remain focussed and committed to delivering the best level of care possible to our patients. Again, thank you to all the staff I was able to meet last week and to the wider teams for your ongoing professionalism and commitment to your patients.

In recent weeks, we have experienced an increase in the number of patients in our hospitals who are being treated for COVID and flu, which was adding further pressure into our already stretched services. However, in recent days, we have seen patient numbers start to steadily decrease, with both COVID and flu numbers declining by approximately 100 people respectively in the past seven days. This is an encouraging sign, but it does remain important to continue taking steps to halt the spread of these viruses, so we will continue to encourage members of the public to follow Scottish Government guidance in relation to wearing masks and remaining at home if you have viral symptoms. People can still get their COVID and flu vaccinations too, so if you have not had one, please do visit one of our community clinics.

I was pleased to hear that a member of staff has been invited to take part in a prestigious UK-wide COVID-19 history project. Audrey Thompson, who is a Lead Pharmacist in our Prescribing team, will contribute to the Royal Pharmaceutical Society's project, which will develop an archive that will record the depth and breadth of pharmacists' contributions to the COVID-19 pandemic. The oral history project will capture interviews with pharmacists about a range of topics, including vaccine development, hospital pharmacy, community pharmacy and education, which will be made available for research by the RPS Museum via their website later this year. Thank you, Audrey for your contribution to this important project and for representing your NHSGGC pharmacy colleagues in this way.

This week, we have also publicised Public Health messages for the New Year, to remind members of the public of ways to start 2023 in a healthy way. This week, the focus has been on taking exercise and supporting people to stop smoking in a bid to encourage members of the public to make small changes to their lifestyle which will in turn, improve their health and wellbeing. If any member of staff would like more information about either of these initiatives, please visit the [Paths for All](#) and [Quit Your way](#) websites.

This week, I would like to share some feedback we have received about the Acute Receiving Unit at the QEUH. The family member of our patient writes: "I visited my son-in-law and was so impressed by the care

and attention Nicola was giving him. Above and beyond. He was very ill and in a confused state. Nicola spent so much time with him explaining why he was in hospital and eventually he understood. She encouraged him to relax and got him to take some fluids which he had been refusing to do. Any questions we asked her about our son in law's care, she took time to explain to us in layman's terms so we understood and told us about any procedures to be carried out. He was being a very difficult patient but with Nicola's attitude and caring manner we felt happy to leave him. This nurse, Nicola deserves a medal, she is an angel in disguise. Bless you Nicola, you are the most caring person I have ever come across and NHS must be so proud to have you on their team." Thank you, Nicola for the excellent care you gave to this patient and his family.

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