

# Core brief

**Message from Jane Grant, Chief Executive  
(14 April 2022, 3.40pm)**

Whilst our health and care services remain under very significant pressure, we do appear to have passed the latest peak in COVID admissions and projections for the coming weeks suggest that the numbers of cases will continue to reduce. The situation in care homes is also improving with a slowing of the rate of residents testing positive. This, I hope, will bring some relief to our hospitals, care homes and community services and will help address some of the pressures at our front doors.

We also are seeing the positive results of recent local and international recruitment campaigns with new staff joining us over the next few weeks. As part of this effort, we have welcomed our first recruits from our international drive and arrangements are also being made to host a number of refugee doctors on clinical attachments. Our campaign for newly qualified nurses (NQNs) closes this Monday and we have had a tremendous response with hundreds of applications received. All NQNs will be automatically enrolled on our staff bank.

There's no doubt that we have faced the most challenging of times over the past two years, and particularly in the past few weeks. In these extremely difficult circumstances, I know that colleagues are striving to continue to provide compassionate, person-centred care to our patients. I wanted to share this feedback that we have received about the experience of one patient admitted to the RAH Maternity: "My husband passed away from cancer after battling with it for just two weeks. He passed in December aged 36, and I was 6 months pregnant with our second child. As I was preparing for birth I was full of all emotions, apprehensive about how things would go but also grieving at the same time. Still in shock but still grieving. I entered the ward a few weeks ago and was met by a lady who cared for me as a person. Her name was Elinora. She took time throughout her nightshift to listen to me, to care for me and to hear my story. What she did is so rare: she acknowledged my loss and she listened.

"Most people don't know what to say, and that's ok, as long as they just listen to my story. That's all a grieving person wants and Elinora did that. When baby finally arrived two days later Elinora reappeared to congratulate me. A continuation of care, and she must have kept up to date to how I was getting on. I was touched by that. That she would take the time out of her busy day to see how I was getting on. I will always remember her and her utmost care, the psychological and emotional care she gave as I prepared for the second most traumatic thing in my life, after my husband passing."

My sincere thanks go to Elinora and, indeed, to you all for your continued dedication to our patients.

As we head into Easter weekend I wish to thank all staff who will be working over the bank holiday, including out of hours community and GP services and community pharmacy colleagues, as well as those working in our hospitals and care homes. If you are able to take some time off, I hope you relax and enjoy the time with friends and family.

Wishing you all a very happy Easter.