

# Core Brief



## **Message from Jane Grant, Chief Executive (15 December 2023, 2.30pm)**

The Scottish Budget for 2024 - 2025 will be published next Tuesday which will enable NHS Boards and other public sector providers to develop their financial plans for the year ahead. Over the coming weeks we will have to consider the implications of this as we prepare the draft financial plan to take to the Board. In the meantime, it is important that we all keep a firm grip on managing our budgets and remain focused on tackling inefficiencies and delivering on savings targets.

As we look to become more efficient, the way that we deliver services will change. Digital technology is playing a significant part in that, such as increasing the uptake of virtual consultations. Maximising use of virtual consultations where clinically appropriate delivers a better patient experience, reduces environmental impact and can increase efficiency. A number of our services are leading the way in this (Pain Management, Oral Surgery and Primary Care Mental Health Teams) and over the coming months eHealth colleagues will be working with other specialties to increase the uptake of video consultations where appropriate.

Innovation also plays a key role in improving patient care and outcomes. This week's announcement of a trial on an AI-enhanced chest X-ray reporting solution which aims to improve early detection of lung cancer is very welcome. The project, currently underway at IRH, Vale of Leven and RAH, is one of several exciting developments being led by NHSGGC colleagues working collaboratively with other Health Boards, the Scottish Government and industry to enhance services and make best use of our clinical resources. The work of the West of Scotland Innovation Hub is to be commended and my thanks go to the team for all that you are delivering.

Our long service badge scheme has been running for some years now and so I recently asked for it to be reviewed and refreshed. Within NHSGGC, as colleagues will be aware, there are badges for four milestones, commemorating 20, 30, 40 and 50 years' service. Up until now, members of staff have been asked to apply for their own badge. Going forward from January, anyone who has had continuous, uninterrupted service within NHSGGC will automatically be sent their badge and will no longer have to apply. Colleagues who have had partial service elsewhere

will still be able to apply for a badge and the process for this will be unchanged. Many staff have fed back that they appreciate their long service badges and I hope that the new process make it easier for many of you to get this small token of our thanks and recognition.

Thank you to all staff that have attended their flu and/ or Covid-19 vaccination appointment or drop-in clinic so far. We have two further clinics scheduled at our sites next week:

- Wednesday 20<sup>th</sup> December - Vale of Leven, Ward 6, 9am to 4.30pm
- Thursday 21<sup>st</sup> December - New Victoria, 2<sup>nd</sup> floor canteen, 9am to 4.30pm

If you haven't been able to receive your vaccine to date, I urge you to do so prior to Christmas. Flu and Covid-19 peaked over the festive season last year so now really is the time to protect yourselves, your family, and your patients.

Appointments for both vaccines can be made via the NHS Inform booking system or [check our website](#) for local drop-in buses and clinics. I'd also like to take the opportunity to remind staff that the flu vaccine is available for free at some local pharmacies. You can see the list of [participating pharmacies here](#). Take your NHS ID badge and mention that you are staff when you make your appointment.

This week's feedback comes from a patient who has shared their experience of care at the QEUH Emergency Department. They say:

"In the early morning of 9 December, I felt unwell and phoned NHS 24. They arranged an ambulance that took me to QEUH A&E. There I was seen by a staff nurse, specialist nurse, another nurse, a phlebotomist, a junior doctor and a medical consultant. I was also taken by two porters to see a radiologist, who did a CT scan. Despite the department being very busy, all of these staff members were so calm, professional, caring and friendly. I was also able to hear how patient and caring they were to distressed patients in neighbouring bays.

"The staff are all a true credit to the NHS. Obviously there are many more reception and office staff (who I did not meet) who are essential to patient care in the department. Also, judging by the cleanliness of the bay, the corridors and the toilets, the cleaning staff are also doing an outstanding job. I was also very surprised how quickly blood test and CT scan results were available, so clearly diagnostic staff deserve credit as well. Lastly, before I was discharged, both the specialist nurse and medical consultant very patiently and clearly explained to me what they had found and how my condition should be further investigated. Thank you all so very much for your exceptional care."

Given the demands currently on our unscheduled care teams and support staff, it was heartening to see this fantastic example of teamwork and compassionate care. My thanks go to you all.

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