

# Core Brief



## **Message from Jane Grant, Chief Executive (16 February 2024, 3.35pm)**

This week, we had the pleasure of welcoming our new Cabinet Secretary for NHS Recovery, Health and Social Care, Neil Gray MSP, to the QEUH. His first official visit since being appointed provided a great opportunity to showcase some of the important work being done to support emergency patients. The Cabinet Secretary was able to visit our Flow Navigation Centre which provides our virtual A&E service to patients, helping divert patients away from our EDs to more appropriate treatment pathways. He was also able to hear about the work of our Major Trauma Centre which provides 24/7 access to a consultant-led multidisciplinary specialist team for patients who have experienced major trauma. My thanks to all the staff who were able to take the time to welcome and chat with the Cabinet Secretary on this important occasion.

I would like to congratulate all of the Clyde Cluster Workforce Group and all Clyde staff involved in securing Investors In People (IiP) accreditation this week for the Clyde Cluster (RAH, VoL, Dykebar). This is fantastic news and a real credit to staff. It is particularly impressive given the assessment was undertaken during a time of peak winter pressures. The IiP is an international benchmark of high workplace standards and demonstrates a real commitment to supporting and developing staff. The Cluster Workforce Group will continue to meet to ensure we are able to provide ongoing support to the cluster as we look to further enhance the working environment.

I was pleased to read this week about one of our patients, Mia Scott, who has secured a cap for Scotland's national youth football team, despite living with a congenital heart defect. Our staff have been involved in Mia's care since she was a baby, providing ongoing support and check-ups throughout her life, including two major heart operations – the most recent of which took place last month. As a result, Mia has been able to live life to the full and is fulfilling her dream to play football at a national level. My huge thanks to everyone involved in Mia's care at the Royal Hospital for Children.

I am delighted to share we have reached a milestone of 2,000 stories and pieces of feedback from patients and families through Care Opinion over the past year alone. This growing platform is a crucial medium for patients to provide detailed feedback and to evidence the hard work of our staff. Such rich insights not only celebrate our success but also shape our approach to policies, ensuring a patient-centred care model. Your dedication to excellence is reflected in these stories, reinforcing our commitment to continuous improvement. I look forward to seeing Care Opinion continue to grow as a tool for listening to our patients, and I'd remind all staff to encourage patients to record their feedback through the platform.

I'd also like to remind staff time is running out to submit nominations for this year's Excellence Awards. Brilliant work goes on across this organisation on a daily basis, and the awards are one really important way of celebrating some of the most shining examples. Please ensure you get your nominations in by next Monday. You can find the forms and more information on the categories [here](#).

Finally, I'd like to spotlight some positive feedback from a patient regarding their experience at Stobhill Ambulatory Care Hospital. A fantastic example of compassionate, professional care:

"I had the genuine privilege of attending Stobhill Hospital in Glasgow for day surgery on my advanced Dupuytren's Contracture condition and cannot praise the whole team enough - from the very pleasant and efficient reception staff, the kind, thoughtful and very hardworking ward team, for whom nothing was too much trouble and everything done with a smile and genuine care, to the wonderfully calming and reassuring pre-op team led by the talented and exceptional anaesthetist David, and last but not least the world-class Surgical team headed up by a truly incredible hand and Orthopaedic surgeon Mr McGraw. "The level of care, attentiveness and compassion, from start to finish was humbling, and knowing the thousands of hours of study, training, dedication and personal sacrifice that it takes to achieve their positions, makes it even more impactful to find each one of them to be humble, kind and dedicated to your well-being! Well done team NHS you never cease to impress and amaze us!"

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