

NHSGGC

Core Brief



**Message from NHSGGC Board Chair, Dr Lesley Thomson KC
(17 October 2025, 2.50pm)**

**Recent board visit to the QEUH highlights the fantastic work of teams
across ED, MIU, IAU and ENT**

This week, NHS Greater Glasgow and Clyde Chair, Dr Lesley Thomson KC, and Non-Executive Board Member and Whistleblowing Champion, Brian Auld, visited four areas of the Queen Elizabeth University Hospital.



First, they met with colleagues in the Emergency Department, Minor Injuries Unit, and the Initial Assessment Unit. The teams spoke about the progress being made across these departments. From pilot programmes aimed at streamlining patient pathways at the front door to ongoing efforts to improve systems and flow, the teams shared valuable insights into the work that's driving positive change.

Staff also spoke openly about some of the challenges they face. Their honesty and transparency were appreciated, and these conversations reaffirmed

NHSGGC's commitment to fostering a culture where speaking up is encouraged and supported.

"These teams are highly valued members of our healthcare system and are delivering excellent care under pressure," said Dr Lesley Thomson.

"There's a huge amount of positive work taking place and I'm really grateful to the teams for updating us on what more we can do to improve the systems to support patients and hospital flow.

"The passion these teams have for patient care and advocacy was clear throughout our discussions. I'd like to thank everyone we spoke with for their time, honesty and openness. It was appreciated."



Chair Dr Lesley Thomson KC, Brian Auld, Russell Coulthard, Stuart Gaw and ENT surgery staff

The visit then continued to the Ear, Nose and Throat (ENT) Ward, 9B, the only one of its kind in NHSGGC. With two treatment rooms and 26 inpatient beds, this 24-hour receiving unit cares for over 4,600 patients annually.

"What we can now achieve in a treatment room for patients with minor conditions means fewer admissions, allowing patients to recover comfortably at home while easing pressure on this incredibly busy department," said NHSGGC Senior Charge Nurse, Sally Campbell.

"We're especially grateful to the specialist teams here, including nurses who consistently go above and beyond for our patients."

The ENT ward treats a wide range of conditions, from minor issues such as tonsillitis and quinsy to more complex cases like stridor, post tonsillectomy

haemorrhage, and tumour bleeding. The team also provides specialist care for patients who breathe via tracheostomy.

This highly skilled nursing team not only delivers expert care within the ward but also supports other areas of the hospital where patients breathing via tracheostomy may be admitted. When possible, they train other nurses in this specialised treatment to ensure patients receive the care they need, even when they cannot advocate for themselves.

“The work this team are doing on site at the Queen Elizabeth University Hospital, caring for patients across NHSGGC is fantastic and it was great to hear from the team about their ideas for overcoming challenges,” said Dr Lesley Thomson.

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