

Core brief

**Message from Jane Grant, Chief Executive
(18 November 2022, 2.05pm)**

The 2022 National Health and Social Care Staff Experience Report was published by the Scottish Government this week. I am very pleased to see that the results for NHSGGC are, on the whole, on par with the national average, which given the challenges faced by our staff in the past couple of years, is encouraging. It was also great to read some of the comments from staff about the positive ways of working within their teams and the support they have received and shown to one another. I would like to thank everyone who took the time to fill in the iMatter survey and submit comments. I am also pleased to note that we are above the national average for the number of action plans which have been published and while we still have some work to do, this is a solid foundation, which we can continue to build upon. I would like to encourage all teams who are yet to finalise their action plans to please do so, as it is really important that we take this opportunity to further improve our ways of working so that we continue to develop and deliver excellence in patient centred care.

This week, the General Medical Council and Nursing and Midwifery Council along with the respective national bodies, Chief Medical Officers and Chief Nursing Officers from the four UK nations wrote to doctors, nursing and midwifery colleagues across the UK to highlight the significant challenges brought forward as a result of the pandemic and forthcoming winter pressures. The correspondence, intended to provide support and reassurance to staff, notes that should staff need to amend ways of working, the respective professional codes and principles of practices will continue to support the judgments and decisions made in all circumstances. Both letters will provide a level of comfort to our clinical colleagues and are very welcome.

I fully recognise the challenges faced by all of our staff, both clinical and non-clinical, in recent times, particularly as a result of the pandemic, and I very much appreciate all of the individual and team contributions that have been, and continue to be, made. It is, therefore, really important to me that NHSGGC provides full support to everyone in what is likely to be a challenging, forthcoming winter period. This is why we recently launched our [Speak Up! campaign](#), which highlights a range of support services that are available to all NHSGGC staff. If you are facing issues or feel you need additional support, we have people available to help you. While I would encourage you to speak with your line manager in the first instance, please also make sure you are aware of the alternative options that are available for you to use, should you need to.

Yesterday was the worldwide Stop Pressure Ulcer Day, which highlights a very important issue faced by staff and our patients. This annual event is a means to raise awareness and help promote pressure ulcer prevention and I would like to thank all staff for their continued efforts in reduction of pressure damage.

I would like to congratulate Dr Lindsay Donaldson, who has undertaken the role of our Director of Medical Education for the past six years, on her appointment to the position of Deputy Medical Director at NHS Education for Scotland (NES). Lindsay has delivered some hugely important programmes of work during her

tenure with NHSGGC, including taking responsibility for the training and associated support of our junior doctors while they take steps to overall qualification. My thanks to Lindsay for all the work she has undertaken and my very best wishes for your new role.

I was pleased to receive a copy of a card, sent by the relative of one of our patients thanking our team in the Langlands Unit at the QEUH for the care and support that was shown. I know it means a great deal to staff when patients and their families take the time to write directly to you I would like to thank Brian Green, our Senior Charge Nurse for sharing the card with me. My thanks to Brian and the entire team at the Langlands, please keep up the excellent work and thank you for the fantastic care you have given this patient.

I would also like to share some patient feedback which has been submitted about the Nuclear Medicine team at the GRI. Our patient writes; "I recently attended the Department of Nuclear Medicine at Glasgow Royal, for a Myocardial Perfusion scan. Weeks before my scan, I was so anxious, I almost cancelled my appointment. When I called in to cancel, I spoke to Gail, one of the radiologists. She could not have been nicer, or more understanding. The test was fully explained to me, and I was offered the opportunity to try out the scanner before my test, and that if I found on the day, that I was too anxious, I was under no pressure to go through with it. Our chat made me feel so much more calm and reassured. When I attended my appointment, I was actually met by Gail, which calmed my anxiety immediately. She has such a gentle, kind manner, and fully explained what was going to happen, and I was able to sit in the scanner to see how I felt. I'm so glad Gail answered my call that day, otherwise I would never have gone for my test. What a lovely person, with such a caring manner. Could you pass on my thanks to her please? Also to Anita, who assisted." This is fantastic and very heartfelt feedback and I would like to thank Gail, Anita and the rest of the Nuclear Medicine team for the support and compassion you have shown this patient. Thank you.

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