



Daily update
(18 November 2025, 5.00pm)

NHS GGC Chair visits Glasgow Royal Infirmary to meet staff and celebrate innovation in care

Dr Lesley Thomson KC, Chair of NHS Greater Glasgow and Clyde, and Non-Executive Board Member Dr Becky Metcalfe visited Glasgow Royal Infirmary last week to meet with staff and see first-hand the vital work being carried out across Older People's Services, Respiratory and General Medicine, and the Scottish National Burns Unit.

They were welcomed by General Manager for Medical Specialties Rebecca Reid, and General Manager for Older People's Services Alison Leiper, before touring Wards 23 and 24 in the Surgical Block.

Ward 23, part of Older People's Services, provides care for older patients, including those living with dementia. The team shared how they have successfully reduced the average length of stay by four days through a strong focus on patient-centred care and early discharge planning in their service improvement work with Frailty. They also discussed future innovative approaches to delivering care at home where appropriate, ensuring patients receive the right care in the right place.

Senior Charge Nurse Gillian Hamilton and Clinical Director Dr Adam Bowman spoke about the unique challenges and rewards of working in a service that supports some of the most vulnerable people in Glasgow.



Ward 24, Respiratory and General Medicine, primarily supports patients with respiratory conditions, including those requiring palliative care. Staff shared how they are currently managing staffing levels and highlighted the recent arrival of two newly qualified nurses to the team.

Led by Senior Charge Nurse Terri Spratt, the team highlighted their use of information boards, including the Discharge Without Delay board, to support a team-based approach to improving patient flow. They also shared their staff recognition board and plans to open a new relatives' room, created by transforming a former storeroom, to enhance support for families.



The final visit was to the Canniesburn Scottish National Burns Unit, where the Chair and Dr Metcalfe were welcomed by General Manager Graham Christie and met with Senior Charge Nurse Jacqui Ivison, Consultant Plastic Surgeon Mr David McGill, Interim Lead Nurse Claire Blake, and Clinical Director Adam Gilmour.

The unit plays a vital role in delivering specialist care to patients from across Scotland. Staff discussed the seasonal impact of events such as Guy Fawkes Night on admissions, and the positive role of public awareness campaigns in promoting fire safety.

Dr Thomson said: “The dedication of teams across GRI is truly inspiring. In Ward 23, we heard how they’ve reduced length of stay while continuing to provide compassionate, patient-centred care. In Ward 24, the team’s efforts to support patients and families, including the creation of a new relatives’ room, are a testament to their commitment.

At the Burns unit, we heard about exceptional care being delivered in a highly specialised and emotionally demanding environment. We were there to listen and learn and I’m grateful to the team for also raising matters that need improved. We will take forward

further discussions with them.

Overall, it was a real pleasure to meet all the staff at GRI in North Sector and Regional Services and thank them for their dedication and commitment to get better outcomes for their patients every day.



Remember, for all your latest news stories, visit the Staffnet Hub:
[GGC-Staffnet Hub - Home \(sharepoint.com\)](https://sharepoint.com)



Staff are reminded to make sure their personal contact details are up to date on eESS.

It is important to share Core Brief with colleagues who do not have access to a computer.
A full archive of printable PDFs are available on [website](#)