

Core Brief



Message from Jane Grant, Chief Executive (19 January 2024, 12.30pm)

This week we were able to shine a light on some of the fantastic work colleagues are undertaking to help manage patient flow through our hospitals during this challenging period. Cabinet Secretary for Recovery, Health and Social Care, Michael Matheson MSP, was impressed following a visit to the discharge lounge at the RAH on Monday, where he was able to speak to staff, including the local HSCP social work team, to learn about initiatives ongoing to tackle delayed discharge. In a follow-up letter of thanks to the team, he highlighted the positive attitudes of all staff and the good work of local leadership at the hospital, which has supported close cross-team working with social work colleagues to improve the flow of patients back into the community. I'd like to thank all the staff involved in the visit and to echo the Cabinet Secretary's congratulations on the positive work being done in this crucial area.

As we are in the midst of winter, across sites and, in particular, the GRI, staff continue to face challenging conditions in relation to norovirus and other infections that have caused a number of ward closures. We're working closely with teams locally to ensure support is in place to minimise wider disruption where possible. A public messaging campaign is underway to remind visitors not to attend our hospital sites if they show signs of infection, and we would also remind our own staff of this guidance, along with standard infection control advice around hand hygiene and PPE.

On the theme of winter, I'm sure many of you will also have seen the important messaging from our public health team this week who took a lead from our penguin friends on how to safely manoeuvre when walking in icy conditions. Thanks to staff volunteering to demonstrate the penguin walk on camera, we've seen our advice around slips, trips, and falls spread across the country, even securing a spot on Good Morning Britain. Well done to all involved in helping spread an important message about safety.

I'd also like to congratulate one of our staff at Leverndale Hospital, Patient Activity Coordinator (PAC) Nurse, Jenn Wyld who was awarded runner-up for the Jane Davies Award for Person-Centred Practice at the What Matters to You National Networking Event in Edinburgh this week. A fantastic achievement and a testament

to Jenn's dedication and passion for delivering person-centred care to our patients. Well done and keep up the good work.

Finally, I'd like to share some lovely feedback regarding a patient's treatment at the New Victoria Hospital where they received Day Surgery for an eye procedure. A family member said: "My Dad recently attended Day Surgery for an eye procedure and had so much positive feedback I felt it was important to share. He commented on the professionalism and person-centred care he received from all the staff - from the receptionist at Day Surgery, nursing, and medical individuals that he saw. He was blown away by the paperwork involved - checking his personal details, etc. - but that this was all carried out clearly and helped make him feel at ease during his eye operation.

"Simple things like asking how his journey to the hospital was and making conversation really make a difference to someone who is nervous and unfamiliar with hospital settings. Thank you for the care shown to my Dad."

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