

Core brief

Message from Jane Grant, Chief Executive
(17 June 2020, 5.15pm)

Throughout the pandemic period I have been impressed by how our staff have responded to the challenges before them, adapted to new ways of working and found solutions to problems.

COVID presented a number of challenges to our ED teams in keeping COVID and non COVID presentations apart while maintaining a safe space for themselves and their patients.

The ED team at the Queen Elizabeth quickly developed a Daily Update for staff where problems and solutions are shared. This Update is then cascaded via the four daily handovers, through department apps and also emailed out.

This excellent communication tool really is a credit to the leadership teams there – both clinical and general management. Staff have told me that management support in our EDs has been phenomenal and they have displayed clinical skill and innovation throughout.

First-class communication has also been key at GRI, where they introduced a Covid management whatsapp group to ensure that all staff were kept up to date with the fast-changing guidance and flows within the ED.

During COVID, staff at IRH have found their Safety Pause, which happens four times a day, invaluable. More than a huddle, it gives staff the chance to assess patient numbers and discuss capacity with the Bed Manager and others.

At the RAH a Clinical Fellow came up with a novel way of recognising staff when they had gone above and beyond in a particular way. They called it Pride of Clyde and the 'stars' have been warmly recognised for outstanding efforts.

In all our EDs, staff have praised the role of their senior nursing teams who have, more than ever before, ensured they have been visible and available to colleagues, giving a re-assuring presence on the floor.

Our ED staff at all our units do an incredibly difficult job in 'normal' times but the last three months have presented even more challenges. I want to thank each and every one of you for your dedication to your patients and your job and for the compassion and professionalism that have shone through.

