

Core brief

Message from Jane Grant, Chief Executive (19 May 2023, 10.45am)

This week is Mental Health Awareness Week and staff have been supporting awareness raising activities right across NHSGGC. This year, the focus is on anxiety, which is something that affects us all to varying degrees throughout our lives and can be very debilitating if not acted upon. Your mental health is vitally important and no one should feel that they have to stay silent if they are struggling in any way. I would like to remind all staff about the support services that are available to you all via our wellbeing hubs, our Occupational Health Teams and also on our [website](#), where there is a wealth of information about the help and advice available to you. Mental health and wellbeing can be a very personal subject for many people, so if you seek help, please be assured that this will remain confidential. If you do need to use the services available, please do so with confidence that our teams are there to help you.

I was delighted to see that the first NHSGGC staff group who have been fully funded to complete their HNC in Occupational Therapy Support have now completed their course. The HNC is an 18 month long programme and the team are really pleased to have been fully supported to progress through to completion.

The group, who have been successful in achieving their HNC, is made up of Kimberley Evans, a Support Worker Stroke Unit at the Larkfield Unit, Lorraine Buchanan, an Assistant Practitioner from Glasgow Royal Infirmary, Jacqui McMullan from the Community Occupational Therapy Team at Kirkintilloch Health Centre, Alanna McMorrowy, a Support Worker based in Orthopaedics at the QEUH, Alistair Chapell, a Support Worker with Older Adults at the Royal Alexandria Hospital, Scott MacKay an Assistant Practitioner within the Stroke Team at Stobhill Hospital and Jordan McMinn, a Support Worker in Acute Mental Health.

I am really pleased that the team is made up of staff from right across NHSGGC and I would like to personally congratulate them all for their achievement.



Staff may be aware we recently launched a live feedback dashboard for Flow Navigation Centre patients to record their experiences of the virtual A&E service. I am delighted to see overwhelmingly positive feedback, with 97% of the 1,077 patients who have responded so far, indicating that they would use the service again. The FNC has gone from strength to strength since launching two and a half years ago. In addition to providing vital pre-hospital care and advice for COVID patients, the service is engaging with around 2,000 patients per month. Our teams are actively giving advice and treatment for a host of injuries and illnesses, often helping avoid a patient attending hospital altogether. With more than 80% of consultations taking place over Near Me, coupled with positive feedback from patients, the service is a fantastic example of how digital care fits in alongside traditional face-to-face services. I look forward to seeing the FNC continue to grow and I would encourage anyone wishing to find out more information to watch our FNC patient facing video here: [Virtual Accident & Emergency \(A&E\) - NHSGGC](#)

As you will be aware, Glasgow's Low Emission Zone (LEZ) will come into effect in the city from Thursday 1 June. The zone has been put in place to reduce vehicle emissions, which can cause health problems for more vulnerable members of our local communities. As all vehicles entering the city centre zone area will need to meet the less-polluting emission standards or face a penalty charge, staff are advised to check in advance as to whether your vehicle may be affected so that you can make alternative travel arrangements if necessary. Staff can find out more information about the zone areas and the vehicles affected on the Glasgow City Council [website](#).

I was pleased to see so much positive engagement about the first programme in the second series of Rescue: Extreme Medics on Channel 4 on Monday evening. The series is a great way for NHSGGC, along with colleagues in NHS Grampian and the Scottish Ambulance Service, to show the tremendous and often very challenging work of the Scottish Trauma Network. If you haven't seen the programme yet, please try and tune in on Monday evening at 9pm.

Today, I would like to share with you some feedback about our team at WestMARC in Glasgow. The relative of one of our patients writes: "My dad was diagnosed with MND in November 2022, which resulted in him needing an electric wheelchair. We were very quickly asked to attend WestMARC in Glasgow and the service we received was first class. The nurse, called Keira, met with my dad, listening to his needs, and measured him up for a new electric chair. As we had a family wedding a few months after meeting with Keira, we were hoping that the new chair ordered would be delivered before this, but we knew timescales were tight. However, two days before the wedding, the electric chair arrived, personally delivered by Keira. The service we received was excellent and Keira is a credit to her profession. The genuine care and attention she gave my dad and our family will never be forgotten.

Her empathy and professionalism throughout and caring personality is a credit to the NHS.” I would like to personally thank Keira for the fantastic patient centred approach taken with this patient, which ensured such a positive outcome.

It is important to share Core Brief with colleagues who do not have access to a computer.
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