

# NHS Greater Glasgow and Clyde **Core brief**

## **Message from Jane Grant, Chief Executive (2 December 2022, 12 noon)**

As we continue to move into the winter months, our teams are being faced with mounting seasonal pressures. The situation is not unique to NHSGGC, but the impact is beginning to be felt across our Health and Social care teams. We continue to actively implement ways of working which will take the pressure away from our ED teams and help to move patients through our hospitals for treatment more effectively. This month, we will officially launch our Home for Lunch campaign, which has been developed to encourage and support pre-noon discharge for those patients who are ready to go home. The campaign supports a wider set of initiatives to improve patient flow through our hospitals which will positively impact on care at all stages of our individual patient's journey. Home for Lunch specifically encourages families to make sure appropriate arrangements are in place so that their loved ones can return to their home by noon, when they are ready to do so. I would like to encourage all of our staff to support the campaign and we will share more information about it with you in the coming days.

Despite the pressures that continue to be faced by our teams, I was really pleased to receive such a positive report from Healthcare Improvement Scotland, following their unannounced inspection of the QEUH and RHC that took place during the summer. The report highlighted the culture of the hospital, our infection control procedures, the skills of our staff and supportive leadership teams as areas of good practice, which is excellent feedback. An action plan has been agreed between NHSGGC and HIS to ensure that staff development and assurance of appropriate policies and procedures continue to have the correct level of focus. I would like to thank all staff who supported the inspection, our infection prevention and control team for your ongoing attentiveness to patient safety as well as the wider teams of staff across the QEUH and RHC for your ongoing hard work and commitment to continuous improvement.

I would like to congratulate the 20 members of staff from GP practices and medical centres across NHSGGC, who have been recognised for their long service in community nursing by The Queen's Nursing Institute Scotland. The commemoration ceremony, which took place yesterday, celebrated staff who have worked in community nursing for between 21 to 33 years. My congratulations to Hazel Allen (Bishopton Medical Practice), Fiona Connolly (Saracen Medical Practice), Gladys Currie (Peel View Medical Practice), Morag Devitt (Sandyford Surgery), Rowena Ellam (Main St Medical Centre), Lynne Gordon (Thornliebank Health Centre), Joan Kennedy (Barclay Medical Practice), Anne MacDonald (Carolside Medical Centre, Wilma Mitten (Barclay Medical Practice), Alison Prentice (Bishopton Medical Centre), Carol Raeside (Barclay Medical Practice), Susan Simpkins (Barony Medical Practice), Karen Stewart (Dr Moffat and Partners), Morag Beverstock (Dr McCartney and Partners), Lynn Crombie (Westmuir Medical Practice), Gillie Henry (previously at the Barclay Medical Practice), Margaret Hopkins (Barclay Medical Practice), Carol Lewis (Rutland Surgery), Elaine Mawer (Gardner St Surgery) and Heather Weir (Dr MacDonald and Mitchell). Thank you all for your service, the care and support that you have provided to patients, their loved ones and your colleagues throughout your careers. Well done.

I would also like to congratulate our Medical Equipment Management and Learning and Educational teams for their success at the Healthcare People Management Association (HPMA) Awards last night. The teams

were awarded the Hill Dickinson Award for Education, Learning and Development Initiative for our work on future-proofing the clinical engineering workforce, which is a great initiative to recruit and retain vital engineering skills within NHSGGC. Well done to everyone involved for your hard work in customising the diploma enhanced apprenticeship pathway, which has already had a significant impact on attracting new talent into our organisation. Your accolade is very well deserved.

As we have now entered December, I was delighted to see one of our young patients, Jack Sneddon, turn on the Christmas tree lights at the RHC yesterday. Jack, who lives in Glasgow and is currently awaiting a heart transplant, was the winner of the Glasgow Children's Hospital Charity's bauble design competition, so it was fitting that he was joined by a life-size version of his snowman creation to switch on the lights. Events like these are hugely significant for patients and their families and I would like to thank all of the staff at the RHC who supported the light switch-on this year.

I would like to congratulate the Inverclyde League of Hospital Friends on their 50<sup>th</sup> anniversary, which marks half a century of supporting Inverclyde Royal Hospital and the local community. During this time, the league has donated more than £2million for various projects and pieces of equipment at the IRH as well as provide volunteers to support and operate the hospital's tea bar, which raises money for our Greenock site and supports the patient transport service. My thanks to everyone who has been involved with the Inverclyde League of Hospital Friends since its creation in 1972. Your unwavering support is hugely appreciated.

This week, we also commemorated World AIDS day. To mark the day, many staff wore the red ribbon to symbolise their support and the QEUH was lit up in red. As many of you will be aware, HIV is now a manageable long-term health condition thanks to significant progress that has been made in both treatment and care. However, taking preventative measures as well as testing for HIV and other blood borne viruses remains vitally important to preserve and improve health outcomes. Ultimately testing for HIV enables us to identify people who need treatment and prevent onward transmission, which is really important. I would like to thank all of our staff who are working with and treating our HIV patient community as well as those of you who are supporting research to try to find more effective treatments and hopefully, eliminate HIV and AIDS.

This week, I would like to share some feedback with you from the relative of an elderly lady who was cared for by the District Nursing Team at Maryhill Health Centre. The family member writes: "My mum was discharged from hospital back to her own home with family for palliative/end of life care. I'm writing this because I feel you should know the dedication and marvellous work that your nurses carry out for their patients and families on a daily basis. The support that was given to my family, also the kindness, respect and dignity shown to my Mum when she was dying. The girls went above and beyond their duty of care to Mum, to ensure she was pain free and made comfortable at this stressful time. In the early hours of the 8th of November my Mum sadly passed away. The two nurses who came out to us were exceptional. I was prepared to wash and change Mum's clothing, but the nurses said no and that instead they would attend to her. The nurses had my Mum looking lovely, brushed her hair and laid her out nicely in bed. My family are very thankful for this. I would ask that this email be filtered through to Susan and the individual nurses who cared for my mum, to show our appreciation as a family. Thank you all from the bottom of my broken heart for the kindness shown to my Mum and my family. We will never forget you all." I would also like to share my thanks with our District Nursing team. Each of you do a fantastic and vitally important job, supporting families such as this on a daily basis. Thank you.

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