

Core Brief



Message from Jane Grant, Chief Executive (02 February 2024, 3pm)

Following recent media coverage regarding an unauthorised individual impersonating staff on our acute sites, I would like firstly to reassure staff that such incidents are extremely rare. There are a number of protocols in place to help keep our sites secure, however, I would like to remind staff of the importance of remaining vigilant as part of that protocol and to report any suspicious activity to your line manager. It's also essential staff wear identification badges in the workplace at all times where appropriate.

This week, I was delighted to read the positive feedback in the latest national Digital Maturity Assessment, which is an audit conducted nationally to assess how health boards across the country are leveraging digital technologies to meet objectives and adapt to the changing landscape. NHSGGC scored highly across the board, with an average score of 83%, and significant progress being made since the last audit in 2019. As part of the feedback, the Scottish Government has identified a number of areas demonstrating good and best practice to showcase at a national level.

It is essential we continually review and harness new digital technologies wherever appropriate to help make our service more efficient and future-proof and I'd like to congratulate the eHealth team for driving and overseeing positive change in this area, alongside colleagues who have been quick to adapt to new digital ways of working. As a result of work so far, the health board is well positioned to continue scaling up digitally, including in our key provision of virtual appointments and remote management of patients – both of which now play a crucial role in the delivery of overall services to patients.

I would also like to highlight our NHSGGC Excellence Awards this week, which are now open for entries. These annual awards are a real testament to the dedication of individuals and groups of staff and volunteers across our service, and an important way of shining a light on the people who go the extra mile in their roles. Thanks to everyone who has already taken the time to enter colleagues into the awards, and for everyone else, now is the opportunity to nominate colleagues you feel have made a special difference to patients, colleagues, or improved ways of

working. To nominate and for more information, please visit the [Excellence Awards web page](#). The closing date for entries is Monday 19 February 2024.

Finally, I would like to spotlight some moving feedback from a family regarding the care of their father within the QEUH. This demonstrates how the service we provide day-in, day-out can positively impact a patient and their loved ones in their care experience.

“My dad has spent time in Ward 56 of the Langlands building in the Queen Elizabeth University Hospital. We have nothing but praise for the staff in his ward.

“Thank you to all staff in Ward 56 for being a ray of sunshine. We wanted to take the time to thank you all for your kindness, patience, and care you have given our husband/dad. We appreciate everything from the bottom of our hearts and know he has been given the best care possible.

“The time and effort you spend on rehabilitating our husband/dad brings us hope he will continue to improve, and we are listening when you tell us to take each day as it comes.

“Please never forget how amazing you are, the comfort and support you give makes a world of difference. Being in the care profession is hard and never-ending work, but the time staff have taken to reassure and inform us both of my husband/dad’s progress is definitely keeping us going.”

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