



Daily update
(2 October 2025, 10.30am)

Colleagues at Clyde sector sites share patient flow innovations on recent Board member visits

In a recent trip to Inverclyde Royal Hospital (IRH), Royal Alexandra Hospital (RAH), and Vale of Leven, Board members spoke to colleagues about how they are working to improve patient flow.

The first stop for Vice Chair David Gould, new Board members Jamie Kinlochan and Giovanni D'Alessio, and existing members Margaret Kerr and Morven McElroy, was the Vale of Leven's Medical Assessment Unit (MAU) and Acute Medical Receiving Unit (AMRU). These units play a crucial role in providing immediate and effective medical care to patients, ensuring they receive the appropriate treatment and support during their stay at the hospital.

Colleagues explained that these services are not walk-in clinics however a number of patients continue to attend without a scheduled appointment, putting pressure on services. The team explained to Board members that significant work is on-going with publicity campaigns locally to guide patients to the right point of care, this will result in scheduled access to the correct service, which is often quicker and will avoid any potential delays for patients.

Next, Board members visited K North (Orthopaedic Elective Ward) and H South (General Surgical Ward) at Inverclyde Royal Hospital.



L-R Margaret Kerr, Jamie Kinlochan, Morven McElroy, David Gould, Gio D'Alessio, and Louise Watson, Chief ANP / IRH Site Lead

K North provides elective orthopaedic and downstream trauma care for Clyde patients. The Unit has redesigned the layout of the space for better patient flow, moving the physio and pre-hab exercise area to the entrance allowing patients to see others going through the same physical journey. This helps patients psychologically to see how much they could improve with the exercises and care provided by the team.



Kindness board at the IRH

The final stop was the Older Adult Assessment Unit, MAU, and AMU at the Royal Alexandra Hospital. At this site, the team has reconfigured services to improve patient flow, enhance care delivery, and ensure consistent medical staffing. For example, the Older Adult Assessment Unit has recently transferred to Level 2 in order to be co-located with the medical receiving units with a separate waiting and triage area to the MAU.

Jamie Kinloch, Non-Executive Board Member, said: It was clear across all three hospitals that people are working with a strong dedication and focus, bringing Realistic Medicine to life in the way that they support patients. I was excited by the obvious commitment of the teams to improving care, whether through early assessment or innovative approaches to recovery. The visit showed how hard people are working in NHS Greater Glasgow and Clyde to deliver high-quality care and to keep developing services that put patients first."

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[GGC-Staffnet Hub - Home \(sharepoint.com\)](https://sharepoint.com)

Be Phishing and Vishing Aware!

Phishing and Vishing are forms of social engineering, a technique used to gain access to private information, often via email. It can cause a huge amount of damage, disruption and distress. To help prevent social engineering attacks at NHSGGC and at home, remember N.E.T.

No Trust

Verify, via alternative means, the identity of those sending unexpected messages, even if the contacts are known to you.



Educate Yourself

Complete the Security and Threat module on LearnPro. Check online sources to see if emails, SMS messages or other forms of social engineering attacks are known or commonplace. Remember, educating yourself can protect you in both your work and personal life.



Think First

Successful attacks generally require a sense of urgency. Stop! Take a moment to reflect and investigate, this can show these attacks for what they are.



Managing technology and data safely and securely is everyone's responsibility throughout NHSGGC.

For further information, visit: [FAQ---IT-Security-v0.2.pdf](#)

Staff are reminded to make sure their [personal contact details are up to date on eESS](#).

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