

# Core brief

**Message from Jane Grant, Chief Executive  
(20 January 2023, 5.15pm)**

In recent weeks, we have experienced an ongoing, steady decline in the impact of COVID and flu on our patient population. Currently, we have less than 300 in-patients who have been diagnosed with COVID in the past 28 days, which has decreased gradually since early January, when over 500 people were in our care. The rates of flu have also dropped quite dramatically and are forecast to continue falling. At its peak, in late December, we were providing care to over 730 patients affected by the flu virus, whereas today, we have less than 80. While this is very promising news, I am conscious that we are still faced with other winter pressures, which are continuing to require our collective focus. I would like to reassure staff that our HR team continues to work hard to increase staff recruitment into the areas of greatest need, as well as ensure continued accessibility to our staff support services, which I encourage you to please utilise should you need to.

I am pleased to inform staff that the roll-out of the continuous flow model across our hospitals has continued successfully this week, with the GRI and RAH now adopting this approach. Continuous flow is designed to reduce potential risk to patients which could arise from excessive lengths of stay in our Emergency Departments (ED) and Assessment Units (AU). It supports teams across our acute services to deliver safe and effective patient flow across our hospital sites, alleviating some of the pressure faced by our ED teams and allowing us to focus on moving patients through the appropriate treatment pathway as swiftly and safely as possible.

Although it may take a short period of time to fully embed across all of our sites, I am encouraged by the way in which staff at all levels have supported this change. We know it is vitally important that collectively, we work together to support our patients to receive treatment and care in the right place within our hospitals, and I would like to thank staff at the GRI and RAH for your support implementing continuous flow across both hospitals this week. I would also like to thank our teams at the QEUH for their continued efforts to further embed the continuous flow model across their hospital.

We have recently launched a survey to seek feedback about our Home for Lunch initiative, which has been put in place to support patients who are ready to go home, and not reliant on any additional care services, to leave hospital before noon. The feedback will help shape our approach to informing, encouraging and helping families, patients and staff to facilitate early discharges, which will, in turn, help patient flow through our hospitals. The [survey](#) is open to patients and anyone involved with the discharge process until the Monday 30 January, and I would encourage staff who would like to share their views to please do so.

This week, an unannounced inspection from Healthcare Improvement Scotland was undertaken at Gartnavel Royal Hospital. The visit, which is part of the usual HIS programme of inspections, and is focussed on providing assurance concerning the safety of care being delivered, commenced on Wednesday and I would like to thank all staff who have supported the HIS team to carry out this important work.

We have received some feedback from the loved one of a patient receiving treatment at the Beatson this week. The patient's family member writes; "I accompanied my Dad to Ward B8 (Day Unit) at the Beatson today, so he could have a Bone Marrow Aspirate and biopsy undertaken. The experience was much better than either of us anticipated. The ward receptionist was very welcoming and got up from his seat to show us exactly where to go. The nurse performing the procedure (Amy) was knowledgeable, friendly, caring, skilled and efficient. She put my Dad and myself at ease immediately. What was obviously a rather scary procedure was made entirely tolerable by her. We were taken on time and the procedure was over before he knew it. We'd both like to thank Amy for doing such a great job!" Thank you to Amy and the Beatson team for the fantastic care and support you consistently provide to your patients and their loved ones. Well done.

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