

Core brief

**Message from Jane Grant, Chief Executive
(20 May 2022, 10am)**

This week, we have continued to see a further decline in the number of patients being treated for COVID-19 in our health and social care settings. While I continue to view the situation with a level of caution, I am also growing increasingly optimistic about our direction of travel. Despite a small increase last week, COVID-related staff absences are now also reducing once more and I am pleased that we have been able to welcome more of our colleagues back to work. For those of you who have returned following a period of absence, I would encourage you to make sure you are utilising the support services available to you, so that we can assist you fully with your return.

As staff may be aware, following a routine, unannounced inspection of the QEUH in March, Healthcare Improvement Scotland (HIS) has issued their report about their visit. The report was, on the whole, very positive, highlighted high patient satisfaction levels as well as praising staff and frontline management in responding to the pressures caused by COVID-19. The report goes on to state that the majority of patients described their care as very good, with high admiration for staff. The report also makes reference to strong and visible leadership throughout the hospital that helped support the delivery of safe, patient centred care, which is a significant priority for us. While the report does note a small number of recommendations, I am pleased to be able to share with you that already, all of these have been acted upon, with improvements either complete or with an ongoing monitoring plan in place. I would like to thank all staff members who took part in the visit and who continue to provide excellent patient centred care across the QEUH and RHC campus.

Today is International HR Day, which is an initiative organised by the European Association for People Management as a way of recognising Human Resources professionals for the significant contribution they make. As such, this is a good opportunity to say thank you to our HR and OD teams for all of the support they have given our staff, former, current and new, to navigate the past two years and the significant amount of work they have undertaken to develop support mechanisms to help staff right across NHSGGC, to on-board a substantial number of new staff members in particularly short order and to ensure that we have successfully moved forward with important initiatives such as our Investors in People accreditation, which continues to make great progress across the organisation. Well done to our HR and OD teams and thank you for your continued support.

Finally, I would like to share some feedback with you about our team at the IRH and RAH, who together cared for one of our patients, using our trauma pathway. The feedback, which comes from a loved one of one of our patients states; "Myself and my Dad escorted my Mum to accident and emergency at IRH on Friday 13th May. My Mum lives with a degenerative neurological disease and requires additional support to attend appointments. Previous A&E visits were distressing for her. On this occasion she was reviewed by nurse practitioner Jennifer. Jennifer was kind and compassionate and cared for my Mum extremely well. Mum would like to pass on her thanks to Jennifer and all other nursing staff that cared for her that

day and to the radiographer who was also so kind to her when she went for her X-ray . Mum ended up having to go to RAH trauma centre to have fractured bones reset and was also well cared for there by nursing and radiology staff and the consultant who reset her bones. If our thanks can be passed on to all that looked after Mum that day it would be greatly appreciated.” Thank you to the teams at the IRH and RAH for the care and support you showed this patient and her family.

Are your contact details up-to-date? [Click here](#) to check