

# Core brief

## Message from Jane Grant, Chief Executive (23 August 2024, 2.20pm)

This week, we welcomed Jenni Minto MSP, Minister for Public Health and Women's Health, as she visited a range of services within NHS Greater Glasgow and Clyde. I was pleased to personally host the Minister on a visit to our Neonatal Intensive Care Unit at the RHC, where she met clinicians to discuss our model of neonatal care. Over two days, Ms Minto also visited the Paediatric Dental Service at the Glasgow Dental Hospital, the Donor Milk Bank on the Queen Elizabeth University Hospital campus, and the Scottish National Pain Management Programme at Allander House on the Gartnavel campus. The Minister also met families at the RHC who are benefitting from the Young Patients Family Fund, and with families and team members involved in the Family Nurse Partnership which is designed to support the health of young parents and their children. My thanks go to everyone who helped organise these visits, and to our staff members who met with Ms Minto to explain more about each of our services.



On Thursday evening, I was delighted to attend an event organised by our BME Network to mark South Asian Heritage Month. The event was an opportunity for

colleagues to meet and share stories in celebration of the incredible contribution made by the South Asian community to our health services. I'd like to thank the organisers for making this such a successful and enjoyable evening.



I am pleased to advise that NHS Greater Glasgow and Clyde has hit a huge milestone for patient feedback, as we surpassed our 10,000th story on the independent Care Opinion platform. Care Opinion is a national resource that gathers feedback anonymously and shares it with NHS services so they can pass on positive feedback and learn from any instances where levels of care may fall short of expectations. We know this feedback is invaluable in helping to inform the care that we deliver and allowing us to look at ways to continually improve our services. This is an incredible milestone to reach, and I am grateful to those who regularly take the time to respond to this feedback.

Last week, staff, patients and families at the Renal Unit at Inverclyde Royal Hospital had a fantastic day celebrating its 25th year. The Unit opened in August 1999 and was initially delivering dialysis to six patients with kidney problems. Since then, it has expanded to include a second clinical area and is now treating around 61 patients per week. Staff organised a special celebratory event with tea, cake and gifts for some of its longest-serving members of staff, including some who helped set up the Unit, as well as patients who have been attending the Unit for many years. Congratulations to the Unit, which I know provides a vital service to

patients in Inverclyde and allows them to be supported and treated close to their homes.



Finally, I'd like to highlight some positive feedback for staff at the Royal Alexandra Hospital regarding the care of a stroke patient, with my sincere thanks to the whole team:

"We cannot possibly put into words the appreciation for impeccable staff that looked after my papa after his stroke in March that resulted in a two month stay.

"The staff in Ward 6 were incredible and kept us up to date with any news on his treatment. After a short stay in Ward 6 he moved to Ward 5 and we cannot even begin to explain just how incredible the nurses and auxiliaries were. In what was such a worrying time for us, being able to go home settled knowing that he was getting the best care from the most incredible people really made the world of difference.

"From celebrating what could be considered small achievements, the staff in this ward made him feel like he had just moved mountains!

"SCN Tracy, you were amazing, getting us the permission to get him out to a family function that he was so upset to miss is something that we remain grateful for, for years to come. Your staff members are just indescribable and nothing that we can say would ever be enough thanks for just how positive you made such a rubbish time feel for him!

“Thank you for working tirelessly to get him home to us as close to his old self as he can possibly be!”

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