

Core Brief



Message from Jane Grant, Chief Executive (23 February 2024, 3.10pm)

This week, I'd like to spotlight our newly updated Reasonable Adjustment Guidance for staff. All NHSGGC staff should be able to thrive and flourish at work and have the support in place to allow them to fulfil their roles. The new guidance, developed in partnership with the Staff Disability Forum, provides tips and processes for all staff to help ensure how to identify and implement correct adjustments to support them as required. Putting in place a reasonable adjustment helps staff feel appreciated and valued, reduces sickness absence, and removes barriers to participation across the workplace. I'd encourage all staff to review the guidance, available on our [website](#).

This week marked National Mental Health Nurses Day, which recognises and honours the crucial contributions of mental health nurses around the world. I'd like to express my gratitude to all our mental health nurses for the essential care, support, and treatment you provide to our patients across a variety of settings. The work you do is absolutely vital and although delivered under often difficult and pressured circumstances, provides a real positive impact on the lives of patients. Thank you all.

I'm proud to highlight that the first consultant pharmacist in Scotland has been appointed for the West of Scotland Cancer network. This is a significant landmark for the pharmacy profession, and it's great to see the appointment being made within NHSGGC. Congratulations to Jennifer Laskey on achieving this position, which will no doubt provide assurances to patients and staff that we're able to provide top-quality care within pharmacy across practice, leadership, education, and research.

A story I was heartened to read about recently was the quick thinking and fast action from one of our staff at the QEUH, which most certainly helped another colleague avoid potential severe damage. Healthcare Support Worker, Caroline Swan was in the right place at the right time when she unfortunately took ill on the stroke rehabilitation ward at the QEUH. Luckily, Charge Nurse Sharon Woods was there and able to recognise her symptoms using the FAST acronym – Face, Arms, Speech, Time, which quickly identified Caroline was having a stroke. Thanks to Sharon and the team, Caroline was able to receive the treatment she required

quickly, potentially saving her life. I'd recommend everyone familiarises themselves with FAST and you can learn more on our [website](#).

Last week also saw a significant milestone for two staff from the IRH. Night porter, Glen Stevenson, and health care assistant, Anne King both celebrated 50 years of service – an impressive feat and something to be very proud of. Over at the QEUH, another one of our longest-serving members of staff, Christine Peterson, has decided to retire after 51 years of service. My congratulations and thanks go to the group for their hard work and dedication to NHSGGC over the years.

Finally, I'd like to spotlight some wonderful praise from a family of an RAH patient this week. Well done to everyone involved – compassion, professionalism, and person-centred care are common themes of feedback and something we see carry right through our patients' care journeys:

"My 73-year-old mum took a really bad fall down the stairs on Monday night and required an ambulance. When they arrived, they were very professional and treated her with great respect, constantly asking her if she was ok and to tell them if she was uncomfortable so they could stop until she felt the pain ease before moving her again. Once she arrived at the RAH A&E department, she was again treated with respect and great care. Every single member of staff she came across was caring and couldn't do enough to make sure that she was comfortable and not in too much pain while waiting to be x-rayed and seen by the Doctor. Thankfully no broken bones, just severe pain and bruises. My mum would like to express her thanks and appreciation for the care she received from the ambulance crew and the A&E staff, worth their weight in gold every one of them. Thank you NHS."

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