



**Message from Jane Grant, Chief Executive  
(23 September 2022, 2.55pm)**

As staff will have seen, the COVID testing requirement for staff, patients and service users who do not have symptoms of COVID-19 has now been paused across NHSGGC. I am hopeful that by taking this important step, we will see benefits to our services, across our wards and, indeed, in our local community settings. If you are not clear about what these changes mean for you and your teams, please visit the intranet for more information or speak with your line manager.

In July, the Cabinet Secretary for Health and Social Care announced new targets to tackle long waits in the NHS which have built up as a consequence of the pandemic. The first of these targets was to treat outpatients in the majority of specialties waiting longer than two years by the end of August 2022. This week, Public Health Scotland published their report on this target. This has confirmed that as of August 31<sup>st</sup>, no NHSGGC patients are waiting longer than two years for an outpatient appointment. Given the volume of outpatients who had been impacted by the pandemic within NHSGGC, this is a significant achievement for all involved, even more so when considered that we were only one of three Boards, alongside NHS Shetland and NHS Western Isles, to meet the target. My sincere thanks go to all staff involved for their significant efforts to tackle long waits, which will have a positive impact on the lives of patients who have faced the longest waits for a consultation.

I am delighted to share the news with staff that our Neonatal Unit at the RHC is the first unit in Scotland to have gained the BLISS Baby Charter Accreditation. The Bliss Baby Charter was launched in 2005 to protect the rights of a baby born prematurely or sick and is intended to place families at the centre of their baby's care. Thanks to the hard work of the RHC team and their commitment to patient centred care, they have been accredited with gold standard charter status, which will be valid for three years. The BLISS team provided feedback which stated that they were "impressed by many aspects of the unit's care", highlighting areas such as feeding support, a strong focus on evaluating change and comprehensive bereavement training as best practice, which is excellent news. My thanks to the team for your great work and congratulations on your award.

I am pleased to inform staff that, following a rigorous recruitment process, we have appointed our new Director of Regional Services and our Director of Diagnostics. Susan Groom, who is currently our General Manager for Surgery and Major Trauma in the South Sector, will be taking up the position of Director of Regional Services and Anne Traquair Smith, who is currently our Deputy Director, South Sector, will be moving into the Director of Diagnostics role. I would like to congratulate Susan and Anne on their respective appointments and look forward to working with them as they transition into their new roles in the coming weeks.

I am also pleased to inform staff that Anne Doherty, who works at the RHC, has been shortlisted in the category of Community Worker of the Year in the 2022 Scottish Women's Awards. The awards celebrate

Scottish female talent, with finalists being shortlisted based on public nominations. I would like to wish Anne the very best of luck and I hope she takes home the award at the event in October.

Finally, I would like to share with you some patient feedback concerning Eastwood Health and Care Centre in East Renfrewshire and specifically, the HSCP team. Our patient writes: "Having been lucky enough not to need to use our medical centre much in my life, that all changed during the last couple of years. The service and care that we have experienced from throughout the Eastwood Centre has been excellent. It starts with our GP practice, which is within the Centre, where all of the staff, from receptionists to the GPs (Drs Morrice and Masson's team) are helpful, polite and caring. The ground floor treatment room nursing team are friendly and efficient and make a visit there a pleasure. The Willow Clinic has been a huge support with the care and attention delivered by all of the team giving us great confidence and comfort, so we know that we are in good hands. I wanted to thank all of the staff employed at the Centre and to let them know that they are making a difference." This is great feedback for all of the team at the Eastwood Health and Care Centre. I would like to thank you all very much for your hard work and compassion you have shown this patient. Thank you.

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