

# Core brief

## Message from Jane Grant, Chief Executive (24 February 2022, 9am)

Towards the end of last year, the NHSGGC Board approved our first organisation-wide Internal Communications and Employee Engagement Strategy. The strategy was developed as a result of staff feedback concerning ways of working, the effectiveness of our communication channels, such as the Core Brief and StaffNet, combined with the need for greater engagement opportunities for staff, which would be of benefit to teams and individuals right across our organisation. The strategy was developed following input from staff, staff side colleagues and feedback from our Investors in People and iMatter activity. I am very grateful to everyone who has taken part as you have helped us to shape the way in which we communicate and engage as an organisation.

In order to deliver the strategy, we have developed an action plan that gives clear timescales for the delivery of a number of key programmes of work, which will better support meaningful conversations, access to information and help to ensure that the focus of our communications channels is clear, so staff know where to go to receive specific types of information. Two of the priority areas this year will be the development of a new intranet to replace the outdated StaffNet and the re-launch of an organisation-wide Team Brief, which will give everyone the opportunity to come together as teams, on a monthly basis, to receive important information and discuss local issues. We will continue to update staff in the coming months about the work that is underway, and if you have any thoughts or queries in the meantime, please [contact](#) our Communications and Staff Experience teams or visit our [website](#) for more information.

The organ donor team at the Royal Hospital for Children had a couple of milestones to celebrate this month. Not only did they undertake their 300th successful kidney transplant operation, the team also performed the first transplant on an individual who has benefitted from the national kidney sharing scheme which matched our patient with a live donor. Reece Sinclair, who is 11 years old and has spent much of his life on dialysis, was the recipient of the kidney and he is now doing extremely well. This is great news both for the team and the organ donation

scheme and I am delighted that our staff have been able to make such a difference to Reece and so many other people like him across NHSGGC.

Earlier this week, the team at the QEUH arranged for the hospital to join an international bid for landmarks across the world to be highlighted in red to help raise awareness of encephalitis. Our hospital joined more than 200 global landmarks including the Niagara Falls, the Liver Building in Liverpool and the Jet d'Eau in Geneva to highlight this deadly illness which affects thousands of people in the UK every year. As many staff will be aware, encephalitis is inflammation of the brain and is caused by an infection or the immune system attacking the brain in error. It usually causes issues such as seizures, deterioration in cognition or memory, odd behaviour or confusion. The condition can impact on people at any age, so I am very grateful to the team for helping NHSGGC to show our support.

On Thursday, I welcomed a local government delegation from France who were visiting Scotland as part of a leadership development programme to learn more about how other systems work and managed the pandemic. They were very interested to learn about the rapid service adaptations made by teams, including the significant expansion of ICU capacity, the set-up of Community Assessment Centres and the SATAs, the rapid expansion of our laboratory capacity, the biggest vaccination programme ever undertaken and the move to virtual appointments, home working and virtual person centred visiting. Next month we will mark the third anniversary of the first nationwide lockdown in response to the COVID pandemic. Whilst we are still facing many challenges that have resulted from the pandemic, it is important that we pause and reflect on the magnificent response from every single member of staff when COVID first struck. I am immensely proud of the organisation's response and I was very pleased to be able to share that with our visitors yesterday.

Finally, I would like to share some feedback we have received from the loved one of a patient who was admitted into our care at the RAH towards the end of last year. The feedback states: "My mother was admitted to Ward 11 in the Royal Alexandra Hospital before Christmas. I was so happy with the care she received there by the nurses, doctors, the occupational therapist, ward domestic staff and even other patients. They were respectful and kind and worked with us to ensure mum had a great discharge package of care. This level of care and support has been so robust that it has kept mum at home and she is now doing really well. Annmarie, the SCN, listened to what I said and communicated this to her staff so the care that was experienced by us was well organised and centred on mum's wellbeing in the longer term. Thank you seems such a small expression of our gratitude but I do thank the staff most sincerely for their excellent care and attention." Well done and thank you to Annmarie and the team on Ward 11 for taking the time to ensure that the care provided to this patient and the support given to her family was fully centred on the individual's needs.

**It is important to share Core Brief with colleagues who do not have access to a computer.  
A full archive of printable PDFs are available on [StaffNet](#)**