

NHS Greater Glasgow and Clyde Core brief

Message from Jane Grant, Chief Executive
(24 June 2022, 2.20pm)

I would like to share the news with staff that our Flow Navigation Centre Teams have bypassed an important milestone with more than 25,000 patients having utilised our urgent care virtual service. Our Flow Navigation Centre (FNC), provides patients with urgent telephone and video consultations, meaning that they may not have to attend one of our EDs. This is a really important care pathway for us as it helps to triage people from the comfort of their own home and direct them to the best place to receive treatment. I would like to thank the team at the FNC for all of their hard work delivering this service and supporting our patients to receive the right care, in the right place, at the right time.

Unfortunately, this week, we have continued to see the number of COVID inpatients rise steadily across our hospitals, which is a similar picture to the case numbers in communities across Scotland. The impact on our care homes remains stable by comparison to recent weeks, but the level of staff absence due to COVID related issues is starting to rise again and we are monitoring the situation carefully as we are very cognisant of the potential impact on service delivery.

This week is Armed Forces Week, which gives us the opportunity to celebrate and thank serving, and former, Armed Forces personnel for the role they play to serve our country. This is particularly important for NHSGGC as it gives us the opportunity to actively show our support to our colleagues who are Veterans and Armed Forces Reservists as well as the many staff members, who are part of Service families. As part of our commitment to the Armed Forces Covenant, I would like to reaffirm our pledge to actively support members of our Reservist community to take up deployment whenever possible and as such, I would encourage all of our staff who are active Reservists to advise of your status so we can provide you with appropriate support when required. To all of our staff who are current and former members of the Armed Forces, thank you for your service and I wish you all a Happy Armed Forces day for tomorrow.

I would also like to thank all staff who have already taken part in this year's annual iMatter staff survey. The final cohort, which is made up of Estates and Facilities, Glasgow City, Renfrewshire, Inverclyde and East Renfrewshire HSCPs, Finance, Clyde Sector, Board Medical Directorate, Board Admin and our Out of Hours team, have just over one week to complete it and I would like to encourage you to do so if you haven't already. It is really important that you have the opportunity to make your voice heard and have your say as, only with your input, will we know exactly what matters to our teams, enabling us to make progress, tackle challenges and most importantly listen to your views.

NHS Scotland held their event in Aberdeen this week. This was one of the first in-person events that has been held since the start of the pandemic and I realise that those who did attend will have gotten a great deal out of being together once again. I would also like to thank our contributors to this year's poster competition. I was very privileged to be one of the judging panel and the decision making process was particularly difficult due to the high standard of entries. Congratulations to Katrina McGurk, who won the Quality of Care; Patient Centred category for the submission about establishing a physiotherapy service within the National Child Inpatient Unit, which is such an important piece of work. I would like to thank all of our staff and teams who

submitted a poster for your efforts, it was wonderful to see such high quality submissions representing NHSGGC. If you are interested in reading any of the entries, they are available on the [NHS Scotland website](#).

I would also like to offer my congratulations to all of the winners from yesterday's Quality Improvement South Sector (QISS) Showcase, hosted at the QEUH. The submissions were particularly impressive and reflective of the commitment and drive of our staff to implement positive changes which improve services and ultimately, patient care. It is [important that](#) we continue to celebrate and foster quality improvement at a local level to help share best practice across services and sites. I would encourage you to view all of this year's submissions on the QISS [webpage](#).

This week, I would like to share some feedback concerning the treatment given to one of our patients at the RHC. The patient's mum, one of our nursing colleagues herself, writes; "My son was discharged today after 14 months of care. Following a 10 day stay with my son in Ward 3C, I wanted to express my gratitude to the entire Orthopaedic multi-disciplinary team who provided the exceptional care my son received in Ward 3C of RHC. The care, compassion and attention received from the nursing team was incredible. As a [mum](#) who works as a nurse in GG&C, it made me proud to be part of the nursing profession. My son's Consultants, Mr Rowland, Miss McCaul attentively and compassionately provided him with the most outstanding treatment both in and out of theatre. Follow-up appointments were arranged, providing ongoing care and reassurance was given despite some challenging setbacks. As parents we were provided with exceptional communication through good conversations at this really worrying and difficult time for our family. Julie our pharmacist, Ward doctor Dr Hunter as well as the infectious diseases team all played their part in my son's treatment in such a professional and competent manner. Theatre staff kept my son laughing when inside he was terrified. We are very lucky that he has been discharged today, thanks to this incredible team of individuals. My family and I are grateful to everyone that contributed during his stay in RHSC ward 3C. Final words from my son; "thank you very much to everyone, I am really grateful and will miss seeing Miss McCaul, however I'm glad to be well again". Thank you to the RHC team for the support and care you gave to this young patient and their family.

Finally, I'm pleased to welcome Mary Ross-Davie to the post of Director of Midwifery for Women & Children's Services. Mary joined us this week from the Royal College of Midwives and I'm sure that the team is very much looking forward to working alongside her. Welcome to NHSGGC, Mary.

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