

Core Brief



Message from Jane Grant, Chief Executive (24 November 2023, 11.45am)

Earlier this week, NHSGGC launched our new public information winter ABC campaign, which has been created by the Communications team, supported by colleagues in Acute and Primary Care, to raise greater awareness about how best to access healthcare this winter. The campaign is based on three simple steps:

Ask yourself: Do I need to go out? For information on keeping yourself well and treating minor illnesses and injuries from home, go to NHS Inform or download the NHS24 app.

Be aware: There is help for many conditions right on your doorstep. Your local GP, pharmacy, dentist or optician offer a range of services.

Call 111: If it's urgent, or you're not sure, call NHS24 on 111. They'll make sure you get the help you need.

The new campaign also asks members of the public to remember that “unless it's an emergency, think ABC before going to A&E”. We are hopeful that this new campaign will resonate with people and help us to reduce the number of people visiting our EDs with minor injuries as well as raise awareness of the range of treatments that people can receive through alternative services. I would like to thank the Communications team for their hard work on the campaign and all of the staff who have been involved in supporting the launch. I would encourage colleagues who follow our social media pages to re-share the campaign with friends and family.

Yesterday, I was pleased to attend our accelerated design event which was delivered to support the creation of our new Quality Strategy. The event brought together staff and patients to work together to develop a framework for the strategy, which we expect to launch next year. The event was a great opportunity to hear from staff and people who use our health care services about what really matters to them, and what they expect from NHSGGC, which is so important when we are looking ahead to maintaining and improving the treatment and care we provide. I would like to thank the team who delivered the event on the day and everyone who took part for your valuable insights and inputs.

I am pleased to advise you that the national NHS Scotland Assure Reinforced Autoclaved Aerated Concrete (RAAC) survey of NHSGGC buildings has continued at pace this week. Around 17 locations were assessed, and there is no evidence of RAAC in any of the areas. This is particularly good news for the team at the Royal Alexandra Hospital as we are now able to reopen Wards 36 and 37, which have been closed until a full inspection had been undertaken to ensure the safety of staff and patients. If staff members would like to keep up to date with the progress of the NHS Scotland Assure surveys being undertaken across NHSGGC, please visit our [website](#).

Also this week, NHSGGC staff marked Carers Rights Day to acknowledge the vital support many people provide for friends, family and loved ones. We know that within our own workforce many colleagues provide physical or emotional support to others and that juggling these roles with a full or part time career can be challenging. This is why it remains so important that our staff have access to proper support. If you think you might be a carer, or know someone who is, I would encourage you to reach out to your [local services](#) or look up the relevant contact details that are available on our [webpages](#). Staff can also visit the [HR Connect](#) pages to find out about our [Carers Leave Policy](#), so you have an awareness of what support is available to you if you need it.

Yesterday was National Power of Attorney Day, which is undertaken each year to raise awareness of the legal process that is in place to give a friend or loved one the power to make decisions on your behalf, should you ever lose capacity to do so yourself. Awareness of the process is extremely important for staff as individuals, but also to enable you to provide support to patients and their families. Staff can find out more information about Power of Attorney at the My Power of Attorney [website](#) or by attending the up and coming staff lunch and learn session, which takes place on Monday 27th November at midday via MS Teams. For more information including how to book at place at the session, please visit [StaffNet](#).

I would like to congratulate our Medical Illustration Services team, who received a fantastic 15 awards at the recent Institute of Medical Illustrators Annual Awards Competition. Staff were presented with their certificates at the conference last week and I am delighted to note that a total of nine staff were successful across the photography, ophthalmic imaging and graphics categories. Well done to the team!

It was National Dental Nurses Day 2023 this week and I am pleased to be able to share some patient feedback that recognises dental staff. Our patient received care at the Glasgow Dental Hospital recently and writes; "I fainted during a bout of food poisoning onto a hard tiled floor and knocked one of my teeth out of position and chipped another two recently. I called NHS24 and the dental nurses arranged an appointment at the NHSGGC Public Dental Emergency Care Clinic the next day. I was very nervous about what might happen to my teeth at the clinic and quite

traumatised after my ordeal. The dental nurses at the clinic were very welcoming on arrival and there was a nice atmosphere which straight away made me feel more at ease. I was seen by a dentist called Hannah and her dental nurse Elaine. Hannah was very kind and gentle and managed to put my tooth back into the right place and she did a filling on one of my chipped teeth. She also reassured me that it wasn't as bad as I had first feared. She let me know what the next steps would be and the possible outcomes. I had a very good experience and I left feeling a lot better and could actually eat again!"

My thanks to Hannah and Elaine for the compassion shown to this patient and for the excellent care you provided.

**It is important to share Core Brief with colleagues who do not have access to a computer.
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