

# Core brief

**Message from Jane Grant, Chief Executive**  
(27 April 2020, 1.40pm)

**Your views are important – share them with us.**

At this time when so many new staff are joining NHS Greater Glasgow and Clyde, I want to remind everyone of the importance of team work, co-operation and collaboration as we work together to protect our patients and our staff and save lives.

Across NHSGGC, the Health & Social Care Partnerships and the Care Homes staff are demonstrating health and social care at its very best and team work and the effective two-way communication which underpins this at all levels is one of the main reasons why we have been able to respond to COVID-19 so effectively.

A large part of effective two-way communications is ensuring that staff have the platforms in place to make suggestions for improvement and to get the appropriate support when things wrong.

When you have ideas and suggestions to improve the care and services we provide, it's important that you share them with your line manager as soon as possible. This will ensure that we learn from your first-hand experience, solving problems and continuously improving our response to patients, service users and their families' needs. Managers at all levels of the organisation are encouraged to listen and act upon staff views on how we can deliver better care. It's important that this response is positive and ideas for improvement are implemented quickly and spread across the organisation.

Of course, I understand things don't always go to plan, particularly in these challenging times and I want to assure you that processes exist which allow staff, no matter where they work, to provide feedback and to speak up if something is troubling them.

If you have any concerns about patient care or staff safety, you should discuss them with your line manager to resolve the issue as quickly and positively as possible. You may also involve your Trade Union or Professional Organisation to help you. There is a lot of information on this from the [HR Support and Advice Unit](#) and from [Occupational Health](#).

You can also confidentially raise a concern that relates to speaking up in the public interest where an act or omission has led to (or risks) harm or wrongdoing in the NHS. This is referred to as 'Whistleblowing'. This is particularly important if you think the other avenues open to you are either inappropriate or have failed to address the issues you raised. [Click here for more information on Whistleblowing](#).

So, at this critical time, I want to remind everyone that these avenues for suggesting improvements and for raising concerns all remain in place and are the most effective way of taking things forward. I want to stress this now, because the success of this organisation and how it responds to COVID-19, is underpinned by trust between staff and positive engagement throughout NHSGGC.

Finally, I want to thank you all for everything you have contributed to looking after our patients, service users and their families during these difficult times.

Jane Grant  
Chief Executive



## Please remember to wash your hands

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[www.nhsinform.scot/coronavirus](http://www.nhsinform.scot/coronavirus)



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