

Core brief

Message from Jane Grant, Chief Executive
(27 January 2023, 11.50am)

This week, we have received the report from Healthcare Improvement Scotland (HIS) following their unannounced inspection at the IRH in October last year. The report acknowledges that, at the time of inspection, the hospital was under increased pressure. Despite this, it was clear to HIS colleagues that staff at the hospital treated our patients with kindness and compassion. The report also credits good leadership directing and supporting the staff teams in many areas and that the majority of patients who were spoken with described the care they received as good, with high admiration for the staff. However, the report also highlighted a number of areas we need to address. Some of these were swiftly resolved by the IRH team and the others have action plans in place, which will help us to continue to learn and improve. I would like to give my sincere thanks to all of the staff involved with the HIS inspection at the IRH. Your collective input is a vital part of the inspection process and I am especially pleased that despite the significant pressures, our patients gave such positive feedback about their care. Well done and thank you.

For the third week running, the number of people being treated for COVID and flu in our hospitals has continued to decline. The number of patients with flu is now below 20, and following feedback from Public Health and Infectious Diseases colleagues, I am hopeful that we may be towards the end of flu season for this winter period. Likewise, our COVID patient numbers are steadily declining, with around 220 people currently in our care. This is positive progress, which will help to relieve some pressure on our hospitals. I realise that staff continue to work in challenging circumstances and I would like to thank you all for your continued diligence and for all you are doing to provide the best care possible to our patients. We do continue to have challenges with the discharge of patients, particularly those who have additional care needs. I would like to reassure staff that our Acute and HSCP teams are working very closely together to find workable solutions to try and improve this particular issue.

On Wednesday, we welcomed the Cabinet Secretary for Health and Social Care, Humza Yousaf MSP and Minister for Public Health, Women's Health and Sport, Maree Todd MSP to our mesh service at the New Victoria Hospital, where they met with our clinicians and service specialists. Our team provided detail about how the service operates and took the opportunity to share views from our patients. The service works with the Patient Experience Public Involvement Team to gather feedback, and we have seen significant increases in the overall satisfaction rate, as well as highly positive responses about the quality of care received, with one patient commenting that 'from walking through the door to coming away you were treated like an individual and a human being. Thank you.' The feedback from the visit has also been particularly positive, and I would like to thank all of the staff who took the time to give their support on the day.

I would like to share some feedback about the team working in the Day Surgery Unit at the IRH. Our patient said; "I was asked to attend Inverclyde Royal Hospital at 7:30 in the morning for surgery on my wrist. On arrival I was welcomed by Charge Nurse Teresa who showed me to a bed and got my hubby a seat. It was a lovely welcome and put me at ease instantly. A young student nurse then arrived in the bay and introduced herself as Amy and said she would be helping to look after me. She was quickly followed by William who said he would also be helping to look after me. I cannot express enough how

much this helps to put you at ease and feel confident of your care.

I was then visited by the Consultant Miss Higgs and the Anaesthetist Dr Staber. They both introduced themselves and explained what they would be doing. Again, excellent service. On arrival at theatre this continued when I met Carolanne the anaesthetic nurse who said she was going to be with me every minute of my operation and this was so reassuring. Dr Staber and Carolanne looked after me so well I was not worried at all about the operation. After I got back to the ward Teresa and her staff again looked after me really well, and Dr Staber came to see me before I could be discharged. Teresa then organised my discharge and follow up arrangements.

All I hear these days is negative stories about the health service but the care I received was second to none and I am so grateful to all these people I have mentioned and to all others who had an input in to my care. This is a service and staff to be really proud of and I send my heartfelt thanks.” This is wonderful feedback about the whole team who looked after this patient. My thanks to everyone involved in providing such a high quality of care.

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