

NHSGGC

# Core Brief



**Daily update**  
(27 March 2026, 1.55pm)

In this Core Brief, we share staff stories from recent visits across the Board:

- [Celebrating NHSGGC's unsung heroes at the Central Decontamination Unit](#)
- [Spring has sprung at Horatio's Garden at the Queen Elizabeth National Spinal Injuries Unit](#)
- [Patient centred work at the Royal Alexandra Hospital showcased to Non-Executive Board Members](#)

## **The Chair and Non-Executive Board Members celebrate NHSGGC's unsung heroes at the Central Decontamination Unit**

Do you ever wonder what happens to surgical instruments after you're finished with them? Or how a fresh set of specialised tools appears in your department, just when you need them?

This is all thanks to the hard work of 150 colleagues working around the clock, 365 days a year, at the Central Decontamination Unit based in Cowlairs.

On a recent visit to the site, Chair Dr Lesley Thomson KC and Non-Executive Board Members Michelle Wailes and Margaret Kerr discovered how the unit processes around 12 million instruments every year, working day and night to keep theatre colleagues fully equipped.



Speaking with Head of Decontamination, Lynsay Gracie, Operations Manager, Stephanie MacLean, and Deputy Director of Facilities, Billy Hunter, the Board Members learned how the site supports theatre activity across all specialties and for all acute hospitals and ACAD sites across Glasgow.

As a centre of excellence in its field, the team discussed how they maintain accreditation to BS ISO 13485:2016 and must comply with over 40 additional ISO standards to allow them to operate. The site also plays a key role in decontamination nationwide, as active participants in the national Decontamination Collaborative Programme and hosts trials and developmental testing at the cutting edge of decontamination science.

The group then toured the site with Production Manager Sammy Gilchrist, where they discovered the full cycle of how instruments are decontaminated and spoke with colleagues.



They discovered how all staff are trained to the highest standards and are recognised as Healthcare Scientists, taking over 18 months to become a fully trained Decontamination Technician. They also learned how the team has established a strong working relationship with Project Search and has welcomed, supported and gone on to employ young people in the local area through this great initiative both within the Decontamination Unit and across other facilities services within GGC.

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### **Spring has sprung at Horatio's Garden, as board members visit the site at QE National Spinal Injuries Unit**

This month, Non-Executive Board Members Cath Cooney and Cllr Jacqueline Cameron and Employee Director Ann Cameron-Burns visited Horatio's Garden, a special space for patients and staff at the Queen Elizabeth National Spinal Injuries Unit.

We spoke to Cath Cooney and CEO of Horatio's Garden Katie Tait about how the space plays a vital role in recovery and improving the mental health of the people who are cared for at the unit:



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## **Patient centred work at the Royal Alexandra Hospital showcased to Non-Executive Board Members**

On 17 March, Non-Executive Board Members Collette McDiarmid and Ketki Miles visited the Royal Alexandra Hospital (RAH) to gain insight into the innovative services, transformational improvements and high-quality care being delivered across departments.

Welcomed by Lucy McCracken, Chief of Medicine for Clyde, the Board members also met Denise Wilkinson (Chief Nurse), Garry Luke (General Manager), Chris MacDonald (Clinical Director, ED), Dot Jardine (General Manager), Eileen Peat (Consultant Cardiologist), and Brian McGurn (Consultant in Older People Services) before touring several clinical areas central to urgent and specialist care.

### **Emergency Department (ED)**

The visit began in the Emergency Department, where colleagues outlined the scale and complexity of unscheduled care delivered 24/7. Board members were shown around the Department by Chris MacDonald, witnessing firsthand the delivery of high-quality care to patients in a busy and fast paced department.

Board members heard how extensive improvement work has taken place following the HIS review, with focused developments in nurse staffing, the physical environment and enhanced pathways to support safer, faster patient care. The team discussed the whole site approach to the delivery of unscheduled care improvements, noting how critical this had been in ensuring that improvements were delivered in an impactful and sustainable way.

### **Cardiology Ambulatory Care Unit**

The newly opened Cardiology Ambulatory Care Unit demonstrated how service redesign is transforming cardiology care across Clyde. The unit allows patients to receive early assessment, diagnostics and treatment in a same-day setting, reducing avoidable admissions and preserving inpatient beds for higher-acuity needs.

Located beside inpatient cardiology wards and diagnostics, the co-location is streamlining the patient journey, improving flow and ensuring rapid access to specialist teams.



### **Coronary Care Unit (CCU) and Ward 8**

In CCU, the Board members saw how twice-daily specialist reviews and clear treatment planning support safe, well-coordinated care before patients move to Ward 8 for ongoing management.

Ward 8, a 28-bedded unit, provides continuity and efficient discharge planning to help maintain capacity across the site.



### **Older Adults Assessment Unit**

The recent relocation of the Older Adults Assessment Unit to Level 2, alongside medical receiving, reflects wider strategic work to enhance patient flow and ensure consistent medical staffing. The changes are designed to deliver smoother transitions of care for older adults and support earlier senior decision-making to facilitate shorter lengths of stay when possible.

Throughout the visit, colleagues shared examples of how teams across the Emergency Department, Medicine and Cardiology are working together to strengthen patient pathways, support flow and improve safety.

Board members heard how targeted investment in key services, coupled with multi-disciplinary collaboration, is contributing to better patient experiences and more resilient unscheduled care capacity across Clyde.

Board members Collette and Ketki commended all teams they met for their professionalism, commitment, and compassion. They praised the progress made across the RAH and highlighted the clear impact of service improvements on patient outcomes and staff experience.

**Remember, for all your latest news stories, visit the Staffnet Hub:**

[GGC-Staffnet Hub - Home \(sharepoint.com\)](https://sharepoint.com)

# Getting the right care is as easy as ABC



## A

### Ask yourself

Do I need to go out?

For information on treating minor illnesses and injuries from home, go to **NHS inform** or download the **NHS 24 App**.

## B

### Be aware

There is help on your doorstep.

Your local **GP, pharmacy, dental practice** and **optician** offer a range of services.

## C

### Call 111

If it's urgent, or you're unsure, call **NHS 24** on **111**.

They'll get you the care you need.

**Unless it's an emergency - think ABC before visiting A&E.**  
For more information: [www.nhsggc.scot/rcrp](http://www.nhsggc.scot/rcrp)



\*\*\*Staff are reminded to make sure their personal contact details are up to date on eESS.\*\*\*

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 the website