



Message from the Chief Executive, Professor Jann Gardner (27 November 2025, 3.35pm)

Driving Innovation and Excellence: Leadership Visit to Virtual Hospital/FNC+Plus, QEUH, and RHC

Last week, Professor Jann Gardner, Chief Executive, and Mr William Edwards, Deputy Chief Executive, visited the Virtual Hospital/FNC+Plus, Queen Elizabeth University Hospital (QEUH) and the Royal Hospital for Children (RHC). Their aim was to engage directly with clinical and laboratory colleagues, explore the latest advances in patient care, and discuss how NHSGGC is shaping the future of healthcare through innovation, integration, and a commitment to continuous improvement.



Transforming Care at Virtual Hospital/FNC+Plus

The visit began at the Central Medical Block, where Lorraine Cowie, Neil Ritchie, and Leanne Connell provided a tour of Virtual Hospital/FNC+Plus, including the control room area, discussed the latest plans for FNC+Plus, and introduced the various clinical staff working there.

Clinical staff shared their experiences of FNC+Plus, highlighting both the opportunities and challenges they face in delivering patient-centred care. Conversations focused on how FNC+Plus can be developed to support both

current needs and future ambitions of NHSGGC, with reflections on the importance of continually evolving our approach to achieve the best outcomes for patients.



Staff also spoke about gaining a better understanding of how health services link together through their work at FNC+Plus, and about the opportunity to capture patient stories to highlight the service's benefits to the public.



Innovation and Integration: Genome Lab and Neonatal Care

The next stop was a tour of the Laboratory Genetics department, where Ann Traquair Smith, Paul Westwood, and Rachel Ellis provided a tour of the Genetics Laboratory. They met with the laboratory teams to see first-hand the advanced genetic diagnostic services provided to patients across the West of Scotland and beyond.

They were also shown round the Blood Sciences by the Laboratory team, who showcased their cutting-edge automation and custom-made technology, which enable high throughput testing and support both local and specialised services in Scotland, the UK, and overseas.



They learned how the laboratory's collaborative work, within the Scottish Strategic Network for Genomic Medicine and alongside partner labs in Aberdeen, Dundee, and Edinburgh, ensures a comprehensive, nationally commissioned genetics service.



Pioneering Change and Looking Ahead

Finally, at the Royal Hospital for Children (RHC), they were welcomed by Dr Neil Patel. Here, they learned about the launch of the RHC virtual ward, which has already been supporting families to care for their children at home with clinical support. Dr Jon Pinkser and Dr Lesley Nairn shared the early experience of the new virtual service, including the first patient discharged and the use of hybrid models.



During the visit, Dr Patel and his colleagues highlighted the Neonatal Unit's commitment to supporting families through what can be an anxious and challenging time. The unit is thoughtfully designed across two levels: Level 1 for babies requiring intensive care, and Level 2 for those preparing to go home. Four dedicated family rooms allow parents to stay overnight and gain confidence caring for their baby before discharge, reflecting the unit's holistic approach to family-centred care



Professor Gardner and Mr Edwards were inspired by the dedication of staff across QEUH and RHC, and by the stories of patients and families who are benefiting from new models of care. The visit highlighted the importance of collaboration and a willingness to disrupt traditional approaches to deliver better outcomes for patients.

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

Be Phishing and Vishing Aware!

Phishing and Vishing are forms of social engineering, a technique used to gain access to private information, often via email. It can cause a huge amount of damage, disruption and distress. To help prevent social engineering attacks at NHSGGC and at home, remember N.E.T.

No Trust

Verify, via alternative means, the identity of those sending unexpected messages, even if the contacts are known to you.



Educate Yourself

Complete the Security and Threat module on LearnPro. Check online sources to see if emails, SMS messages or other forms of social engineering attacks are known or commonplace. Remember, educating yourself can protect you in both your work and personal life.



Think First

Successful attacks generally require a sense of urgency. Stop! Take a moment to reflect and investigate, this can show these attacks for what they are.



Managing technology and data safely and securely is everyone's responsibility throughout NHSGGC.

For further information, visit: [FAQ---IT-Security-v0.2.pdf](#)

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