

Core brief

**Message from Jane Grant, Chief Executive
(28 July 2023, 1pm)**

This week, we received the report from Healthcare Improvement Scotland relating to the unannounced inspection they undertook at Gartnavel General Hospital in May. I am really pleased to inform you that the HIS team reported that they observed “an open and supportive culture, and staff focused on the delivery of safe and compassionate care”. They went on to note that “Wards were well managed with clear leadership, effective communication and team work”. HIS also reported that the patients they spoke with described good and responsive levels of care, with staff treating them with respect, dignity and compassion. This is a fantastic reflection of the work undertaken at the hospital, and I would like to thank every staff member who supported the inspection and the wider Gartnavel team for their continued approach to patient centred care. While the inspection did note some areas of improvement, which included hand hygiene and the safe storage of cleaning products, the HIS team have reported that they recognise an “improvement action plan has been developed by NHSGGC in order to meet requirements”, which is a positive step forward, and I would like to encourage staff to continue to support these important improvement efforts.

On Wednesday, I met with the maternity team at the QEUH to speak with them about the Best Start project and visit the Alongside Midwife Unit. Best Start is the five-year plan focussed on the improvement of maternity and neonatal services in Scotland, with a particular focus on person-centred Maternity and Neonatal Care, which is such an important element of the work our midwife teams undertake across each of the NHSGGC maternity units. I was joined on the visit by Angela Wallace, our Executive Nurse Director, William Edwards, our Chief Operating Officer and Jamie Redfern, our Director of Women and Children’s Services and we spent some time in the labour suite where our Best Start project midwife for the QEUH AMU, Karen Taylor and Julie Gallacher, our Charge Midwife, showed us round the two newly refurbished AMU rooms. These rooms, now named the Lavender and Jasmine suites, enable new and expecting mums to be supported by midwives in homely surroundings, with access to the birthing pool and equipment allowing them to be upright and active. We also visited the Maternity Assessment Unit, supported by Senior Charge Midwife, Linda McCosh and Fiona Hendry, one of our consultant obstetricians, who shared their plans for the introduction of a new evidence-based triage model called BSOTS (Birmingham Symptom Specific

Obstetric Triage System) and also met with Laura Paterson, Best Start Continuity Project Midwife, about the work she has been leading to improve continuity of care in the community. I would like to thank all staff who supported the visit yesterday, including our hosts Mary Ross-Davie, our Director of Midwifery, Claire Stewart, our General Manager and Jane Richmond, our Clinical Director. The time I spent with you all was very informative and I am very grateful for the welcome we received. If staff would like to find out more about the Best Start programme, please click [here](#).

I was really pleased to see that our Neonatal Unit teams at the Glasgow Royal Infirmary and the Princess Royal Maternity were recognised by UNICEF for the superior level of care provided to new parents and their babies. Our teams are the first in Scotland to be accredited with the UNICEF UK Baby Friendly Initiative Gold and Achieving Sustainability standards. The Baby Friendly Initiative sets the standard of care and recognises the support provided to families with feeding and relationship building, which is so important to new-borns, their parents and wider family members. My congratulations to both teams at the GRI and PRM for the hard work you have undertaken to enable you to be recognised in this way by UNICEF. Well done and thank you.

Today is World Hepatitis Day and our Public Health team will be raising awareness of the infection, the importance of being tested and how to access treatment. Great progress has been made in Scotland towards achieving the goal of eliminating Hepatitis C, but there remains work to do. As staff will be aware, Hepatitis B and C are infections that can damage the liver and if left untreated, can lead to liver disease and cancer. Often people will experience no symptoms, which is why testing remains vitally important in the fight against this infection. For the vast majority of people, Hepatitis C is curable with a short course of tablets, and with early diagnosis and treatment, complications and onward transmission to others can be prevented. For more information about World Hepatitis Day, please click [here](#) or for information about Hepatitis, please visit [NHSInform](#).

This week, I would like to share some feedback from the parent of one of our young patients who received treatment at the Royal Hospital for Children. Our parent writes; "I am emailing with regards to my daughter's recent admission in Ward 3B. I attended the A&E department in the early hours of 2 July. My daughter Maya has been experiencing nausea and abdominal pain since Thursday and following a visit to out of hours at the RAH, we were referred immediately to RHC. After examination, we were referred to a short stay room to speak with a surgeon. I was advised Maya had suspected appendicitis. We were quickly shifted to Ward 3B and the staff here were both attentive and caring. Maya was referred for an ultrasound to confirm the diagnosis and the ultrasound practitioner put Maya at ease recognising her discomfort and pain. The next morning she was taken for the operation. The surgeon came to see me immediately afterwards and explained to me the severity of her appendicitis, advising that her appendix had burst, stuck to her ovary and the infection level was quite severe. We stayed in hospital for a full week. During this time, the team of nurses, the auxiliary staff, the catering staff,

student nurses, doctors and entertainment staff were so wonderful and kind. The nursing staff in particular, had unmatched patience and understanding. That week in hospital was possibly the most heart wrenching and stressful I have experienced, seeing my daughter in so much pain and agony and having to watch her go through an operation at the young age of five. The support and kindness of your team in 3B, made a really difficult week, a little bit easier and we, as a family, are so thankful and appreciative of that. Some of the nurses, in particular, Olivia, Ashleigh, Caitlin, Mike, Erin (student nurse) and another who's name I forget (but I recall she used to work at Great Ormond Street) were so lovely and understanding. They are a credit to the hospital. Dr Matthew Henderson also assisted massively by helping us with travel forms as we had to cancel our trip due to Maya's unexpected operation. I thank all of the staff on this ward for being so wonderful and looking after our daughter so well. I'll never forget this experience, not least because of the trauma but also the kindness which was shown to us. Thank you so much to everyone who works on Ward 3B, the little gestures of kindness shown meant so very much, from making sure we had both eaten, to making a cup of tea and just listening. I wholeheartedly thank all the staff and wish them all the very best always."

My thanks to the team on Ward 3B at the RHC for the support and excellent care you gave our patient and her family. Thank you.

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

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