

Core brief

**Message from Jane Grant, Chief Executive
(28 October 2022, 9am)**

This week, I have been saddened to learn that colleagues have faced an increase in abuse while at work and as such, we have issued an appeal to patients, visitors and members of the public to treat NHSGGC staff, and each other, with respect. I appreciate that we continue to face significant pressures in our health and social care settings and while I understand that this can cause frustration and distress, it does not excuse inappropriate behaviour. The majority of our patients and visitors treat our staff with the courtesy and respect you all deserve, however, in the isolated cases where this does not happen, I would like to encourage you to seek appropriate support in the first instance and to ensure you report any such issues affecting you or your colleagues. It is our priority to make sure that our staff can come to work in a safe environment, so I would ask you all to please continue to do what you can to support your teams and your patients wherever possible.

Our winter vaccination programme continues at pace, with thousands of members of the public continuing to attend appointments at our community clinics. I would like to remind all staff that appointments are available for you to receive your flu vaccination and if you are eligible, your COVID booster. For staff members who have not come forward yet, I would encourage you to please do so. You can book an appointment online at a time and place that suits you via [NHS Inform](#) or please visit one of our participating community pharmacies.

Our colleagues in Renfrewshire HSCP welcomed the Minister for Drugs Policy, Angela Constance MSP, to open the new recovery hub, CIRCLE. The hub has been created to provide care to people living in Renfrewshire, who need support due to issues relating to mental health as well as drug or alcohol addiction. The Minister was joined by NHSGGC's Chairman, Professor John Brown CBE, who also met with staff and local service users at the Paisley facility, which is the first of its kind in Scotland. This hub is a great addition to the care provided in Renfrewshire and I look forward to hearing more about the work of the team in the months and years to come.

I am pleased to share with staff that the Network & Information Systems Regulations (NISIR) annual review, which covers cyber security standards across healthcare and other essential services, has recorded NHSGGC as a "high-performing board". The review, which took place in August this year, is part of a three-year programme of audits and reviews of Health Boards by the Scottish Health Competent Authority, which was commissioned to evaluate necessary compliance. I would like to thank the eHealth team, who have made a sterling effort to improve performance across NHSGGC, resulting in the achievement of all required key performance indicators one year ahead of target. Well done to all staff involved in the delivery of this important programme of work for such a significant achievement.

As this year's Black History Month comes to a close, work will commence on an outdoor mural at the GRI to recognise diversity and promote our commitment to patient centred care for all. The mural will be situated at the entrance to the maternity unit, and will add to the Glasgow's growing Mural Trails, which forms part of a collection of paintings across the city. The image represents a Black mother and daughter from our local community, and hopes to shine a light on the challenges facing Black mothers and babies, and the ongoing

work to improve the health outcomes for minority communities. I would like to thank everyone involved in the mural project for their work to date and I look forward to seeing the finished artwork in the coming days.

This week, we have received some feedback from a patient who received treatment from the Endoscopy team at Stobhill. Our patient writes: "I attended the Endoscopic Suite at Stobhill today and the staff there were exceptional. I have previously had traumatic experiences, however from staff nurse Alec doing my admission and managing to get IV access (which is a mission in itself), to the personal care and experience I got from Kara the endoscopic specialist who knew how anxious I was and she made me feel reassured and relaxed. Irene my post procedure nurse was lovely and explained everything post procedure and was nothing but kind and caring. I had an absolute flawless experience and all staff involved are a credit to the service. I just want to say a massive thank you." I would also like to thank Alec, Kara, Irene and the rest of the Endoscopy team for the support shown to this patient. Well done.

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