

# Core brief

## **Message from Jane Grant, Chief Executive (3 March 2022, 2.15pm)**

In recent weeks, our Board members along with members of our senior leadership team have carried out a series of visits across our sites, to meet with staff and to thank them for their commitment and dedication in these challenging times. I know that colleagues have really valued getting out once again to meet staff in person after a lengthy period when face to face meetings were restricted. At the Board meeting earlier this week, our Chair, Professor John Brown CBE, reported that he had been visiting our Emergency Departments and the front door at the Vale of Leven Hospital and shared how helpful he had found the visits. I would like to thank colleagues that have given their time to meet with Board members and Directors and I look forward to the further visits taking place in the coming months.

This week, we have seen a slight increase in the number of COVID positive patients receiving treatment in our hospitals. The figures showing the level of infection in our local communities has also risen in recent weeks. The latest ONS survey reports around one in 45 people in Scotland are currently affected by COVID, compared to one in 55 people previously. I would encourage staff who are affected to continue following the latest guidance on looking after yourself and keeping others safe.

One way of supporting patients to remain at home rather than visit our EDs is the use of our Flow Navigation Centre, which provides our virtual A&E service to the public. We have recently reviewed the way in which patients use this service and we have found that more than 80% of patients opted for a video consultation ahead of telephone, meaning that we are seeing a significant proportion of our patients embracing the benefits of remote video consultations. Our virtual A&E service, has now seen more than 35,000 patients in total and provides direct video and telephone consultations with an emergency care practitioner, allowing medical assessment, advice and ongoing treatment when necessary, often with the patient never having to visit a physical A&E. We know that patients who receive video consultations tend to receive faster treatment decisions as clinicians can provide visual assessments as well as speaking to the patient. This makes the virtual video service a vitally important

element of our patient treatment pathway and one of the many ways in which we can safely encourage people away from our EDs if it is appropriate for us to do so.

On the week when the North Sector held their annual local awards, it is fitting that our feedback comes from the loved one of one of our older patients who was admitted to the GRI. The feedback reads: "My wee 96 year old Ma had a stroke. Ambulance arrived within eight minutes. Rushed through GRI A&E. Receptionist on front desk took us straight through. All staff were caring, compassionate and thoroughly professional. We were kept updated all the way. We were given a room in A&E as end of life. We were all so very grateful for that room to maintain her dignity. All staff, again, were just so amazing. Although the department was very, very, very, very, busy, we were made to feel that nothing was a bother - we were seen and heard. NHSGGC have so many amazing staff who are professionally trained for their job but it takes much more than that. You can't train empathy and we were shown it in abundance that evening. Unfortunately I can't remember everyone's names but recall Michael, Sarah and the Doctor who looked after Ma when she came in and kept us updated after her CT scan, etc. Also a big thanks to Rebecca who tried desperately to get us a Priest. Thank you all very much you are all amazing." Well done to the ED team at the GRI, despite the challenging situation you are faced with, you have delivered vitally important patient centred care to this individual and her family. Thank you.



*One of the recipients of the North Sector local awards: GRI Robotic Team, Change and Improvement Award.*

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