

# Core brief

**Message from Jane Grant, Chief Executive  
(30 December 2022, 10,00am)**

The past few days have been incredibly challenging with all of our services experiencing high demand. I want to thank everyone for all your hard work. I appreciate that you are doing your absolute best to care for our patients. In these already difficult circumstances, as staff work tirelessly to respond to the pressures, I was very concerned to learn that a number of our colleagues have faced abuse from members of the public.

Colleagues may also be aware of an incident which took place at Glasgow Royal Infirmary involving one of our staff this week. Whilst I am limited in what I can say as the incident continues to be investigated, I want to offer my sincere thanks to the members of staff who responded so swiftly to the situation and provided assistance to their colleague.

Our staff come to work to help people, support patients and their families and deliver vital care. They should not have to worry about being subjected to violence whether physical or verbal abuse. Fortunately, of the hundreds of thousands of people who come through our doors every year, the majority treat our staff with the respect they deserve. Sadly, however, this is not always the case. Any form of aggression towards staff is unacceptable. If you experience such behaviour, I would urge you to report this and get the support and assistance that we can provide.

In view of the current pressures on our services, we have once again reminded the public about how they should use our services, including self-care where appropriate, and we have also appealed for their support in taking home their loved ones before Hogmanay. If you follow any of the NHSGGC social media accounts, I would encourage you to please help to share these messages.

Elsewhere this week, I see that Scotland's first Christmas babies were born in NHSGGC hospitals this year. My congratulations go to the parents of baby Robyn born in the Queen Elizabeth University Hospital Maternity Unit and Rio born in the Princess Royal Maternity Hospital. Thank you to all of our maternity teams who provide person-centred care to mums and their babies, not only on this day but on every day of the year.

As colleagues respond to the current demands, I wanted to take the opportunity to share some feedback from a patient who attended Queen Elizabeth University Hospital after a fall. The patient writes: "Following a tumble, I ended up in A & E. I was triaged and X-rayed and then, after a bit of a wait, was given the result of the X-ray and advised of what the likely plan of action was. Throughout the night I was kept informed and had a procedure to keep my wrist secure, before being moved up to Ward 10D. Later in the morning, I was taken for surgery, and again, everything was explained in great detail.

"Once the pain was under control, I was taken back to the ward. The kindness that I was shown was incredible, with no exceptions. I stayed another day, and left with the confidence that my injury was one from which I would recover, having had a clear explanation of what happens next. From the staff in A & E, to the nurses on Ward 10D, the care I received was second to none. Thank you all, with a special mention

to Niamh and Layla.” I want to add my thanks to the ED, radiology and orthopaedic teams who cared for this patient, and who demonstrated that, in spite of the pressures, your compassion, kindness and care for your patients is ever-present.

As this is my final message of 2022, I would like to wish you and your loved ones the very best for 2023.

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