

# Core brief

**Message from Jane Grant, Chief Executive  
(4 August 2023, 11.35am)**

This week, we have welcomed our new group of newly qualified doctors to our hospitals. I hope that you have all received a very warm welcome and that you enjoy your time with us. I would also like to thank our doctors who have come to the end of their rotations with NHSGGC and who are now moving forward with their next career step. I would like to wish you all the very best for the future.

Also this week, we welcomed the Cabinet Secretary for NHS Recovery, Health and Social Care, Michael Matheson MSP, to our Long COVID Service, where he met with members of our team of advanced practitioner occupational therapists, physiotherapists and health care support workers, all of whom support our patients, by offering advice on managing and improving the symptoms of Long COVID. Our service, which benefits from the Scottish Government's Long COVID fund, has received more than 340 referrals since it opened three months ago, and I am pleased to advise staff that further expansion is planned to include a paediatric occupational therapist for children and young people. This is great progress for the service and I would like to thank all staff who took part in the Cabinet Secretary's visit earlier this week as well as the wider team who are delivering such an important service.

As staff may be aware, the use of WhatsApp among NHS teams outwith NHSGGC has received some scrutiny in recent days, particularly in reference to the use of the messaging service to share patient identifiable data and work-related information among staff teams. Within NHSGGC, our Information Governance team has already undertaken a thorough review of the ways in which we may use WhatsApp and the team plan to issue updated appropriate use policy and guidance to all staff in the coming weeks. I would however, like to take this opportunity to remind all staff that no personal staff, clinical or patient identifiable information should be shared outside our secure business systems, meaning that you should not be using platforms such as WhatsApp or social media to share these types of information with your colleagues. If you are unsure about what this means for you and your team, please contact the [Information Governance team](#), who can provide you with support and guidance about appropriate use.

I would like to congratulate Erin Walker, one of our Specialist Physiotherapists within Older Peoples Services, who has won a highly prestigious international award for her work as a Physiotherapist & Active Wards lead. Erin received the 2023 Practice Leadership Award for “exceptional and sustained leadership in raising awareness and offering solutions to reduce and manage excessive sedentary behaviour” from the Sedentary Behaviour Research Network, which is the only organisation for researchers and health professionals that focuses specifically on the health impact of sedentary behaviour. Congratulations, Erin for your well-deserved award.

This week, our patient feedback comes from the partner of one of our patients who was treated by the Stroke Care service at the IRH; “My partner was recently admitted to IRH following a suspected stroke. From the minute he arrived in the stroke ward, the warm, friendly and professional attitude from staff reassured me he was in safe hands. Nothing was a problem and his care was top class from porters, domestics, physio, OT, nurses, doctors and Charge Nurse McEwan. I am a nurse myself and recognise the importance of high quality care, this is why I am writing this as his care was faultless. Nothing was a bother, from assisting him to the toilet, getting wheelchairs and allowing him to bring his dog up to visit in the rainbow garden which was a massive boost to his mental health and well-being. The friendly approach from the staff made life a lot easier, as this was his first ever time in hospital, so it was all overwhelming at times but the staff eased this. I can't thank the stroke ward enough. Every member of staff was approachable and couldn't do enough to help, especially Linda, Mhairi, Norma, Diane, your attitude made a bad situation a lot easier. The stroke ward in IRH is an example of what fantastic standards are, you are all a credit to the profession. We both can't thank you all enough.”

I would also like to give my thanks to the Stroke Care team at the IRH for the excellent care you provided to this patient along with the valuable support shown to their partner. Thank you.

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