

# Core brief

**Message from Jane Grant, Chief Executive  
(5 July 2024, 3.00pm)**



Today marks the 76th anniversary of the NHS. This anniversary gives us an opportunity to reflect on the major contribution the NHS makes to all our lives. The service has evolved massively since its inception and continues to adapt and respond to the changing needs of the population. The anniversary also offers an opportunity to recognise the work of everyone working in and with our NHS. I want to thank every one of you for your contribution and for your continuing commitment and dedication.

As the care we deliver to patients continues to evolve, so too does the technology available, allowing us to work more efficiently and to the benefit of our patients. In the last two years alone, almost 1.5 million virtual and telephone consultations have taken place within NHSGGC, with an impressive 98% positive feedback rate from patients. Virtual and telephone consultations bring many benefits, helping patients to receive treatment from home and avoid unnecessary travel and giving clinicians the flexibility to carry out clinics from hospital locations other than outpatient clinic areas. You can find the latest clinical guidance and other useful information on virtual consultations [here](#), and I'd encourage all staff to consider how they might incorporate virtual consultations into patient care.

This week, I would like to welcome six new Non-Executive Directors to the NHS Board, who joined us on Monday to begin their four-year terms. Brian Auld, Libby Cairns, Martin Cawley, Cath Cooney, Lesley-Ann McDonald and Karen Turner each bring a wealth of experience across a number of important and relevant fields.

Staff may have noticed an increase in internal messaging around the threat of cyber-attacks, specifically phishing or vishing, where cyber-criminals may attempt to gain access to and steal data by impersonating genuine staff. I'd like ask all staff to remain vigilant and ensure that all guidance is followed to protect yourself, colleagues, and patients. Please keep an eye out for Core Brief updates, and visit our cyber security page on [StaffNet](#) for more information on phishing/vishing.

And finally, many thanks to the Audiology team at the IRH for their ongoing care of this patient:

“My elderly aunt attended her routine appointment to the department as planned. I’ve escorted her on a few occasions, and having worked in the health service for many years, I understand the system, etc. I have always been suitably impressed by the service provided by all the staff members. On that last appointment, I would like to give a special mention to Deborah, as she was particularly attentive and informative to my aunt and provided excellent care on that day. I did commend her at the time and hope that she is appreciated within her department and your organisation.”

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

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