

Core brief

Daily update

(5 September 2025, 10:50am)

Enhanced patient experience and innovation in action at New Stobhill Ambulatory Care Hospital

This week, NHS Greater Glasgow and Clyde Chair, Dr Lesley Thomson KC, and Non-Executive Director Lesley McDonald visited the Endoscopy Unit and Older People's Ward at New Stobhill Ambulatory Care Hospital, where they witnessed first-hand the outstanding care and innovation delivered by our dedicated teams.

The Endoscopy Unit at Stobhill performs an impressive average of 549 procedures each month, helping to diagnose and monitor conditions within the gastrointestinal system. Procedures include Gastroscopy, Colonoscopy, Flexible Sigmoidoscopy, and Transnasal Endoscopy.



NHSGGC Board Chair Dr Lesley Thomson KC and Non-Executive Director Lesley McDonald with colleagues from the Stobhill Endoscopy team

General Manager for Medical Specialties in the North Sector, Rebecca Reid, Deputy Chief of Medicine for the North Sector, Mr Paul Jenkins, Consultant Gastroenterologist, Dr Jack Winter, and their colleagues highlighted the Transnasal Endoscopy procedure. This is a less invasive technique that uses a thin, flexible tube inserted through the nose to examine the upper digestive

tract. This approach is especially beneficial for patients who may struggle with a traditional Gastroscope due to gag reflex or anxiety.

Dr Winter explained that from arrival to recovery, patients can often return home within just 90 minutes, thanks to modern techniques, the unit's efficient layout and streamlined care pathway. Visitors were impressed by the unit's design, which supports smooth patient flow from admission through to recovery.

Stobhill is also a centre of excellence for endoscopy training. The unit hosts Endoscopy Training Courses for the West of Scotland as part of the National Endoscopy Training Academy, using a dedicated facility that was proudly showcased during the visit. In 2025, 15 courses will be delivered, covering topics such as basic and advanced colonoscopy skills, polypectomy, and best practice in upper GI endoscopy.

Dr Lesley Thomson KC said: "It was fantastic to see how our teams are embracing evolving techniques and putting patients at the heart of their care. The training facility is a brilliant resource that supports both new and experienced staff in developing their skills. It's clear that this investment in learning is helping staff thrive, while also attracting new talent to the service."

The visit continued to the Older People's Ward. The Chair and Lesley were met by General Manager for Older People and Stroke Service, Alison Leiper, and colleagues who explained how staff on the ward create a nurturing and engaging environment for patients. Much of this takes place in the ward's day room, a welcoming space where patients and families can spend meaningful time together.



NHSGGC Board Chair Dr Lesley Thomson KC and Non-Executive Director Lesley McDonald with colleagues from the Older People Ward

Senior Charge Nurse, Helena Connolly shared: “We regularly host themed events in the communal day room that extend throughout the ward. Our recent Olympics-themed celebration and a visit from a harpist during our Civility tea party were particularly well received. When patients are engaged in meaningful activity, their sense of purpose improves, which plays a vital role in their recovery, especially for the patient group we care for.”

Physical activity is also central to recovery. AHP Team Lead, Yvonne Mooney, gave a tour of the ward’s therapy gym, where patients participate in rehabilitation tailored to their abilities.

Dr Thomson commented: “I was deeply impressed by the ward’s commitment to patient-centred care. Staff have built strong relationships with families and are using innovative approaches to monitor patient comfort throughout the day. These insights help us continuously improve and ensure patients feel as comfortable and supported as possible.”

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Phishing and Vishing are forms of social engineering, a technique used to gain access to private information, often via email. It can cause a huge amount of damage, disruption and distress. To help prevent social engineering attacks at NHSGGC and at home, remember N.E.T.

No Trust
Verify, via alternative means, the identity of those sending unexpected messages, even if the contacts are known to you.

Educate Yourself
Complete the Security and Threat module on LearnPro. Check online sources to see if emails, SMS messages or other forms of social engineering attacks are known or commonplace. Remember, educating yourself can protect you in both your work and personal life.

Think First
Successful attacks generally require a sense of urgency. Stop! Take a moment to reflect and investigate, this can show these attacks for what they are.

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