

Core Brief



Message from Jane Grant, Chief Executive (7 June 2024, 11.45am)

From Monday to Wednesday this week, we had an unannounced visit from Healthcare Improvement Scotland (HIS) at Glasgow Royal Infirmary. I want to thank all the staff in the areas inspected for accommodating HIS and for your professionalism and support to the inspection team.

This week marks Volunteer Week, and I think I speak for all staff when I extend a huge thanks to the hundreds of volunteers who give their time to help our patients. Their dedication and selflessness provide welcome support to our core services, and whether they are offering companionship to patients, supporting administrative tasks, or helping in numerous other ways, their contributions are felt throughout the organisation. They bring a unique spirit and energy to our sites and make a significant difference in the lives of our patients and staff. We are truly grateful for their commitment and compassion. As part of our celebration of volunteers, you can read some of their stories on our [news site](#).

On Thursday our Staff Governance Committee visited the Human Resources and Organisational Development team at West Glasgow ACH. The Committee was able to learn about the processes and policies in place to help staff, as well as talk to the Occupational Health team to hear about services in place to support the health and wellbeing of the workforce. My thanks to all the Committee members who visited, and to the team at West Glasgow ACH who were able to accommodate this visit and who provide this crucial service to the organisation.



The Staff Governance Committee visits West Glasgow ACH

This week, we also celebrated 'What Matters to You' day - an initiative focused on understanding and prioritising the needs and preferences of our patients. This day encourages us to engage in meaningful conversations with our patients to learn about their values, concerns, and what truly matters to them in their care. By actively listening and responding to their feedback, we can enhance patient satisfaction and tailor our services to better meet their individual needs. While we promote this day once a year, it's important that we apply the principles every day in the care we provide to patients, as we know that when people are involved in decisions about their care, it can significantly improve outcomes. Thanks to all colleagues who are dedicated to ensuring What Matters to You Day is a success each year and that all our staff are able to recognise and learn more about the importance of WMTY conversations. You can find out more on our dedicated [webpage](#).

Yesterday, the country commemorated the anniversary of D-Day, a pivotal moment in history that reminds us of the sacrifices made by countless individuals. As an organisation, we are proud to support veterans and their families through the signing of the Armed Forces Covenant. This commitment means we are dedicated to providing excellent care and support to veterans within our community, ensuring they receive the respect and recognition they deserve. You can find out more about the pledge [here](#), as well as the Defence Employer Recognition Scheme, which

helps us ensure we support colleagues who are part of the Armed Forces Community.

And finally, I'd like to share some great feedback regarding the teams at the GRI responsible for this patient's care – from Ward 3, Ward 27, and Ward 62 to the patient transport team and ambulance services. My thanks go to all of you.

“My sister has been a regular inpatient over the past year or so at the Glasgow Royal Infirmary. Despite busy wards and staff, I have been extremely appreciative of the care she has received.

“She was extremely unwell and confused in autumn last year but the care and compassion that was shown to her and myself by the staff in Ward 3 and in particular the staff nurses Roelle and Cara were exceptional. She has since then been an inpatient in Ward 27 and 62 where again she was extremely unwell and was well cared for. We are both grateful for the nursing, medical care, and multidisciplinary teams who supported her.

“I would also like to express thanks to the patient transport and ambulance services who are always so professional and caring.”

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