

Core brief

Message from Jane Grant, Chief Executive
(7 October 2022, 12.15pm)

This week, we have continued to face significant challenges across our services and I would like to begin by thanking all staff for your continued hard work and support you have given your patients and colleagues. In order to relieve some of the pressures on emergency care teams, we issued a request to our GP and care home colleagues this week for their support to use alternative care pathways for their patients if appropriate. Given that our primary care services and care homes are also extremely busy, it was very gratifying that you were able to support our acute services as you did, with approximately 300 fewer presentations in our emergency departments and immediate assessment units in one day than we typically see. Your support is very much appreciated. Thank you.

This week, we welcomed a record 700 Newly Qualified Nurses (NQNs) and Midwives to NHSGGC. I would like to welcome all of our new nurses and midwives and thank you for choosing to progress your career with us and be part of our team. I hope you are all able to achieve your full potential and support the wider nursing and midwifery teams to continue to deliver person-centred care to our patients. I would also like to thank our Recruitment Team for all the hard work undertaken to on-board such a large nursing and midwifery cohort this year. Well done.

I was pleased to see the launch of our Speak Up! campaign this week. I would like to encourage all staff who need support to please utilise the services available to you. You can find our more information on our [website](#).

Our procurement team support every ward, department and service within NHSGGC and I want to use my message this week to recognise their contribution and the excellent service they provide. Last year, they sourced and procured goods, services and works totalling more than £650 million, and in doing so worked to achieve best value, whilst promoting innovation, sustainability and the reduction of waste. Our procurement processes also seek to support local businesses and communities wherever possible and I was pleased to see that, amongst the contracts awarded last year, we engaged companies staffed by local communities, local former service users and those with close links with local voluntary groups. This very positive step is helping some of our local communities benefit significantly. Thank you to our procurement colleagues.

In the coming month a number of engagement workshops will take place across services to progress our Moving Forward Together (MFT) Strategy. MFT represents our vision for the future of healthcare which will help transform health and social care services for the whole population, taking advantage of innovation, technology and creating a better way to deliver care to meet future demand. Based on the MFT principals established pre-COVID and taking into account any lessons learned during the pandemic, the workshops will enable us to engage with clinical staff to consider the clinical model and the physical infrastructure required to achieve the objectives as set out in the MFT strategy. Clinical leads are now in touch with a range of staff from services identified across primary, secondary, community care and mental health to progress the workshops. I would like to encourage all staff who are invited to attend these sessions to please do if you can.

Finally, I would like to share some feedback from the parent of two young patients who received treatment at the RAH Emergency Department. The patients' parent writes: "My youngest son was bitten by a dog and was extremely upset and scared going to A&E (he has autism). We got to A&E, and at triage we met the loveliest charge nurse called Michelle. She was beyond amazing with my son, she had him calm, engaged and even laughing. We were to go back and see her, and my son was so excited to go back to see her, he even ordered me by the shop to buy her some sweets. Later that same day, my middle son cut his head, and we got Michelle again. My son was extremely scared and worried about getting his cut glued, and again she was equally amazing with him. It's genuinely heart-warming to meet someone that cares and it's not just a job. Fingers crossed, I don't need to visit A&E and the RAH anytime soon, but if we do I hope she's on shift. Such a caring soul." This is wonderful feedback, showing consistency of care. Thank you Michelle and the team at the RAH ED for your fantastic work.

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