

# Core brief

**Message from Jane Grant, Chief Executive  
(8 April 2022, 9.30am)**

We continue to experience significant pressures across our health and social care services due to the volume of patients requiring our care, the number of patients with COVID in our hospitals, resulting in ward closures and the impact that delayed discharges are having on our overall capacity. While we continue to look for ways to reduce the pressures currently faced by our staff, there is no easy answer and I am sorry that it is taking longer than any of us would have liked to resolve these issues. While the number of COVID cases in our local communities continues to reduce steadily, we are not yet seeing a noticeable reduction in hospital admissions. While I remain hopeful that we will eventually turn a corner, I expect that unfortunately, this remains a few weeks away.

As a result of the continued challenges we are faced with, we have taken the decision to continue with the essential visiting arrangements in shared wards at the RAH and GRI. While we recognise the impact this is having on patients and their families, it remains absolutely vital that we do all we can to maintain the safety of our patients and staff alike. I realise that for our staff, it can be a difficult message to give to your patients, especially those who have been in our care for a number of weeks, but I would like to share some feedback with you, which shows that families do understand and are supportive of this action, even in end of life care circumstances. The sister of one of our patients fed back to us via CareOpinion that her brother was admitted to Ward 57 at the QEUH in October 2021 after suffering a stroke. She said; "The senior nurse in charge, Flora, has a wonderful team of nurses and auxiliary staff. My brother had serious health issues for the past four years including lung and throat cancer. Even knowing there was no getting better for him, he was given the best possible care and attention. When the ward was closed for a few weeks due to Covid, regular phone calls were made to keep the family updated. Flora was instrumental in ensuring that my brother's last days were as comfortable as possible. Flora spent some of her personal time at his bedside and went above and beyond the call of duty. My husband and I will be eternally grateful to Flora." I would like to give my sincere thanks to Flora and the stroke care team at the QEUH for the wonderful role you all played in supporting this patient and his family. Flora, you certainly went the extra mile and you are a real credit to the service. Thank you for all you do.

I was delighted to see that the 'Picturing our Workforce: One NHS Family' photographic exhibition has been unveiled at the GRI. This is a great initiative, which really showcases the pride our staff have in working as part of our NHS as well as the commitment you show your patients and your colleagues. The exhibition will be touring our sites over the coming months so that all of you will be able to see it for yourselves. Thank you to everyone who took part and had their photograph taken and to all of our staff members who were responsible for pulling this project together. A great job all round. Thank you.

In other news, NHSGGC staff experienced some great success at the recent, inaugural Scottish Government's Chief Healthcare Science Officer Awards, where our staff walked away with four of the top awards. Laura Metcalfe, who is our Head of Medical Equipment Management, won the award for Educator of the Year for her role in enabling colleagues to develop themselves, further their career and attain a recognised academic qualification, as well as assisting workforce recruitment by championing careers and

modern apprenticeships by running open evenings for parents and school leavers. The second award went to the North Sector Nuclear Medicine Team, who won Researchers of the Year for the work they have undertaken to champion research, improve patient services and encourage professional development of staff and trainees throughout their department.

The third award was given to Professor Rory Gunson, Consultant Virologist, who was awarded Healthcare Scientist of the Year. Professor Gunson has played a fundamental role throughout the pandemic by using his experience of previous outbreaks, such as swine flu and Ebola, meaning that he anticipated the diagnostic needs of his laboratory, and the entire country, ordering DNA primers to detect the virus and enabled the West of Scotland Specialist Virology Centre (WoSSVC) to validate an in-house SARS-CoV-2 real-time PCR. This diagnostic test was then made available to the whole of Scotland, to support widespread rapid diagnostic testing. This was a key part of the rapid response to COVID in Scotland and something that Rory and the team can be exceptionally proud of.

And last, but by no means least, Ted Mullen our recently retired Head of Medical Equipment Management, achieved a Lifetime Achievement Award. Ted worked with the NHS for almost 40 years and the judges noted that he had worked extensively to promote and drive forward staff development and financial savings for the service, through innovative ways of working, bringing contracts in-house and focussing on quality management.

Congratulations to all our winners for your well-deserved awards.

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