

Core Brief



Message from Jane Grant, Chief Executive (8 December 2023, 1.15pm)

As we officially enter winter, we have carried out a series of Day of Care Audits this week to ensure that patients ready to go home are being appropriately supported for discharge. These audits required significant support from ward staff, the unscheduled care team and eHealth colleagues and I want to thank everyone who was involved for your help in this exercise.

We also continue to promote our Home for Lunch message to encourage families to support patients to prepare for discharge, whilst maintaining a focus on working with care homes, HSCPs and families to manage the number of patients in our hospitals whose discharge has been delayed.

Each week, I use my message to share feedback that we receive from patients and their families on the care and treatment they have received. Much of this feedback comes from Care Opinion, the national independent patient feedback platform. Over the past two years the Patient Experience Public Involvement team have been working with staff and services to encourage greater use of Care Opinion by patients and I would like to thank staff for their ongoing efforts in this and for continuing to use the feedback constructively. As of this week, I am pleased to advise that we have already surpassed the number of comments received for the whole of 2022/23. By sharing their experiences, our patients help us to design and deliver services that are person-centred and so I was delighted to see that many more people are using Care Opinion to share their story. It is also very encouraging to note that the vast majority of these reported experiences continue to be positive.

Staff may have seen the news this week of the prosecution of an individual who racially abused members of our staff. Such behaviour will not be tolerated and if we witness or experience an incident that we believe is motivated by prejudice then it is vital that we report it. This will ultimately help create a safer workplace and build stronger communities for us all. If you have been affected by these issues, then I would urge you to speak to your line manager. If you have any questions then further information is available on the [website](#).

I would like to congratulate Caroline Lilley, a Nurse Team Lead in East Dunbartonshire, and Lynsey Callaghan, a Family Nurse Partnership Supervisor in

Greenock, who have been awarded the prestigious title of Queen's Nurse. Caroline and Lynsey were selected earlier this year to take part in a nine-month development programme run by the Queen's Nursing Institute Scotland (QNIS). After completing the programme successfully, they were awarded the Queen's Nurse title along with 23 other community nurses and midwives at a ceremony on Friday 24 November at the Sheraton Grand Hotel in Edinburgh. Well done to you both on your achievement!

On 5 December, we celebrated International Volunteers Day. Our volunteers do a tremendous job by complementing the roles of our paid professional staff. We are very grateful to each and every one of them who dedicate their time to support a range of services across NHS GGC. On behalf of our patients and staff, I want to thank our volunteers all that you do.

Finally, this week's feedback comes from the family of an Inverclyde patient who were very appreciative of the support given to their father. Whilst there was a significant team of staff who supported this gentleman and his family, every single one of the team made an impression on the family and I want to thank you all for your care and compassion for this patient.

"From the moment our dad was being discharged home for end of life care, the staff made us feel reassured and at ease. From Gary, Margaret and all the others in G North at Inverclyde Royal Hospital to Nicole who helped us plan a speedy discharge home with all of the equipment.

"Once our dad got home, he was able to be cared for by ourselves, his family, alongside the district nurses. The hybrid team were amazing in everything they did for us and we even managed to get a few laughs at such a difficult time (David, David, Jacqueline, Mhairi and Gisha). Our dad would have loved this.

"The overnight district nurses were a God send at 1am and helped us, as a family, cope through until the morning, knowing that we had support throughout the night when it was difficult (Sandy, Sandra, Lisa, Morag, Theresa, Bridget and Gemma). They gave us time and listened to us at every visit, whilst delivering top class nursing care to our dad.

"Hospice ANP Monica supported us and visited our dad at home. Janice at Ardgowan Hospice helped support younger members of the family too. The twilight team of district nurses were available at any time and always knowing they were not far away made it easier. They reassured us that they were at the end of the phone. Cochrane district nursing team (Claire, Lesleyann, Sharon, Lucy, Heather, Ann, Cath, Collette and Arlene) were all amazing. Angela the phlebotomist was also supportive.

“The community alarm team were very quick to respond and the care at home team also supported our dad prior to his condition deteriorating. The district nursing managers (Linda and Neil) supported our dad at home and personally visited him. To all of the others within Inverclyde who supported our 87 year young father to live his best life - thank you. To the medical staff who took time to care for our dad - thank you. To the management teams within Inverclyde HSCP, we will be eternally grateful for all of your help and your wonderful team of staff who provided our dad with compassionate, exemplary, person centred care.”

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