

Core brief

**Message from Jane Grant, Chief Executive
(9 February 2024, 11.50am)**

Our current situation remains very challenging, with high occupancy rates across acute sites. I'd like to thank staff for your ongoing response. This is a constantly evolving situation, and we are working closely with colleagues to monitor sites and pressure points to provide additional support where possible. One area we have seen significant improvement over the past week is SAS turnaround times. This is a good indicator of positive patient flow, and my thanks go to everyone involved in supporting this important work.

Another encouraging trend we're seeing is an overall decrease in the number of COVID and influenza patients in our hospitals. My thanks as ever go to our Infection Prevention and Control team for their expertise and guidance in minimising the onward transmission of infections amongst our patients.

A crucial part of our response to winter this year has been our Board-wide immunisation programme, which plays a key role in reducing the number of serious illnesses caused by flu and COVID. My thanks go to all of our hardworking immunisation team who have completed more than 533,000 vaccines since the programme began at the beginning of winter. This will inevitably have helped the public avoid serious illness while also reducing pressures on our services.

I am also delighted this week to shine a light on two of our nurses who have become the first within NHSGGC to qualify as registered colposcopists. This enables them to carry out cervical investigations, biopsies, and treatments – work traditionally undertaken by doctors. Thanks to this new approach, Alison McGowan and Kirsty Galbraith are able to see upwards of 100 patients weekly through their clinics, which is helping us work through colposcopy waiting lists and enabling our patients to get the right interventions as early as possible.

My congratulations also goes to Inverclyde HSCP, which has just been awarded a Gold Level Two Digital Telecare Implementation award in recognition of recent progress in the transition to a new digital telecare system for patients. Telecare is a vital service for patients in the community and the new upgrade makes it easier for them to call for help and future-proofs the system. The award is a significant milestone and really demonstrates the robust and effectiveness of the model, which is being rolled out to 1148 homes in the area.

Finally, I'd like to highlight some fantastic patient feedback demonstrating close-knit working between teams to ensure a patient received person-centred care throughout their journey at the QEUH. Thanks to all the staff involved.

"I want to thank NHS GGC staff for the excellent treatment that I have received as a patient suffering from severe leg pain as a result of a large lumbar disc bulge.

"I was assessed and treated in MSK Physiotherapy (NVIC) by Morven who, with her highly specialist experience, was able to guide me on the right pathway for rehab with empathy and compassion. I was referred for an MRI and then on to Orthopaedics for surgical opinion.

"The Radiology department were so professional and made me feel at ease when I was struggling to move. The Orthopaedic staff which included Mr Brownson and his surgical team, pre-op staff and the Advanced Practice Ortho physios (Martin and Jenny) were all outstanding in supporting me through a very difficult time offering reassurance and hope.

"The QEUH Orthopaedic ward staff which included domestic staff, support workers, physios, nurses and the medical team were amazing and treated me with dignity and respect.

"The care and attention that I have received could not be faulted - Thank you!"

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

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