

Core brief

**Message from Jane Grant, Chief Executive
(1 July 2021, 8.00am)**

I was really pleased to see that the GRI was named as the top hospital in Scotland by Newsweek in their global hospital rankings. The list covered 2,000 hospitals, across 25 countries and they are ranked based on, among other things, excellence in nursing and consultant care and state of the art technology. This is fantastic news for the whole GRI team and is thoroughly well deserved!

As you will have seen from our Board Meeting update, we are now in a position to move forward with our remobilisation plan for NHSGGC. This is a hugely positive step for us as it will enable us to continue the recovery of services which were impacted by the COVID-19 pandemic, commence the work needed to prepare for the winter pressures ahead, while also ensuring that our staff are able to take the time they need to recover themselves. It has been almost 18 months since COVID began, and the demands over the past 18 months have taken their toll, so we want to do what we can to support you to take leave and have a break. I would encourage you all to please take some time off where you can over the next few months and use our wellbeing services should you need them.

I am very pleased to inform you that we have received notification from the Scottish Government that NHSGGC has been de-escalated from Level Four to Level Two on the NHS Board Performance Escalation Framework. The Framework determines the performance of Health Boards in Scotland and this de-escalation is a result of improvements being made in the areas of unscheduled care, scheduled care and GP Out of Hours (GPOOH). This is due to the hard work shown by our staff throughout the pandemic and I want to thank you all for your ongoing care and support shown to your patients, your colleagues and continually improving our services.

As part of our commitment to service improvement, we have commissioned a programme of engagement focussed on GPOOH, which will gather the views and experiences of patients and carers who have recently accessed our GPOOH services. This will enable us to understand better what matters to our patients and help us to ensure that our services are able to meet public expectations, in terms of accessibility and delivering a patient centred care approach. We launched our online survey on Monday and we received over 130 responses in the first 24 hours, which is a great result and I look forward to finding out more about what our patients had to say. Anyone who has had a recent experience of accessing the GP Out Of Hours as a patient can also fill out the online survey which is available [here](#). It is really important that we can continue to provide the best quality of care in the right place at the right time.

Finally, as you will have seen, the Scottish Government has widened access to the COVID-19 vaccination portal, meaning that everyone in Scotland aged 18 years old and over can now go online to view and arrange their appointment. In order to continue to respond effectively to the needs of the public and to enable them to access vaccinations through a range of means, we have now implemented a new criteria for our drop-in clinics, meaning they are accessible for people aged 30-39 years old. This is great progress and I would like to thank the vaccination team for working hard to continue to enable more people in our local communities to come forward and be vaccinated. Your hard work is really appreciated.

Thank you.