

Core brief

Daily update (4 July 2025, 3.00pm)

Celebrating the vital work of our estates and facilities colleagues across NHSGGC

In today's visit to Gartnavel Hospital Campus, Chief Executive Professor Jann Gardner and Deputy Chief Executive William Edwards had the opportunity to talk with estates and facilities colleagues about their fantastic work delivering patient-centred care.

With over 4,000 estates and facilities staff across NHSGGC — from porters and domestics to engineers and caterers — these colleagues keep our hospitals running safely and efficiently every single day. During the visit, colleagues spoke about their personal stories working for NHSGGC, with many having over 20 years' service.



The close-knit team spoke about how everyone wants to do the best job they can and help each other out, regardless of their specific role. Professor Gardner and William admired the team's spirit and collaboration, as well as how colleagues were able to adapt and respond quickly to any challenges thrown their way. Everyone expressed how much they enjoy their roles and working

with their colleagues, and new staff members spoke of how welcoming the team is for new joiners.



Professor Gardner and William also spoke with the team about the important role they play in patient care, as a caring and compassionate listening ear for many of our patients – especially those in single rooms. Many colleagues in the room spoke about how much they loved the patient-focused part of their jobs, and Professor Gardner thanked the team, recognising how meaningful their contribution is to patient experience.

The team also spoke about the recent Estates and Facilities Day, where staff nominated colleagues for awards and they enjoyed an afternoon of celebrations. Colleagues sang the praises of Tony Young who won an award on the day, joining the NHS in 2013 and being a vital part of the portering team ever since.

The impact of our estates and facilities colleagues is huge. Not only do they provide essential services working with clinical staff to keep sites in action all day, every day, but they also play a vital role in delivering patient-centred care. From creating a clean, comfortable environment, to providing hot meals, to a simple chat when moving people around sites, the role they play in making patients feel more relaxed and at ease cannot be underestimated.



Staff are reminded to make sure their [personal contact details are up to date on eESS](#).

It is important to share Core Brief with colleagues who do not have access to a computer. A full archive of printable PDFs are available on [website](#)