

# Core brief

**Daily update**  
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## **Chair of NHSGGC visits New Victoria Hospital to recognise staff and highlight key services**

Dr Lesley Thomson KC, Chair of NHS Greater Glasgow and Clyde (NHSGGC), and Board Member Libby Cairns visited New Victoria Hospital this week to meet with staff and see first-hand the vital work being carried out across several key departments.

They were welcomed by Arwel Williams, Director of NHSGGC's South Sector, who guided them through a series of visits showcasing the hospital's commitment to high-quality, patient-centred care.



The visit began in the hospital's Day Theatre, which has eight operating theatres carrying out same-day procedures in a range of different specialisms including urology, gynaecology, and ophthalmology, with more than 50 patients going

through the unit per day. Dr Thomson and Ms Cairns were met by Kim Kilgour, Clinical Service Manager, and Juliet Sullivan, Senior Charge Nurse, who took them through the journey patients go on, from theatre, to recovery area, to discharge lounge, all within a few hours. Staff demonstrated the hospital's high-performing theatre services, which play a crucial role in supporting NHSGGC's planned care commitments. This included an innovative way of working to free up anaesthetist time by training nurses and Operating Department Practitioners to extubate patients - allowing for more patients to be seen within a day.



Next, the group visited Ward 1, one of two Older People's Wards at the hospital. There, they met with Senior Charge Nurse Alison Rattray and Lead Nurse Emma McDonald and discussed the tailored care provided to older patients, as well as the dedication of the multidisciplinary teams who support them. Alison explained how staff on the ward, who care mainly for those in their 80s and above who are cognitively impaired, do an excellent job of getting to know individual patients to improve their experience in hospital. The ward, which has 29 guardianship beds, plans weekly activities such as art classes, music, knitting, and visits from therapy dogs to entertain patients during often long-term stays.

The final stop was the hospital's Minor Injuries Unit (MIU), where they were welcomed by Lead Nurse Kareen Morrison. Kareen highlighted the essential role MIUs play in ensuring patients are seen in the right place for their condition. She explained the introduction of the Flow Navigation Centre - also known as the 'virtual



A&E' - which is reached by calling NHS 24 111, has helped to ensure the MIU is being used more appropriately. The New Victoria's MIU sees an average of 80-100 patients a day, but this can rise to over 100 during busy periods.

Dr Thomson and Ms Cairns expressed their gratitude to staff across all departments for their continued professionalism, compassion, and commitment to patient care.

Dr Thomson said: "It was a privilege to visit the New Victoria Hospital and meet so many dedicated staff members. From theatres to older people's care and the Minor Injuries Unit, the teams here are delivering exceptional services that make a real difference to patients every day. This visit was a valuable opportunity to see how our strategic priorities are being brought to life and to thank staff for their outstanding contribution."

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