

Core brief

Monday 2 October 2017

Introduction

This issue of Core Brief details information from today's (2 October) Annual Review.

Praise for health staff after achievements recognised at Annual Review

NHS Greater Glasgow and Clyde held its Annual Review today (2 October), which was attended by more than 250 members of the public.

The event, chaired by Shona Robison MSP, Cabinet Secretary for Health, Wellbeing and Sport, offered an opportunity to review the performance of Scotland's largest health board across a wide-range of key health priorities.

The audience heard how a number of targets had been met or exceeded including the 80 per cent target of mums-to-be booked for an antenatal care appointment which was exceeded with 87 per cent being seen. Similarly 98 per cent of patients referred to child and adolescent mental health services started treatment within 18 weeks.

NHSGGC last year helped 1,904 people to quit smoking from our most deprived areas and at 95 per cent of target is above the Scottish average of 83 per cent. Almost 13,000 alcohol brief interventions were also carried out in the last year and the board continues to exceed the drug and alcohol waiting times target with 96.8 per cent of patients referred for treatment within three weeks.

Another success was in the area of IVF treatment, with 100 per cent of eligible patients being screened within 12 months, exceeding the target of 90 per cent.

While many performance targets were exceeded, meeting the four hour waiting times target in our A&E departments remains challenging. In the year to March 2017, an average of 90.7 per cent of patients attending our A&E departments were discharged after treatment or admitted to inpatient wards within four hours. While this is an improvement in performance, it fell short of the 95 per cent target.

The cabinet secretary, board chief executive and chairman took a number of questions from the floor on subjects including how the complaints procedure could be improved, Health and Social Care Partnerships engagement processes, paediatric in-patient services at the Royal Alexandra Hospital, and orthopaedic waiting times.

John Brown, chairman, said: "NHSGGC has some of the finest healthcare professionals in the country and I am very proud of the work they do every day. Their skill and dedication should be applauded, as they strive to make improvements in patient care and quality standards.

“Our staff deserve praise for continuing to deliver our 18 weeks Referral to Treatment waiting time guarantee for over 89.7 per cent of patients during the last year.

“Our record on treating patients with mental health issues is also something to be proud of with 94.7 per cent of adults and 98 per cent of children and adolescents starting treatment within 18 weeks of referral.

“However, despite this high performance in certain areas, there are still areas for improvement and we need to all work together to achieve this.”

Chief executive Jane Grant, said: “The annual review is a chance to reflect on the last year, while outlining what we are doing to address our challenges, so I welcome the Cabinet Secretary’s comments today.

“I also think it’s really important to listen to feedback from our patients and use this to improve services for them. There are several examples of where this feedback has brought about real change.

“We have extended visiting times in the last year, to make our wards more accessible for families and carers, as we appreciate what an important role this plays in a patient’s recovery. We have also responded to feedback on the food we serve to patients and our catering staff worked hard to create new menus, including lighter options. During 2016-17 we received a total of 13,163 comments and I am delighted that 90 per cent of these were positive.

“The past year has also seen the realisation of a number of capital projects, with new, state-of-the-art health and care centres opening in Eastwood and Maryhill. Orchard View, new 42-bedded dementia and mental health unit on the grounds of the Inverclyde Royal Hospital has recently opened and brought great benefits to patients and their families.

“This investment won’t stop there as there are new health and care centres planned for Woodside, Gorbals, Clydebank and Greenock. These will all bring high quality physical environments for our patients and staff and we will also continue to tackle social inequalities for our patients by working with third sector partners and providing wider financial inclusion services.

“Also during 2016-17 we made a major commitment to helping those suffering from trauma, as a result of childhood abuse, war, domestic violence, torture, trafficking and major incidents, with the launch of our new dedicated Glasgow Psychological Trauma Service. This brings together 25 dedicated staff to one site and will offer hope to around 600 of our patients each year.”

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