

Core brief

**Message from Jane Grant, Chief Executive
(18 February 2022, 2.10pm)**

We have seen some testing weather conditions this week with Storms Dudley and Eunice and I am aware that travel to and from work will have been difficult for many of you in the wintry conditions. To those of our staff who are out and about visiting patients and travelling between sites, and to our Estates and Facilities teams who have been working hard this morning, clearing the snow and making our sites safe, I want to thank you for helping us to keep services going in spite of the snow and difficult conditions.

Whilst my recent messages have noted encouraging signs of an improved COVID situation, the latest figures in community prevalence are a reminder that the pandemic is still very much with us. The latest seven-day rolling average for NHSGGC is 863 per 100,000 population, up from 799 cases per 100,000 last week. We also continue to see significant numbers of patients in our hospitals with COVID. Today, there are 270 patients in hospital who have been diagnosed with COVID within the past 28 days.

With a number of care homes also restricting admissions, COVID is continuing to impact on our ability to discharge patients when they no longer need hospital care. In addition to this, we continue to see the usual demand on our services that this time of year usually brings. Our services therefore remain extremely busy and I am grateful to everyone for your professionalism and commitment to our patients in the face of such demands.

Of course, COVID also continues to affect many of us personally and staff absence for COVID-related issues remains significant. On a positive note, our recruitment team is working hard to recruit additional staff including a successful international drive for nurses. Indeed, our first international candidate arrives with us later this month, with all remaining candidates intending to have started by the end of March. We are also continuing with our local recruitment drives, which, likewise, are attracting significant numbers of staff to come and work with us.

This week, I am delighted to share the news that the Glasgow Royal Infirmary rheumatology service has achieved BSR Quality Review Scheme accreditation. The scheme presents the first UK-wide set of best practice standards for rheumatology services. Accreditation assessments are undertaken by professional peer assessors. In their report they stated: "The patient feedback was incredibly positive. Three of the patients had been originally diagnosed at other hospitals and their comparison of the care between their original service and Glasgow was stark, with Glasgow head and shoulders above other services. All the patients agreed on the 'family feel' among the team at GRI, with patients referring to professionals by first names and in the warmest terms. They said that the team would always go above and beyond for their patients. The facilities were judged as excellent and were ahead of the game in terms of infection control." This is a significant achievement and is testament to the hard work of staff and to our Infection Prevention and Control teams and highlights the outstanding patient care provided by this service. Well done to Dr Rajan Madhok and the whole team for this fantastic achievement.

I want to end this week's message with some further positive feedback and with a reminder that COVID can still have serious consequences. A QEUH patient who was treated for COVID posted the following comment last week on Care Opinion: "From the minute I arrived in the ward I was treated with dignity and respect by all staff from the senior ITU consultant to the staff who cleaned the room out. They explained everything that was happening to me although I don't think I took half of it in. They fought and encouraged

me to fight the hardest battle I have ever fought and were totally understanding and very patient with my family who were called in. My family said they were amazing and treated them so well. Thank you all for all that you done for me in helping me get well and home to enjoy my family, love you all but I sincerely hope I don't have to see you all again." Well done to all of our staff in the critical care unit in QEUH, whose person-centred care has been praised by this grateful patient.

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