

# Core brief

**Message from Jane Grant, Chief Executive  
(25 March 2022, 2.05pm)**

As staff will be acutely aware, we continue to face significant pressures across our health and social care settings, with the number of COVID positive patients continuing to increase. As such, we have issued further appeals to the general public to use all the services available to them to access care. We also continue to work with HSCP and Local Authority colleagues to do what we can to reduce the number of delayed discharges and have taken the decision to continue with visiting restrictions in shared wards at the GRI and RAH.

The more positive news is that community case numbers are starting to come down slowly, so I am hopeful that this trend will start to be replicated at our hospitals and care homes in the coming weeks. I appreciate that the current situation is particularly difficult for staff, but we will continue to do what we can to relieve some of the pressure wherever possible. I understand that we are also seeing an increase in the number of visitors to our sites who are not adhering to the current restrictions concerning physical distancing and the wearing of face coverings. In order to help reduce the instances of this happening, we are supporting a new national campaign called 'Covid Sense', which has been launched to highlight behaviours patients and visitors should follow to keep themselves and others safe.

I would like to thank all of our staff at the QEUH and RHC who were involved with the three-day unannounced Healthcare Improvement Scotland inspection that took place earlier this week. The professionalism and constructive support shown by our teams over the period was all the more significant due to the challenges we are faced with at present and I would like to sincerely thank you all for your inputs.

As many of our staff will be aware, NHSGGC is aiming to complete our Board-wide accreditation for Investors in People (IiP). Following our successful initial stage at the IRH, in February we embarked on the next cluster with our Corporate and Estates and Facilities teams. I am very pleased to report that following extensive input from our teams in these areas, we have been successfully awarded this stage of accreditation. My particular thanks go to staff members who took the time to be involved in this work and to the HR and OD team who facilitated the process. Learning about our opinions and viewpoints are essential to ensuring we can continue to grow and develop the NHSGGC workplace. Thank you and well done to all 4,000 staff who work in these services.

Our team at the QEUH has, in recent months, been involved in the production of a new docu-series; ['Rescue: Extreme Medics'](#), which is due to start on Monday 28th March. The series will show the Scottish Trauma Network bringing life-saving treatment to people across the north and west of Scotland. In this opening episode, our QEUH team will be shown helping a patient who is brought by air ambulance from Skye following a quad bike accident. I would like to thank our team at the QEUH, who despite the significant pressures we have been under in recent months, have taken part in the series, which will provide a very important spotlight on the work we do to deliver critical care to those most in need. I am very much looking forward to seeing our teams in action on the small screen next week.

On Monday, we officially waved off our Chief Operating Officer Jonathan Best, who has now left NHSGGC to embark on a very well deserved retirement. Jonathan has been part of our NHS family since 1981, working at a number of our sites, including the old VGU and Yorkhill, before taking responsibility for the North Sector and then the Acute Division. Jonathan has been a very well respected and highly regarded member of our NHSGGC team throughout his time with us and, while he will be missed by all of his colleagues, I'm sure that everyone who knows him will wish him the very best for a long and happy retirement.

I would like to share some feedback that has been received about the team at the RHC from a Mum whose son was treated in Ward 1A/1B. The patient's Mum states that "From start to finish the care was fantastic. The nursing staff were so friendly and informative and really put me at ease. Every member of staff from the domestic staff, student nurses, nurses, doctors, anaesthetists and theatre staff were professional and helpful and my little boy smiled the whole way through. As a parent coming with their child it can be daunting but our experience yesterday really made everything a positive experience and he is now home recovering well." This is fantastic feedback and I would like to thank the whole team working on the ward for the level of care provided to this family. Having a child undergo any kind of surgery is extremely daunting and I am very grateful to the team for all they did to make the little boy's experience a positive one. Well done.

Last week, the Newsweek World's Best Hospital List for 2022 was released and I am delighted to tell you that both the GRI and QEUH made the top 100 hospitals in the UK. The GRI came in at number 30 and is the highest ranked hospital in Scotland. Not far behind, at position 45, was the QEUH. Only four Scottish hospitals made the top 100 UK list this year, so it really is great news that NHSGGC is so well represented. While our most important litmus test will always be the feedback we receive from our patients and their families, it is important that we celebrate all of the other accolades which help us to showcase the amazing work that you do. Thank you.

**Are your contact details up-to-date? [Click here](#) to check**