

Core brief

**Message from Jane Grant, Chief Executive
(10 March 2023, 2.05pm)**

This week we have been celebrating Scottish Apprenticeship Week and highlighting the types of apprenticeships that we have available across NHSGGC, which range from healthcare and administration through to business and engineering.

Apprenticeships are a really important element of our recruitment and training programme as they support staff to undergo on the job training while gaining a nationally recognised qualification. NHSGGC is in a fortunate position to be able to develop people at the start of their careers, as well as those who have opted for a career change, to progress through our apprenticeship programme as it is open to anyone living in Scotland aged between 16 and 24 years, or to the age of 29 for those who are care experienced or have a disability. Over the course of this week, we have been highlighting opportunities available to people looking to pursue an apprenticeship and we have been sharing our Apprentices' stories, which are available to watch and read on our [website](#). I would like to thank all of our Apprentices who are doing such a great job as well as our staff who play a pivotal role in training and supporting them as they progress through the programme. Well done and please keep up the great work.

On Wednesday, many of our staff celebrated International Women's Day. This year, the theme was 'Embrace Equity', and I would like to thank all staff who took part in marking the day and celebrating the important role that women play across our health and social care services.

Also this week, we marked No Smoking Day by adding our support to ASH Scotland's Quit and Win campaign, which urges members of the public to consider giving up smoking to benefit their health, wellbeing and personal finances. The aim of the campaign is to highlight the health benefits such as decreasing the risks of coronary heart disease and lung cancer as well as new figures which show that an average Scottish household containing people who smoke could save £3,308 within 12 months of quitting smoking. For any staff members who are considering stopping

smoking, there is help available from the Quit Your Way team and you can find out more information by calling the free helpline on 0800 848484 or visiting www.quityourway.scot

I am pleased to inform staff that we have now appointed Dr Colin McKay, who is currently Chief of Medicine for the North Sector, as our new Deputy Medical Director (Corporate) and will transition into this post over the coming weeks. I would like to formally congratulate Colin on his appointment and I look forward to working with him in his new role in the very near future. We will now commence the process of recruiting Colin's successor to his previous role.

Each week, I share with you some feedback we have received from one of our patients or a patient's loved one, as I feel it is important that we recognise colleagues when they provide a high quality of treatment and care. One of the ways in which we receive feedback is via [Care Opinion](#), which is an independent website that gives patients, carers and families the opportunity to formally comment on the care they have received. This type of feedback provides us with the opportunity to learn from patients and service users about what is working well, and identify any areas of improvement. As such, we have been encouraging people to use this mechanism to tell us their views. In February alone, we received 171 pieces of feedback through Care Opinion, which is the highest monthly number to date and I am really pleased to note that so far this year, we have already received 1,345 comments, which is a 47% increase compared to last year. I would like to thank staff for your support in promoting Care Opinion to our patients and loved ones and I would also like to thank our team of responders, who have been doing a great job in ensuring that each piece of feedback is acknowledged, shared and answered. If you would like more information about Care Opinion, or are interested in becoming a responder please go [Care Opinion - NHSGGC](#) or contact the [Patient Experience Public Involvement Team](#).

This week our feedback comes from the loved one of one of our elderly patients who was receiving care at the Larkfield Unit at the IRH. The feedback reads; "My mother was discharged from Ward Three at the Larkfield Unit earlier this week. I would like to praise and highlight the wonderful care and kindness which was shown to her every day and night. Following a fall in October she has spent five months in this ward requiring total nursing care. As a retired nurse myself, I appreciate the difficulties of having a frail elderly patient on bed rest for this length of time. My mum's care was excellent from all members of the Ward Three team looking after her. Surprisingly, in a busy ward there was always a calm, happy atmosphere even though I am sure staff were often run off their feet. My mum became so fond of and dependent on her nurses, and I can't thank them enough for the patience and affection they showed her.

She has now moved to a nursing home and if she receives half the care that Ward Three has given her, I won't need to worry." This is great feedback about the

Ward Three team and I would like to echo the thanks received from this patient's family for the excellent patient centred care that was delivered.

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