

Core brief

**Message from Professor Jann Gardner, Chief Executive
(11 March 2025, 1:00pm)**

Health Secretary visits NHSGGC GRI Frailty Service

Last week, Chief Executive Professor Jann Gardner and Chair Dr Lesley Thomson KC welcomed Health Secretary Neil Gray MSP on a visit to the Glasgow Royal Infirmary (GRI) Frailty Service.

Frailty Units consist of specialist beds that focus on intense assessment of older people with frailty. The services offer access to specialist skills and care plans, accelerate early discharge, and look to reduce delays and length of stay. The hospital's dedicated frailty service has reported significant progress in the last 18 months, with the average length of stay for vulnerable patients reducing by three days, without any increase in readmission. The service has also reported enhanced co-ordination and collaboration among healthcare teams leading to improved patient outcomes.



Neil McCallum, Director – North Sector, Dr Kate McArthur, Lead Clinician - Older Peoples Services, Dr Laura Duffy, Consultant Geriatrician, Alison Leiper, Interim General Manager - Older Peoples' Services, Neil Gray MSP, Health Secretary, William Edwards COO, Jackie Cassidy, Elderly Care Assessment Nurse, Professor Jann Gardner, Chief Executive, Dr Lesley Thomson KC, Chair

Mr Gray said: “I was pleased to meet the team working in the Glasgow Royal Infirmary frailty service and see first-hand the positive impact their crucial work is having – with the service allowing speedier assessment of vulnerable people presenting at A&E and reducing length of stay for patients significantly.”

Dr Laura Duffy, Consultant Geriatrician at the Glasgow Royal Infirmary, said: “Working with our colleagues in the Emergency Department and Acute Assessment Unit, we have created a process which identifies people living with frailty. This enables us to direct and prioritise these people to receive care from a specialist team, in specialist areas and initiate early Comprehensive Geriatric Assessment (CGA).

"A key part of developing this service has been ensuring that we identify the priorities and concerns of our patients and their carers promptly and work in partnership with them to develop a plan for their care.

“We have also worked at further developing and enhancing our links and interface working with our colleagues in the community and in social care. We have developed daily CGA Huddles which can be attended by a variety of acute, community and social care teams. These allow the early exchange of key information and collateral information gathering about patients, which helps provide more effective, timely and patient centred care.

“The results so far have been promising with 74% of patients admitted through the Acute Medical Receiving Unit being screened for frailty. We have also noted a reduction in length of stay of three days for people with frailty, without an increase in readmissions.”

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The poster features a dark blue header with the text "Getting the right care is as easy as ABC" and the NHS Greater Glasgow and Clyde logo. Below the header are three columns, each with a large letter and a corresponding instruction: 'A' for "Ask yourself", 'B' for "Be aware", and 'C' for "Call 111". The 'C' column includes a "24" icon. At the bottom, a dark blue bar contains the text "Unless it's an emergency - think ABC before visiting A&E." and "For more information: www.nhsggc.scot/rcrp" next to a QR code.

Getting the right care is as easy as ABC

A
Ask yourself
Do I need to go out?
For information on treating minor illnesses and injuries from home, go to NHS inform or download the NHS 24 App.

B
Be aware
There is help on your doorstep.
Your local GP, pharmacy, dental practice and optician offer a range of services.

C
Call 111
If it's urgent, or you're unsure, call NHS 24 on 111.
They'll get you the care you need.

Unless it's an emergency - think ABC before visiting A&E.
For more information: www.nhsggc.scot/rcrp

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