

Core brief

**Message from Jane Grant, Chief Executive
(14 April 2023, 3.45pm)**

I am delighted to inform you that the GRI and QEUH have, once again, been ranked in the prestigious Newsweek annual World's Best Hospitals list. The list is compiled through a combination of performance data and patient feedback, which helps us to assess how well we are delivering patient care. Only five Scottish hospitals are ranked on the UK list and both NHSGGC hospitals have moved into higher positions compared to last year. Again this year, the GRI has been listed as Scotland's top hospital, ranking in the top 30 within the UK. The QEUH also makes the top 40, again with an improved score from last year, which is great news and a real testament to the hard work and commitment of our staff, which is very much appreciated.

Yesterday, we delivered two workshops focussed on the development of our strategy for Moving Forward Together. The workshops were very constructive and provided a forum to discuss in more detail the future of health and social care and how we continue to build effective working relationships across health and care services against a backdrop of ever changing patient and service user needs. I was encouraged by the output from both sessions and you will continue to be updated about this work through the usual channels.

Also this week, staff across our sites commemorated World Parkinson's Day, which is designed to increase awareness about this long-term degenerative disorder that affects thousands of people across Scotland every day. I was really pleased to see staff being involved in activities to raise the profile of the condition, the symptoms and the treatment options available to people who are living with the disease as well as the support available for carers. Well done to everyone who took part this week.

I am really pleased to share with staff the news that our former Nurse Director, Margaret Mcguire has been awarded an honorary OBE for services to the National Health Service. Margaret, or Mags as many of you will know her, retired from NHSGGC last year following a long and distinguished career, including many years as a qualified nurse and midwife, and she is currently a member of the Nursing and

Midwifery Council (Scotland). I am sure that many of our staff, especially those of you in our Nursing teams will join me in congratulating Mags on receiving this honour.

This week, I would like to share some feedback from a patient who has received care at our Older People's Services in the South Sector. Our patient writes; "I was recently an inpatient in Ward 56 at the QEUH Glasgow. I would like to thank the whole team for the excellent level of care that they gave me. Everyone that I met was welcoming, pleasant, supportive and encouraging. The team collectively contributed and played a big role in my recovery and most importantly gave me the confidence in my ability to do it. As a patient it was clear the staff cared about us and were advocating for us. At no point did I feel that my dignity was compromised. The team were keen to understand who I was as a person and what my expectations and aspirations with regards to my recovery were. They did everything they could to help me reach those goals. As somebody who lives in a remote area, they have further helped me after discharge in facilitating my follow up investigations are done as locally as possible. I am incredibly grateful that they have done this as it has removed lengthy and potentially stressful journeys. Thank you again for everything you did for me and my family - you gave them great reassurance and confidence too. You are amazing and we will never be able to thank you enough." I would like to echo the sentiment of this feedback and thank our staff working in the service for the support and compassion shown to this patient. Many thanks to you all.

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