

# Core brief

**Message from Jane Grant, Chief Executive  
(19 August 2022, 3.10pm)**

I would like to share with you some really positive news from colleagues in one of our HSCPs. This week, we received the Care Inspectorate's report concerning the recent joint inspection of services for children and young people at risk of harm in East Renfrewshire. The report found 'consistent clear strengths in ensuring children and young people at risk of harm are safe, protected and supported, with no significant areas for improvement identified'. This glowing report, which noted that 'the lives of children and young people at risk of harm in East Renfrewshire are improving as a result of services delivered by the partnership' was even more encouraging as it stated that there were no notable gaps in services or that any significant improvements were required. This formal feedback is testament to the continued hard work and commitment from HSCP colleagues and I would like to thank you all for your efforts and congratulate you on achieving this great result. Well done.

As you may be aware, an external contractor has been the subject of a cyber-attack which has impacted the national Adastra computer system. The Scottish Government is working with the contractor and our UK counterparts to fully understand the nature and extent of the incident and in the meantime additional measures have been taken to secure NHSScotland systems and minimise further impact. Following the cyber-attack, our eHealth team, working with GPs and GP Out of Hours services, took immediate steps to implement workarounds and system changes to maintain services. I am extremely grateful for the work and dedication of all staff, who have responded quickly and effectively to deploy business continuity arrangements and system changes to maintain services.

We continue to see the number of COVID patients in our care decline, with now 239 who have received a diagnosis in the past 28 days being treated in our hospitals. This continued downward trend is very encouraging and while I recognise that there remains a level of prevalence in our local communities and among our colleagues, I am pleased that we continue to move forward in the right direction. As we all know, one of the best ways to protect yourselves and others from the COVID virus is to keep up to date with your vaccinations. Ahead of the appointment booking portal opening, the vaccination team has updated the vaccination web pages, which includes information on the location of our community clinics, many of which remain the same, but there are some changes and new additions, so please familiarise yourself with this information, as it will make the booking process easier for you.

This week, I want to share a letter received by our staff of Ward 3C at the Royal Hospital for Children from the mum of one of our younger patients, Murdo, who was receiving treatment in May this year. Murdo's family wrote: "I am writing to say thank you for the exemplary care that you and your staff showed my family and Murdo whilst he was in your ward in May. Murdo had gone from being a happy boy who had just turned five the previous Monday to, barely a week later, being transferred to your ward in the middle of Saturday night after he developed HUS from contracting E-coli 0157. My husband and I agree that this was one of the worst situations that we've ever had to experience and to see our little boy become so unwell, we felt completely useless. The support your staff showed us and taking the time to make sure that we understood everything going on was outstanding. As a nurse myself, I appreciated the time and effort you all took to

make sure Murdo felt safe and the gentle reminders to make sure that I went for a walk to get fresh air meant a lot to me. Everyone always came into our room with a smile and made us feel that nothing was too much to ask. The medical staff, nursing team, domestics, play assistants, porters and theatre staff that we encountered on a daily basis were fantastic and we can never thank you enough for looking after our son and making sure that he got back to a good bill of health. In particular, the ANP, Dr Reynolds, Rachael and Erin are a credit to the ward as you all are. I am walking the Kiltwalk this year for Kidney Kids Scotland and have raised £500 so far, I hope this will be able to support the children and families who visit your ward in some way. Murdo is continuing to improve and will be going into Primary 1 next week, this is all thanks to you." This really is wonderful feedback and I would like to add my thanks to the team on Ward 3c for their great teamwork and care they gave Murdo and his family.

Finally, I would like to encourage staff to consider nominating your teams and your colleagues for a Scottish Health Award. The closing date for nominations is the 21<sup>st</sup> August, with the award winners being announced at a ceremony in October, so if you work alongside a nurse, midwife, doctor, AHP or support worker who you think has gone above and beyond or a team or young achiever who has delivered some outstanding work this year, please put them forward for an award. You can find all of the categories and nomination forms on the awards' [website](#), so please do get involved and nominate your well-deserving colleagues.

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