

# Core brief

**Message from Jane Grant, Chief Executive  
(19 July 2024, 1.10pm)**



A huge thanks to the 27,000 staff across the organisation who responded to our annual iMatter survey this year. iMatter is one of the key ways as an organisation we're able to listen to staff feedback on their experience of working within NHSGGC so we can identify where we are doing well but, more importantly, where we can improve and ensure staff are well supported in their work environment to thrive. All local teams should now be reviewing feedback from the survey to agree an action plan with staff. More information is available on [HR Connect](#), including timelines for the next engagement sessions alongside deadlines for action plans to be formalised by each sector.

In encouraging news, across our acute sites, and within the community, the number of patients who have tested positive for COVID-19 within the past 28 days appears to be declining following a peak at the beginning of July. While we remain cautiously optimistic, cases continue to impact our services, and my thanks go again to all staff who continue to work hard to manage any COVID-related impacts on patient care and flow through our sites.

I would like to highlight the opportunity and encourage all relevant staff to take up the offer of a Whooping Cough (Pertussis) vaccine. Occupational Health is running a number of drop-in clinics through the remainder of July and August to make it as easy as possible to get vaccinated. This is very important for staff groups who work regularly with infants at any point, and the vaccine will protect you and help avoid transmission onwards to patients. Please refer to Core Brief from Tuesday 16th July for more information.

At NHSGGC, we are proud to support diversity and inclusion across our workforce and to treat all patients with care, dignity, and respect. To help mark this policy and to celebrate diversity, at the weekend staff will join other uniformed services across Scotland in attending the PRIDE parade in Glasgow. I would also like to remind staff that in supporting diversity and inclusion, we take a zero-tolerance approach to harassment and prejudice in all its forms and would encourage any member of staff who is the victim or witness to such behaviours to let us know through our Speak Up! platform. This confidential channel helps us identify and take action as quickly as possible and more information can be found on our dedicated web resource: [Speak Up! - NHSGGC](#).

Nominations for this year's Scotland's Health Awards 2024 remain open, and each year NHSGGC is fittingly well represented across all categories. We all know of staff who have gone beyond the call of duty or who show exemplary service in their roles, and I encourage you to get your nominations in ahead of the deadline on the 18th of August so they are rightly recognised and celebrated at this national awards. More information, including the nomination form, can be found [here](#).

Finally, I'd like to spotlight some fantastic feedback regarding the treatment of patients on Ward 7 at the RAH. A great example of person-centred and compassionate care. My thanks to AHP, Alistair Chappell:

"While visiting a relative in Ward 7 of the RAH, I witnessed an exceptional example of care by one of the staff.

"The male member of staff arrived in the room that my relative was in and went to another patient (I believe they were practising getting in and out of the bed and chair and walking around the room with a zimmer frame). The staff member was polite and ever so respectful, spoke to the patient with a great and, in my opinion, extremely high level of dignity, listening to their concerns and worries while reassuring them at the same time. The patient seemed very comfortable in his presence.

"While coming into the room, the staff member also took the time to acknowledge the other patients and say hello. This was a very nice thing to see; it made me feel at ease, knowing that my relative had such an attentive member of staff.

"There was another patient in the room who asked for assistance when he had finished. The staff member changed his approach as the patient seemed quite upset; again, this is exceptional behaviour and care from the same person. The ward and environment are so busy and stressful, and this person personified calmness and integrity when speaking to the patients.

"A truly heartfelt experience that I shall definitely remember and be sharing with family and friends, a credit to the team and someone whose behaviour should be applauded in such difficult times. He introduced himself to both patients as Alistair."

**It is important to share Core Brief with colleagues who do not have access to a computer.**

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