

# Core brief

**Message from Jane Grant, Chief Executive  
(19 November 2021, 4.30pm)**

As staff will have seen, in recent days, the QEUH has been the focus of some media and political scrutiny. Our deepest sympathies will always be with the families and loved ones of our patients who sadly pass away. However, I also realise the impact this has on our staff, who personally care for people and support their families through some of the hardest and most difficult times.

I understand that seeing such claims about your place of work playing out across the media will be extremely difficult. Collectively, each of us play our part in providing professional, patient centred care to every person who uses our services and I will ensure that we continue to advocate this and address any issues, which could affect the public's confidence in the care we provide and in the professionalism and integrity of our staff.

Supporting staff welfare and working closely with our teams to promote wellbeing is a key priority for NHSGGC and as we move closer to the end of the year, I wanted to reflect on some of the work which has been undertaken to support our staff dealing with the significant pressures brought about as a result of COVID-19. Facilities, such as the R&R hubs, have been a hugely successful resource for staff, and were set up in direct response to some of the issues faced by our frontline teams.

Likewise, our Mental Health Check-In, which has provided a much needed support to our staff who may not have realised that they needed a helping hand, as well as those of you who knew that you did. These are both hugely important elements of our support offering for staff and I have been encouraged in recent weeks that the teams are actively seeking out the next steps for each of these initiatives.

In a recent Core Brief, I shared with you some information about a forthcoming peer support service, which is in the final stages of development and will be officially launched in the coming weeks. Peer support will help to provide our staff with a much needed resource to receive help and advice from other staff members in the organisation, who are fully trained to provide constructive guidance or even just a listening ear. The team will be looking for staff members who would like to be trained to work as a peer supporter and we expect to be in a position to roll-out the programme in the New Year. I am very much looking forward to seeing the service fully operational and hearing about the positive work which will be undertaken.

Following a review of service provision, the decision has been taken to continue to utilise the Community Assessment Centres as key part of our COVID-19 care pathway. We have received guidance from the Scottish Government that the national care pathway, which advises people with COVID-19 symptoms, who following an initial call to NHS24, still require a clinical assessment, should remain in place. The CACs enable us to provide this service to patients and we will maintain local arrangements, so that the service can be offered as flexibly as possible to best support respective community requirements. Over the course of the pandemic, the CACs have made a significant contribution to the way in which we have been able to triage and subsequently treat individuals with COVID and I am very thankful to everyone who has played a part to staff the centres and support patients.

I am pleased to inform staff that NHSGGC is about to embark on a new Partnership with the National Volunteering Co-ordination Hub. The Hub, which already works with some of our HSCPs and the Scottish Ambulance Service, will bring additional volunteer support to acute sector services, over and above what we already have in place, which is a hugely valued service for staff and patients alike. This additional service will give our wards access to a community of experienced and fully trained volunteers as well as direct support and supervision for each individual who joins us from the Hub. The new service will be available across our sites in the coming weeks and if you feel that your ward would benefit from volunteer support, please discuss this with your team in the first instance. Details of how to contact the service and arrange support will be available soon. Thank you.

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