

# Core brief

**Message from Jane Grant, Chief Executive  
(2 September 2022, 12.05pm)**

I am pleased to share with staff that again this week, we have seen an improvement in the number of people being treated for COVID in our hospitals. We currently have less than 180 patients receiving care across NHSGGC, which is a welcome step forward. While we continue to experience issues with the number of delayed discharges, I am confident that the work our teams are undertaking to make improvements and encourage patient movement back into our local communities will help us to continue to make progress in the weeks to come.

I would like to advise all staff that from Monday 5 September 2022, it will become an offence for anyone to smoke within 15 metres of all hospital buildings in Scotland. The new legislation supports the Scottish Government's voluntary smoke-free hospital grounds policy, which was introduced in 2015 and will be enforced through the introduction of fixed penalties and fines for anyone, including patients and visitors to our sites, found to be smoking within the 15 metre boundary. If you have any queries about the new legislation, please visit <http://www.gov.scot/nosmokingzones> for more information.

Also from Monday, our vaccination clinics will open their doors exclusively for our staff to receive your flu and, if eligible, COVID vaccinations. Our teams of vaccinators are very keen to see as many of you as possible in the next couple of weeks, so please make every effort to log into the portal and book your appointment at a time and place that suits you. Please try and use the appointments available between 5-19 September if possible, as this will help us to prioritise you and your colleagues before the clinics open to the public, when demand for spaces will be greater.

This week, I would like to highlight the work of the admin team who operate the Staff Bank. The team is operational seven days a week and provides registered and non-registered nursing and midwifery staff to all of our clinical areas, where there are unplanned and planned shortfalls in ward establishments, which causes rota gaps. A main focus of the contact centre team is outbound call activity to optimise the uptake of shift requests, which in the course of one day includes making or receiving around 700 calls, coordinating approximately 2,500 shift requests and on-boarding of all new bank workers ensuring they are welcomed into NHSGGC and have their uniforms and ID badges ready for their first shift. The team have played a pivotal role throughout the COVID pandemic and I would like to personally thank you all for your professionalism in particularly challenging times. Within the wider bank team, we also have a small team of Nurse Managers, who provide professional and managerial leadership and support for our 7,000 health care support workers and 8,500 registered bank staff. The nurse managers work closely with recruitment, HR, practice development and service colleagues to ensure the bank workforce are fully integrated in all aspects of the organisation to deliver safe effective, person centred care. As workforce demand continues to increase the bank team have done an outstanding job to positively respond, they have worked flexibly and adapted out bound activity to deliver an increase in bank nurses booked in for shifts across the most challenged ward areas. Thank you to the entire team for all of our continued hard work.

I would like to congratulate Dr Andrea Williamson who is our Medical Officer in Alcohol and Drug Recovery Services and GP in Homeless Health Services Glasgow for her appointment to the position of Professor of General Practice and Inclusion Health at the University of Glasgow. This is in recognition both of her teaching at the Undergraduate Medical School, her research and wider policy impact, including being a founding member of GPs at the Deep End, which is a network of GP surgeries in Scotland which cover the 100 most socio-economically deprived patient populations, supporting GPs to share their experience of the challenges faced in providing care to some of the most disadvantaged and marginalised people in society. Congratulations Andrea!

I would like to share some patient feedback concerning the NE Community Rehabilitation Service this week. Our patient writes; "I am writing to express my thanks and appreciation for the care and respect I received from your excellent staff working in your unit. I suffer from severe spinal stenosis, among other things, and on making an enquiry to my GP surgery, I was referred to the rehab service and almost at once, I found NHS staff who cared about my situation. I have been visited by several members of your staff, covering different disciplines, who have all be polite, caring and instructive. The two who deserve special mention are Lauren and Jacqueline. They have been a fount of information and encouragement. Jacqueline deserves an extra special mention as she has consistently and kindly encouraged me to walk outside with my rollater and this has improved my confidence. She is always coming up with ideas about how I can get involved with other people and has given me contact details of clubs and groups that I might join, and all done with a genuine interest in me – very important. I sincerely hope that the unit continues to receive adequate funding to continue to offer the excellent "care in the community" as the resource is most definitely needed and should be very much appreciated." I would like to add my thanks to the entire team for the exceptional care provided to this patient. Thank you and well done.

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