

# Core brief

## Message from Jane Grant, Chief Executive (21 July 2023, 10.45am)

Following the conclusion of this year's iMatter survey, team action plans are now being submitted. This is a really important element of iMatter as it enables a constructive conversation to be undertaken within all teams about how we can build on the positive ways of working and where we need to look for ways in which we can work together to improve. I would encourage all teams to work together to submit action plans over the coming weeks, so that all staff are able to play an active role in improving our ways of working to the benefit of our colleagues, patients and services alike.

I was very pleased to see the photographs of our recently retired, Designated Senior Charge Nurse at the Royal Hospital for Children, Morag Liddell, receiving her MBE for services to Paediatric and Neonatal Nursing from HRH Princess Royal. My congratulations to Morag on her recent award.

I would like to remind you that nominations are now open for this year's [Scottish Health Awards](#). NHSGGC was very well represented at last year's awards due to the fantastic work that is undertaken across our sites every day, so I would like to encourage you, once again, to consider nominating a colleague, team or project so they can receive the recognition they deserve. Nominations close on 13 August and I would like to wish all nominees the very best of luck!



I was delighted to see the positive response to our staff taking part in the Glasgow Mardi Gla event at the weekend to support Pride month. I understand that there was a good staff turnout from NHSGGC and other West of Scotland Boards who marched together with colleagues from Police Scotland, Scottish Ambulance Service and

Scottish Fire and Rescue. I would like to thank staff from our LGBTQ+ and ally communities for taking part and by doing so help to ensure that we continue to spread the message of our commitment to free and without prejudice healthcare for all.

This week, I would like to share some feedback from the partner of a patient who received treatment at the Acute Assessment Unit at the GRI. "My partner was sent to the Acute Assessment Centre by our GP. Dr Rogers and his team were thorough and professional as they tried to figure out what was happening. When she unexpectedly went into cardiac arrest the response was instant. Although the focus was obviously on her, they also looked after me. Dr Rogers was brilliant, speaking to my family on the phone to explain what was happening when I couldn't get the words out. He kept me informed and was honest about her condition in a way that was professional but also humane. I could see how much it was affecting him. In the end the brain damage was too extensive and she couldn't be saved. She died one week later in ICU. Thank you to everyone in the AAC - the family and I had that week to sit with her, slowly get used to the inevitable future and say our goodbyes. That night in the AAC as one of the worst in my life but would have been immeasurably more painful without the humanity and care shown by everyone." This was a devastating event for the loved ones of this patient, but due to the care and compassion shown they have taken the time to commend the team. I would like to thank Dr Rodgers and the team for the support and kindness shown to our patient's family.

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

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