

Core brief

**Message from Jane Grant, Chief Executive
(25 November 2022, 2.20pm)**

As we move further into the winter, we are experiencing some challenging situations across health and social care. Our teams within all of our EDs remain exceptionally busy and as such, we are continuing our campaign to encourage people to consider all care and treatment options available to them. This week, we have also seen a significant increase in the number of attendances to our ED at the RHC, with many of the families presenting with non-urgent issues. To support the RHC team, we have issued a reminder to parents about the alternative options to accident and emergency. As with our adult patients, local GP and pharmacy services, along with NHS Inform and NHS 24 are available for children, and I would like to reassure staff that we will continue to encourage members of the public to seek treatment from the most appropriate service. This is even more important as the weather inevitably worsens and we begin to see more accidents, such as slips and trips, which can result in minor injuries.

I was pleased to see a number of our staff celebrating Nursing Support Workers Day this week. Our teams of Nursing Support Workers provide a vital contribution to patient care in our wards, clinics and social care settings, working with both children and adults right across mental and physical health. To all of our healthcare support workers, thank you for all that you do across NHSGGC to support our patients and your colleagues.

I would like to congratulate three of our Pharmacy team on receiving their Royal Pharmaceutical Society (RPS) Fellowship certificates this week after being appointed as Fellows earlier this year. Being appointed a Fellow of the RPS is one of the highest accolades within the service as it recognises the distinction members have attained in their pharmacy career. Paul Forsyth is currently Lead Pharmacist for Clinical Cardiology with NHSGGC and has held a number of key practice and leadership posts across Scotland as well as a number of national professional positions in Cardiology and in pharmacy. Alasdair Macintyre, is a Community Pharmacist in Glasgow who was, until recently, the Chair of the Community Pharmacy contractors committee for NHSGGC. Peter Mulholland is currently a neonatal pharmacist at the RHC, and has been a member of the Neonatal and Paediatric Pharmacists Group (NPPG) since its foundation in 1994. My sincere congratulations to Paul, Alasdair and Peter for the recognition you have received, and thank you for all that you do within pharmacy to support the patients and pharmacy teams across NHSGGC.

Earlier this week, we received a letter co-signed by the Chief Nursing Officer, Chief Allied Health Professions Officer, Chief Healthcare Science Officer and Chief Midwifery Officer thanking staff for 'your continued hard work, professionalism, determination and innovation in the delivery of high quality health and care for patients, service users, carers, families and all those receiving care as we reach the winter months'. The letter also encourages staff to ensure that you are fully vaccinated against COVID and flu and I would like to echo this call. Our vaccination teams continue to offer appointments right across NHSGGC, so if you haven't received your vaccination yet, please log on to the vaccination portal on NHS Inform to book your appointment.

Staying with vaccinations, this week, we have received feedback from a patient who attended one of our vaccination clinics recently. The feedback reads: "I attended for my winter vaccinations along with my husband who has advanced dementia. The lead nurse Susanne made us feel welcome, put us at ease, managed to keep my husband calm and even made him laugh. The vaccinator Amy was also very kind and understanding and did a great job at distracting my husband. The entire experience was very pleasant. This was a great surprise as I was really anxious about it, because my husband struggles being out of the house and does not like jags. Thank you all, you are doing a great job. I am delighted with the great patient care we received." Our teams of vaccinators have been doing a great job, throughout our COVID and winter vaccination programmes, and I would like to add my thanks to all of you for the difference you are making within our local communities. Thank you.

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