

# Core Brief



## **Message from Jane Grant, Chief Executive (26 April 2024, 1pm)**

This week saw a number of positive engagements with elected representatives. Today (Friday), Dr Sandesh Gulhane, MSP, visited the Flow Navigation Centre at the QEUH, where he met our staff and got to see the innovative service in action helping reduce physical attendances at our Emergency Departments, and alleviating pressure on our frontline services. He also received a tour of our Major Trauma Centre and spoke to some of the staff involved in providing high-quality and multidisciplinary lifesaving care as part of a national trauma network of health boards. On Wednesday, at Cranhill Community Centre, Glasgow HSCP hosted Jenni Minto MSP, Minister for Public Health and Women's Health, Shirley-Anne Somerville MSP, Cabinet Secretary for Social Justice, and Ivan McKee, MSP, to meet parents who were able to discuss their experiences, talk about the support they have received and the difference the local group has made to them. My thanks to everyone involved in arranging and accommodating these important visits.

This week we celebrated International Administrative Professionals Day, recognising the exceptional contributions of all our administrative staff. I am grateful to every member of our admin teams, whose dedication ensures our services operate smoothly. The Professional Administration Transformation (PAT) Programme, which is underway, has been set up to develop, support, and enhance the vital role our administrative colleagues play in our frontline services. I encourage our administrative staff to explore the resources and training opportunities listed on our dedicated Staffnet resource [here](#).

I am also pleased to announce this week that more than 30 poster abstracts from NHSGGC staff have been accepted for the prestigious NHS Scotland showcase event in June, which celebrates best practice across all health boards. Congratulations to all those selected to present at this significant event.

Ahead of the Excellence Awards at the end of May, I want to congratulate additional local award winners from the Estates and Facilities team. Jennifer Materne, Estates Manager, has been honoured as Employee of the Year. The Patient Transport Service team, based at Gartnavel, was named Team of the Year. Thomas Mills, Assistant Head of Capital Projects, has been recognised as Leader

of the Year, and Zoia Maher, a Data Analyst based at GRI, has received the Innovation of the Year award. Well done to all, and thank you to the entire Estates and Facilities Directorate for your continued contribution to our service.

I was delighted to read about one of our Maxillofacial Laboratory staff, Danielle Adair, in the media this week. A Fine Arts graduate turned Trainee Reconstructive Scientist, now based at the QEUH, Danielle uses her skills to craft prosthetics for patients affected by trauma. Her remarkable work enables patients to rebuild their lives post-accident or illness. Danielle is a real credit to the organisation and espouses the core values of the NHS in her work and attitude. I'd encourage everyone to read her story on our [website](#).



And finally, we have received some fantastic feedback regarding the Neurological Services team at the Institute of Neurological Sciences. Our patient said: "I was admitted to the Department of Neurological Services at Queen Elizabeth University Hospital Ward 66 and was an inpatient there for five weeks. During my stay, I underwent emergency surgery and two other surgical interventions. I am now recovering well and am profoundly grateful for the exceptional care provided by the NHS. The consultants, anaesthetists, physiotherapists, phlebotomists, occupational therapists, students, and domestic staff all played a part in my treatment and recovery, with the nursing team being particularly outstanding. If anyone wishes to see what efficient, effective, kind, and compassionate nursing care looks like, the team in ward 66 and the INS theatres and recovery are exemplary. What a great bunch of human beings they are. Thank you to all."

My thanks also go to everyone involved in this patient's care.

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