

Core Brief



Message from Jane Grant, Chief Executive

(28 March 2024, 1.45pm)

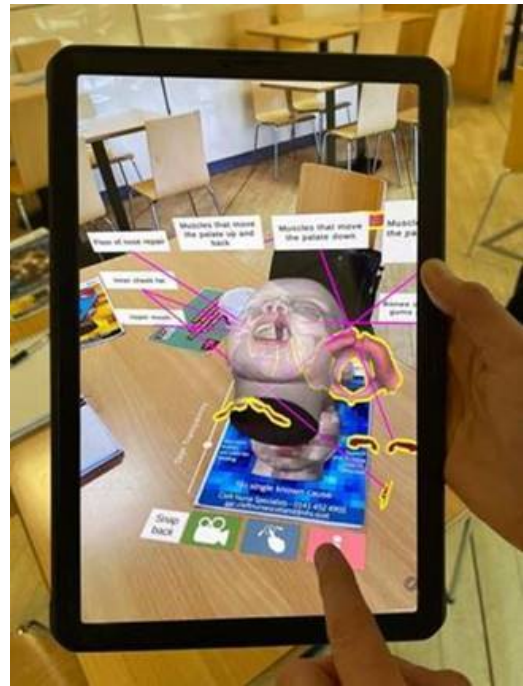
Ahead of the Easter break, I would like to extend my gratitude to all staff working over the public holiday period. Your commitment helps ensure we are able to continue delivering patient-centred care across our services. To everyone else, I encourage you to make the most of your well-deserved leave to relax and recharge.

On Tuesday this week, Glasgow City Council announced that Susanne Millar, current Glasgow City HSCP Chief Officer, has been appointed as its new Chief Executive.

I'd like to congratulate Susanne on her appointment and we look forward to working in partnership with her in her new role as the organisations continue to work together for the people of Glasgow City.

This week, my congratulations also go to the Care Home Collaborative (CHC) and Renfrewshire HSCP, who have been chosen as joint partners to be spotlighted at the prestigious NHS Scotland showcase event in June which looks at best practice across all health boards. The CHC exists to help improve the lives of care home residents, aligned with what matters most to them. The initiative has already seen great success, with partnerships with Scottish Ballet supporting those living with neurological conditions, and Project Milkshake, which is lowering the risk of malnutrition among residents in Renfrewshire. The HSCP provides an enhanced care home nursing support service, the aim of which is to provide proactive support and reactive interventions that allow optimum care to continue to be provided within the residents' home. This team provides service across all 23 older people care homes in Renfrewshire and two residential care homes in Inverclyde. In 2022-23, they provided direct assessment to 772 care home residents resulting in 3048 consultations, from which only 8% needed referral to acute services. Congratulations to both teams for this well-deserved national recognition.

I would like to spotlight an innovative use of technology which is having a positive impact on patient care. The Cleft Lip Education Augmented Reality (CLEAR) project, led by the West of Scotland Innovation Hub, plays a crucial role in allaying anxiety and fear from families whose child is undergoing cleft palate surgery. By using their phones or tablets to access an augmented reality 3D model, which comes to life through a physical patient leaflet, families are able to see a full interactive demonstration of the operation.



Used as a supplement to patient discussions, the CLEAR project is particularly effective for families facing language or other access barriers. Having successfully trialled as a pilot, the initiative will now be rolled out to all appropriate patients and families, and I'm looking forward to hearing about its wider impact on what is undoubtedly an anxious time for many parents.

As the local and sector awards season continues, I'd like this week to congratulate the Inverclyde HSCP and NHSGGC Pharmacy award winners. Across Inverclyde HSCP, Day Centre Officer, Heather Millar, was recognised as Employee of the Year. Aileen Wilson, Team Lead for the Residential Service, was awarded Leader of the Year, while the Strategic Commissioning Team at Hector Munro House was awarded Team of the Year. Neil Cree and the Asylum Health Community Team scooped Innovation of the Year, and Assessment and Support Officer, Veronica Rasmussen, was awarded Volunteer of the Year.

Among pharmacy colleagues, the Northeast Health and Social Care Partnership, Parkhead Cluster team was awarded overall Team of the Year. Susan Donnelly, Prescribing Officer at the Clarkston Pharmacy, was recognised as Employee of the Year, while Michelle Stevenson, Chief Pharmacy Technician, was awarded Leader of the Year. The Surgical Pharmacy team at the QEUH was awarded Innovation of the Year, while the Director of Pharmacy Award went to Contracts Administrator, Manpreet Narwan. Well done to everyone who has been recognised so far across our local awards!

And finally, we had some wonderful feedback regarding the HM Low Moss Mental Health Team which I'd like to share with colleagues. My thanks go to the team for their hard work in supporting this patient:

"I've received care from the Low Moss Mental Health Team over the past 17 months. Diagnosed as bipolar, and whilst I've been stable throughout my detention, the MHT has provided me with constant support, which has no doubt contributed to my ongoing stability and provided me a further safety net during this difficult period. Elaine helped alleviate any initial worries I had about receiving care in prison, and regular visits from Rachel have meant I've always known I had people to ask for help should things have taken a turn for the worse. I feel this type of compassionate and thorough care is exemplary, and I write only to express my gratitude. The CBT course I undertook with Thomas has really helped me prepare to deal with the future ups and downs, which are inevitable as a bipolar person, or even just a person. I feel better equipped for life after prison too. Thank you also to Dr Baker for overseeing my psychiatry care."

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