

Core brief

**Message from Jane Grant, Chief Executive
(3 February 2023, 12noon)**

Once again this week we have seen a further positive reduction in the number of flu and COVID positive patients receiving treatment in our hospitals. We now have less than 200 patients with COVID and around 15 with flu, which is encouraging. We are also beginning to see green shoots of improvement in the emergency performance across our sites, which is testament to the hard work of our staff and further implementation of new ways of working.

As part of our work to improve patient discharge, our Home for Lunch campaign was launched at the start of the year and has been in place for a small number of weeks. It is important that where changes to treatment pathways and ways of working are introduced, we measure the experience of our patients to ensure they are listened to and, where required, we act on their feedback. To that end, we have surveyed around 250 of our patients about their experience of the discharge process, so that we can understand in more detail what works well and where people face challenges in returning to their homes. I am pleased to report that around two-thirds of all patients who responded were satisfied with the discharge process overall, with around one in four finding it easy or very easy. Our patients did however identify some potential areas for improvement, which centred on communication about the process and as such, we will give some focus to working with staff and patients to ensure everyone feels supported to be able to have positive conversations around their planned date of discharge. These conversations are crucial to ensure that we take proactive steps to avoid any barriers to our patients being discharged in a safe and timely way.

A further example of how we have adapted our ways of working is the partnership with OneRen Libraries, where new technology has been installed within Johnstone Community Library that enables members of our local Renfrewshire community to take advantage of video health consultations. The 'Near Me' pod is a private consultation room that enables our patients who may otherwise need to travel long distances for face-to-face specialist medical appointments to be virtually assessed by clinicians, which also helps to save our patients time and money. Patients who receive a video appointment can attend the library at their allotted time, and are supported by specially trained library staff to access the service in time for their consultation. The video technology then securely links the patient up with their clinician. This is a fantastic way to drive greater access to health care, while also supporting the national drive to widen digital inclusion in our local communities. Johnstone is one of 10 libraries across Scotland participating in a pilot, which is funded by the Scottish Government, and I am pleased that we can be part of this project.

This week, we welcomed a group of 16 international nurses from Singapore for a visit to the QEUH, the Clydebank Health and Care Centre and one of our local care homes. The nurses were welcomed first to the QEUH, where they met with some of the senior team before visiting our Orthopaedic Outpatients department, a major trauma and a surgical ward so that they could see first-hand how our teams work and the health care services we provide within NHSGGC. The group then took a tour of the Clydebank Health and Care Centre, before visiting the adjacent Queens Quay Local Authority Residential Care Home, where they met with staff

and residents. I would like to thank the staff at the QEUH, the Clydebank Health and Care Centre and Queens Quay Care Home for supporting the visit.

This week, I would like to share some feedback we have received about the team at the GRI's Minor Injuries Unit. Our patient writes; "Today I was seen in the Minor Injuries Unit at Glasgow Royal. I scalded myself with burning water and was in a lot of pain and discomfort. I was seen within half an hour of arrival. My nurse Tracey was very professional and made me feel at ease while I was in shock. She was very caring and empathetic, she treated and dressed my wound swiftly which took away some of the pain. I feel praise is very well deserved to this department as everyone was great. Thank you MIU." Well done to Tracey and the team and my thanks for your ongoing high standard of patient centred care.

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