

# Core brief

**Message from Jane Grant, Chief Executive  
(5 April 2024, 3.40pm)**



I'm delighted this week to see once again two of our sites have been recognised as top hospitals in the UK. Both Glasgow Royal Infirmary (GRI) and the Queen Elizabeth University Hospital (QEUH) were recognised in the prestigious Newsweek Top 100 table for 2024, with the GRI coming in at 18th and the QEUH in 43rd. It is a fantastic achievement to be ranked among the top hospitals in the UK and a huge testament to the staff who deliver our services and ensure the highest standard of patient-centred care.

In further positive news, our annual Care Opinion report was published this week which shows that across Scotland, we are the first Board ever to have reached more than 2,000 pieces of feedback in one year – with 2,345 received in total. Furthermore, more than three-quarters (77%) of feedback received from patients has been wholly positive. Care Opinion is a hugely important resource for us to help seek and respond to patient feedback across services and I want to thank the Patient Experience and Public Involvement (PEPI) team for their hard work in supporting our staff to embed Care Opinion throughout our service.

Following the Health and Care Safe Staffing Act 2019 (HCSSA) coming into enactment on Monday, we welcomed the Cabinet Secretary for NHS Recovery, Health and Social Care, Neil Gray, MSP, to the New Victoria Hospital, where he visited a rehabilitation ward alongside a laboratory to meet and speak to staff and provide an update on the Act to the media. The HCSSA is an important piece of national legislation which is welcomed as it will help ensure adequate and appropriate levels of staff are deployed across our health and care facilities. My thanks go to everyone involved in accommodating this visit and those who have been working hard across our professions and services in preparation for the implementation of the new legislation. We will share further information on the Act and what we're doing in our HCSSA Programme to ensure compliance and appropriate reporting in coming weeks.

A huge congratulations goes to RAH Maternity Unit Charge Midwife, Caroline Judge, who has been recognised by the Mariposa Trust as Midwife of the Year for her important role in caring for women across NHS Greater Glasgow and Clyde and their families when they experience loss in their pregnancy and birth journey.

This is a highly compassionate service and I can see from the feedback on social media alone, the positive impact Caroline has had on many parents throughout her career.

This week also marked the launch of our Board-wide Spring Booster vaccination campaign which commences in Care Homes this week and will be rolled out to over 75 year olds next week. This vital campaign helps protect our most vulnerable from the impact of COVID, while also helping reduce COVID-related admissions to our hospitals. I'd encourage all staff to support us by reminding those in the community who are eligible, to take advantage of the vaccination.

Ahead of the Excellence Awards in May, I'd like to spotlight East Dunbartonshire HSCP's local award winners who were recognised last week. The overall Team of the Year went to the Community Support Team based in Kirkintilloch, while modern apprentice and receptionist at Woodlands Resource Centre, Lewis Crawford, was awarded Employee of the Year. Speech and language therapist for the adolescent in-patient unit, James Hamilton, scooped Leader of the Year and advanced nurse practitioner Douglas Bell, from the Primary Care Improvement Programme, was awarded Innovation of the Year. Fiona McManus, Carer representative for the Public, Service User and Carer Representatives Group (PSUC), was awarded Volunteer of the Year.



And finally, we have some positive feedback from a parent regarding the treatment of her child at the RHC. My thanks go to the Craniofacial team involved in the care of this patient.

“The day before my daughter’s 1st birthday we attended an appointment with the Craniofacial team at the RHC. We were told during this appointment that she had sagittal craniosynostosis and would need surgery to correct this.

“At the time it was like our world had come to an end, our tiny baby girl needing surgery on her skull to reshape it was unimaginable. The support and advice we received during this appointment and continuously throughout from the Craniofacial team was amazing.

“I cannot thank them enough for everything and will be forever grateful.”

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

**A full archive of printable PDFs are available on [website](#)**