

Core brief

**Message from Jane Grant, Chief Executive
(30 April 2021, 4.45pm)**

This week we have welcomed back visitors to our sites once again. This has been a very welcome step forward for our patients, some of whom have not had in-person contact with their loved ones for several months. I realise that re-establishing visiting brings with it a number of challenges for our staff, but I have been encouraged by the hard work that has been put in place to enable our patients to receive a visitor wherever we are able. I want to thank all of our staff who have supported visitors to return to hospitals.

Person-centred visiting is just one part of how we deliver quality care and is one of the key strands of our Quality Strategy. I know that the past year has been tough and our focus has, rightly, been centred on getting through this pandemic. However, we are coming to the point where we can begin to place more focus on moving forward and developing plans to further improve our services and working practices for our staff and patients alike.

I was pleased to get an update from colleagues this week on the significant progress being made to develop the Infection Control Quality Improvement Network within the organisation. This is particularly important work and I have been pleased to see the level of enthusiasm from those within the network as well as staff more widely who are really seeing the benefits that this work can bring.

I can't mention the Network without thanking our Infection Prevention and Control teams, who have done an outstanding job throughout the past 12 months. Many of the teams have gone above and beyond to provide expert advice and support to our clinical and nursing staff, while ensuring that any potential issues are managed appropriately. This work is of vital importance to our Board and I would like to thank everyone involved.

Whilst it is really encouraging to see so many people involved in this quality improvement work, it is equally possible to make a difference on a much smaller scale. I heard about a wonderful example this week at the Vale where Gillian Ramsay, Bed Manager, and her team provide a discharge bag to patients who live alone when they leave hospital. These bags, which include groceries plus a soft warm blanket, have been distributed by the hospital since 2018 and thanks to Gillian, the team has received community funding from Asda and Arnold Clark to ensure this fantastic initiative can continue. It is a very thoughtful act of kindness for our patients and one which I have no doubt is very much appreciated. Well done Gillian and the Vale of Leven team.

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