



Welcome

Welcome to the first edition of Inverclyde News, a newsletter dedicated to keeping our community up to date with the latest from NHSGGC and Inverclyde Health & Social Care Partnership.

Inverclyde Royal Hospital has a long term future and will continue to play an important part in the delivery of healthcare in Greater Glasgow and Clyde. We think it is important that we keep you up to date on what is happening at the hospital and across the local community.

We would also like to hear from you. Please get in touch if you have ideas on the stories you'd like to see or if you have suggestions on how to make things better for staff and patients. You can reach us here: Public.Involvement@ggc.scot.nhs.uk

Best wishes,
The Patient Experience and Public Involvement Team
NHS Greater Glasgow and Clyde



Thank you for the Donations

The generosity and kindness of the Inverclyde community these past months has been incredible. Our thanks to everyone who has offered a kind word, gift or donation to health and social care staff here in Inverclyde.

Inverclyde Royal Hospital has received donations including: iPads, sweets and treats, financial donations, prepared meals and more. Rainbow drawings now line the hospital's walls thanks to local budding artists.

Marie Farrell, Director of Clyde services of NHS Greater Glasgow and Clyde said: "On behalf of the whole team in Inverclyde, thank you to everyone who reached out to support the NHS and social care teams. Your kind gestures and words of encouragement have been so appreciated by staff."

The team at Inverclyde Royal Hospital's Larkfield Unit organised a food bank collection for the community to give back. Inverclyde Health & Social Care Partnership workers at the Fitzgerald Centre in Greenock also set up a collection.

R&R for staff at Inverclyde Royal Hospital

The new Rest & Recuperation Hub at Inverclyde Royal Hospital offers staff a designated space to relax and access dedicated support.

Inverclyde saw the first case of coronavirus in Greater Glasgow and Clyde has seen a high proportion of cases since.

The R&R Hub was created at the start of April as a response to the pandemic to support staff as much as possible when dealing with the uncertainty of COVID-19.

The IRH Hub is staffed 7 days a week by a small group of re-assigned and volunteer staff from both hospital and community teams. Volunteers are trained in peer listening skills and can offer support to those who wish to speak to someone confidentially.

Julie Pearson, Senior Organisational Development Advisor, said: "It's important to give a restful and relaxing space for all hospital staff away from clinical and work environments. This was crucially important, particularly in the early days of dealing with the pandemic when staff were working long and very challenging shifts.

"We've heard back from staff that this has helped take away the stress of the ward.

"It's also been a great way for everyone in the hospital to come together, with people from all teams getting involved."

Thanks should also go to Inverclyde League of Hospital Friends who have support the R&R hub throughout the pandemic with drinks and snacks.



80 emergency home care workers trained

Over 80 emergency home support workers have been trained to deliver vital services to some of Inverclyde's most vulnerable residents during the coronavirus pandemic.

The huge recruitment drive has been led by Inverclyde Health & Social Care Partnership to ensure continuity of help and support for those who need it.

Since lockdown began, 24 emergency home support workers have been taken on with 13 more due to start soon once their training is complete. A further 45 volunteers have been trained to help service users and

existing employees.

The recruitment drive is in response to the coronavirus outbreak which saw absence levels peak at 37 per cent due to home support staff having to self-isolate, shield or being forced to stay off work due to illness.

Near Me

Have you or someone you cared for had a health care appointment by video call using Near Me recently? If so, we'd like to hear about your experience.

Near Me is an online system which allows patients to have video or telephone consultations with a healthcare professional from the comfort of their home. It also supports the NHS to maintain social distancing. It has already been used to have thousands of appointments by different services across NHS Greater Glasgow and Clyde, from Physiotherapy to GP in and out-of-hours appointments.

Your views are important to us and will help to shape how we use Near Me in the future to deliver care and complement face-to-face visits and telephone consultations.

Our survey should take no longer than 10 minutes to complete and you can access it here: <https://webropol.com/s/NHSGGCNearMe>. The closing date is Monday 3rd August 2020.



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