



Hello

Welcome to the second 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.

In this edition, we have news from Inverclyde Royal Hospital and the community over the past month. We have also included a bit more about ourselves as a team and ways to get involved.

We would love to hear from you, so if you have any stories you think we should include, or suggestions on how to improve our services, please do get in touch.

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

Life on the Frontline

We highlight the voices of our frontline staff through our Life on the Frontline video series.



[Fiona Smith, District Charge Nurse](#), within Adult Community Nursing, based in Port Glasgow Health Centre speaks to us about her role in the community.

She shares her experience throughout the pandemic, and gives a tribute to Janice Graham, colleague who sadly passed away from COVID-19.

Meet the Patient Experience & Public Involvement Team



Hello,

We're the Patient Experience Public Involvement Team and we wanted to take this chance to introduce ourselves and explain a little about the work we do in NHS Greater Glasgow and Clyde to support staff to involve patients, carers and the public in the design, delivery and improvement of NHS services.

Our jobs are very varied because we work with so many areas across the board, so no two days look the same, or as we say in the team – “every day is a learning day”. During the COVID-19 pandemic we have been especially busy as we are doing lots of engagement on the new services and ways of working that have been introduced, such as the Near Me system for online consultations.

Day to day, our main priorities are:

- Helping staff who may be creating new services or changing existing ones to involve patients, carers and the public in its development, so that their views and experiences help to shape and improve our services. This is a legal (statutory) requirement for health boards in Scotland under the Patient Rights (Scotland) Act 2011, but it we also know that services work better when the people who use them help to shape them!
- We also support services to gather and learn from feedback provided by patients, using tools such as the Care Opinion website (<https://www.careopinion.org.uk>) and our email inbox (PatientExperience@ggc.scot.nhs.uk). Listening to feedback is a great way to support our services to improve and makes sure patients, carers and the public are at the centre of everything we do.

In the past we have worked mostly across acute services (this means the services based in hospital sites, such as the Queen Elizabeth or Inverclyde Royal). However, recently we have been working to extend our reach and get to know the local communities across NHSGGC better. We are also building stronger links with the Health and Social Care Partnerships (HSCPs), as well as third sector and community groups.

If you have any questions about what we do or would like to get in touch, please contact us at: Public.Involvement@ggc.scot.nhs.uk

Best wishes,
Public Experience and Public Involvement Team

Older People's Services adapts during COVID-19



The Older People's Services team at Inverclyde Royal Hospital has creatively adapted to the restrictions of COVID-19 to ensure patients have access to exercise.

Two therapy support workers were redeployed at the start of the COVID-19 pandemic to assist the teams in Ward 2 and 3 of the Larkfield Unit.

Laura Roberts and Rachael Harris both had previously role worked in the community, delivering exercise classes in Glasgow.

They now deliver exercise classes and activities for patients on a weekly basis.

All activities are tailored to meet the needs of the individual and are appropriately socially distanced to ensure safety for everyone involved.

Laura Roberts, Physiotherapy Support Worker, said: "It was a change of pace coming into the hospital environment. Especially with no visitors on the ward, it's been great to be able to help patients with exercise.

"We make sure we give people enough space to socially distance and get the biggest range of movement."

Isobel Reid, a recent patient, provided the following feedback about a recent group exercise class: "It's a long day in hospital, and the exercises are fun but have a serious side to help mind and body, build up muscles and strengthen broken bones, to keep us safe at home. It also helps us loosen up. She always finishes up with Tai Chi, to beautiful music, which makes everyone smile and relax."

Greenock factory donates 17,000 face masks



17,000 face masks have been donated to Inverclyde health and social care staff to help with the fight against coronavirus.

Greenock-based semiconductor manufacturer Diodes gifted the protective equipment to assist local frontline workers with the Covid-19 pandemic.

The intricate microchips made at the Greenock plant are used all over the world in a variety of things, such as cars, mobile phones and medical equipment, including ventilators and

thermometers.

Councillor Robert Moran, Inverclyde Council's Convener of Health & Social Care, said: "This is a really nice touch from Diodes to help protect our incredible frontline workers and those they are looking after.

"Society has never been so far apart and yet so united at the same time. Whilst we must stay at home where possible to reduce the spread of Covid-19, the community has also rallied round to help people, particularly the most vulnerable in society.

"This donation from Diodes is another fine example of the wonderful community spirit here in Inverclyde."



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