



Welcome

Welcome to the October edition of Inverclyde News, as we bring you the latest health and social care news in your community.

This edition includes updates about our flu vaccination programme, a new walk through centre dedicated for COVID-19, an introduction to our new interim director and a message from Greenock-raised actor Martin Compston.

We would like to hear from you about the type of stories you would like to see covered here. Please send any suggestions to public.involvement@ggc.scot.nhs.uk

Best wishes,

The Patient Experience and Public Involvement Team

NHS Greater Glasgow and Clyde

An Apology from NHSGGC about the Flu Vaccination Programme

NHS Greater Glasgow and Clyde (NHSGGC) issued an apology earlier this week to members of the public for the way in which the flu vaccination programme has been delivered so far this year.

The Health Board is very aware of the concerns that have been raised by members of the public and the anxiety felt by those in the 65+ age group who are yet to receive

their flu vaccination.

NHSGGC would like to reassure members of the public that all remaining letters to the 65+ age group will be sent this week and their appointment will be scheduled before the end of November.

The Chairman, Chief Executive and the Director of Public Health, along with senior members of the Health Board team, have met with local MPs and MSPs to understand in more detail the concerns of constituents and explain the actions that are underway to resolve these issues.

Professor John Brown, Chair of NHSGGC, said: “On behalf of the Health Board, I would like to sincerely apologise to all those people who have experienced issues with their flu vaccination appointments. We are very sorry for any distress and anxiety this has caused, especially among the more vulnerable members of our local communities.”

Jane Grant, Chief Executive, said: “There have been a number of challenges with the delivery of the flu vaccination programme and we have taken action to ensure this situation never happens again.

“We would like to offer reassurance to those in the 65+ year old age group who are yet to receive their flu vaccination that all remaining letters will be sent this week and you will have your appointment scheduled to take place before the end of November, before the flu season starts between late December and January.

“For those who received their letter after their appointment date, we will ensure that you get an alternative appointment. We understand that many people have struggled to get through to our appointment line and we are very sorry for that. We have now employed an additional 20 call handlers to manage enquiries so that more people can be supported in a more timely way. If members of the public do need to change their appointment, please contact us on 0800 707 6699 or via email at adult.flu@ggc.scot.nhs.uk

“If individuals need to change the timing of their appointment, we will do everything

possible to rearrange this for them. If there are accessibility issues with their assigned vaccination centre, we will work with each individual on a case by case basis to find the centre most suitable for them.

“The flu vaccination programme has been especially challenging this year, due to the increased number of eligible people and because it is vitally important that we adhere to physical distancing guidelines when administering vaccinations. However, we will make sure that we learn the lessons from what has happened this year and put measures in place to avoid these issues being repeated when we deliver the COVID vaccination programme.

“Finally, we would also like to thank all of our staff who are delivering flu vaccinations to members of the public. We very much appreciate the work you are doing to support our communities.”

News from the Scottish Government: Inverclyde walk through testing centre

Commenting on the launch of the Inverclyde walk through testing site at the Crawfurdsburn Community Centre, Health Secretary Jeane Freeman said:

“Containing and suppressing COVID-19 relies on testing being accessible to everyone. This tenth walk through testing site will further increase our testing capacity ahead of potential spikes as we move into winter.

“Centres like this can be operational in a matter of days, and we are working at pace with NHS National Services Scotland and local authorities to roll out more across the country so that more people have access to local testing.

“We will continue to adapt our testing strategy in line with the different stages of the pandemic. However, testing is only one effective intervention that we are using to manage the virus and it remains vital that people continue to follow physical distancing advice and practise good hand and cough hygiene not just for their own safety but in

order to protect others.”

On August 28 the First Minister announced plans to create 22 walk through test centres across the country, with 11 being operational by the end of October and the rest over the course of the winter.

The Inverclyde walk through testing centre brings the total number to ten in Scotland, with existing sites in St Andrews, Aberdeen, West Dunbartonshire, Stirling, Dundee and two in Glasgow and Edinburgh. Each local test site has a daily capacity of 300 tests.

People with any of the following symptoms should book a test at nhsinform.scot/test-and-protect or call 0800 028 2816 if they are unable to access the online service:

- a high temperature or fever
- a new continuous cough
- a loss of, or change in sense of smell or taste

The walk through testing sites are part of the UK Government’s testing programme and are in addition to the Regional Test Centres, Mobile Testing Units and Home Test kit provision. The Scottish Government has responsibility for overseeing the location of the centres in Scotland.



Melanie takes up the helm at Clyde

The new Interim Director for Clyde within NHSGGC is Melanie McColgan. Melanie takes on the role after Marie Farrell recently retired.

Melanie brings a wealth of experience to the role and has worked in the NHS for 25 years, after firstly starting as a Management Trainee in 1995.

She was most recently General Manager for Specialist Oncology and Clinical Haematology at the Beatson West of Scotland Cancer Centre.

Melanie said: "I am very much looking forward to the challenge of being Clyde's new Interim Director. Winter always brings its challenges but that's compounded this year by COVID.

"Staff throughout Clyde's three hospitals worked extremely hard during the first wave and it will be my responsibility to guide and support them through the next challenging few months.

Greenock's own Martin Compston has a message

Line of Duty star and Greenock's own Martin Compston recorded a message for NHS Greater Glasgow and Clyde, reminding the public to stick to the guidance on COVID-19:

