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Staff Experiences of Working at Barr Street

In May / June 2020, staff working at Glasgow City HSCP's Barr Street COVID-19 Community Assessment Centre and Care Home Testing Services participated in a staff engagement survey. Barr Street is one of a number of centres that opened up across Greater Glasgow and Clyde to help combat Coronavirus (COVID-19) by providing a more streamlined service to assess people presenting symptoms. Some of the staff working at Barr Street share their experiences of working there in the video.

About Our Service

"Hello, my name is Ann Marie Jack, and I am a Team Leader at Barr Street Assessment Centre. I was previously a Team Leader in the Health Visiting Team, Children and Families in Govan Health Centre. I volunteered to come to Barr Street and I gave an Induction on Saturday 28th March and on Monday 30th March I started here. Barr Street opened here on the 23rd March and due to the nature of the pandemic to reduce the impact that COVID-19 could have on the GP's Services, Hospital Services and in particular A & E (Accident and Emergency) and Out of Hours.

Initially Barr Street started with one wing, which was the C wing, and then it was anticipated due to the volume of patients that our capacity had to increase, so B wing was set-up as well and every room was furnished with the right equipment. Barr Street also at the end of April opened the Care Home Community Testing Team because of the volume and residents and staff who required to be tested for COVID-19. In Barr Street from a team leading point of view we asked staff daily how they are doing. Is there anything we are doing that they don't like or is there things we could change, and then we have the staff survey which everyone was actively encouraged to participate in. The purpose of the staff engagement was to get everyone's opinion

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about what worked well and what didn't work well, and I think the staff survey was very promising."

Our Staff Experience at Barr Street

"My name is Emma and am part of the Care Home Testing Team at Barr Street, and formerly I was a podiatrist prior to coming here."

"My name is Steph, at Barr Street I am one of the Clinical Co-ordinators. Previous to this I worked as a Looked After Children's Nurse in the Vulnerability Team in Glasgow."

"I am Adam and I am a Healthcare Support Worker at Barr Street, and previously I was a Physiotherapy Support Worker working in Paediatrics."

Emma: "Some of the things that worked well at Barr Street have been the comradery and the support that everyone gives, everyone got different skill sets and different experience."

Steph: "The team have been people that have not known each other. We've never met in previous jobs, we have never come across each other in previous jobs and have never met a team that have worked so well together."

Adam: "Things that have worked so well together are the team in general. Everyone from the Team Leads all the way to the Healthcare Support Workers have just 'mucked' in and have tried their best to make every day as good as it can be for the staff and for the patients. Patients are coming in terrified; they are meeting people at the front door with quite a lot of PPE (Personal Protective Equipment) on and some patients don't actually know what they are coming in to because they have been sent by their GPs. So we are just trying to reassure that patient making sure that everyone is comfortable and everyone is confident in their own work and making sure the patient journey can be as smooth as it can be."

Steph: "Some of the challenges at Barr Street have probably been the constant changes and think that's probably the nature of COVID-19. We've never known what's happening and how much it's going to change. The constant changes are difficult to manage on a daily basis, coming into different shifts knowing it's different

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from yesterday, still making good clinical decisions roundabout the different changes, making sure patients' experience, patient journey is at the centre of all that."

Emma: "I've learnt a lot from working at Barr Street that, although you come in as Physio, Podiatrists, Health Visitor, Retinal Screener, Healthcare Support Worker, that everyone was willing to just 'muck' in and try new things, and kind of just putting themselves out there to help everyone, whether that was giving oxygen, helping out with an assessment or doing health and safety risk assessments, which no one in particular likes, everyone did their part and it's just expanding clinical skills and also leadership and confidence as well."

Steph: "Considering we were doing this during the pandemic where you couldn't see your own family, this almost become another family, but the staff have just been fantastic and have made this experience so much better."

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