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Please see below a personal message from Rhoda MacLeod, Head of Adult Services (Sexual Health and Police Custody and Prison Health Care), in which she gives an update on how her teams have been continuing to support patients and service users during the COVID-19 pandemic, and thanks staff for all their incredible efforts.

COVID-19 Message from Rhoda MacLeod

Hello, for those who don't know me, my name is Rhoda MacLeod. I'm Head of Adult Services, and I have responsibility for Sexual Health, Police Custody and Prison Health Care Services. These are Board-wide Services covering Greater Glasgow and Clyde, and are hosted by Glasgow City Health and Social Care Partnership.

This has undoubtedly been a very challenging year for everybody and I remain hugely impressed by the commitment and dedication that the staff, clinical leads and operational managers in the services I have responsibility for have displayed throughout. They have displayed excellent teamwork and shown huge adaptability in attempting to continue to deliver high quality services to our patient population. And this has been in spite of some of the challenges around delivering those in an environmentally safe way for patients and for staff, and also with some of the resource challenges we've had, for example, at times fluctuating staffing levels.

Services that I have responsibility for, like all other services, have been busy working on recovery planning. Part of that recovery planning has to consider some of the untold impact that this pandemic has had on our patient population and the build-up potentially

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of unmet need. However with every challenge, comes opportunities, and there have been some really exciting opportunities in terms of developing alternative ways of engaging with our patient population through the development of remote working and virtual clinics. And whilst they are never a direct replacement for face-to-face consultations with clinicians, they provide an alternative and augment clinical service by offering more and more patient choice and improve accessibility for patients. So moving forward I believe that this is an exciting opportunity for our services to develop further and actually lead to improved service delivery and patient care.

Finally, I would like to take this opportunity to thank everybody for their hard work, commitment and dedication to ensuring service delivery throughout such a challenging time. I think this is evidence of excellent team spirit, team working and also evidences that we have been able to support one another throughout this time. I think it's also important to acknowledge that we all, at times, need a bit of support and help, and it's okay to ask for that support and help should we require it.

Thank you for taking the time to listen to this today.

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