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Please see below a personal message from Susanne Millar, Interim Chief Officer, Glasgow City HSCP, in which she talks about the incredible contributions of staff this year in supporting the health and social care needs of Glasgow throughout the Coronavirus (COVID-19) pandemic. She also expresses her immense thanks and deep gratitude for staff's continued support and contributions.

COVID-19 Message from Susanne Millar

Hello, for those of you who don't know me yet, my name is Susanne Millar. I'm the Interim Chief Officer here in the Health and Social Care Partnership in this city.

I've been making a number of these videos throughout the last few months because the usual way that I would like to make contact, particularly with our frontline staff, isn't open to me at this point in time. I like to go around and visit people; I like to have the leadership events; I like to see people and find out what's happening in their work, and we haven't been able to do that for most of this year. So I've made a series of videos to make sure that I'm able to remind folk that myself and the senior team here continue to very much value and are grateful for all the work that's been done on frontline health and social care services in this city.

And this message, I suppose, as we're coming to the end of probably what's been certainly one of the most memorable years in our careers as health and social care professionals and also personally, we've talked before about how your personal and professional lives this year in particular have really merged, clashed. I think for me, what I wanted to do as we reach the end of 2020 is really to reach out again to folk to say thanks very much again, for all that you do and all that you are.

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It's normally a time of the year that people do reflect on the year that's gone past, and I think it will take us a long time to reflect properly on everything that we've done this year, everything that we've experienced. And hopefully as part of that reflection will be everything that you've achieved, because you have achieved so much in the Health and Social Care Partnership here in the city, working with a range of other partners in making sure that the health and social care needs of the folk in this city continue to be met in what was a completely and utterly unprecedented experience of dealing with COVID. So I hope that in that reflection of the year gone past, you will give yourself some time to recognise and acknowledge the work and the contribution that you have made. It's been utterly invaluable and in some ways, in a lot of ways immeasurable.

Thinking about the year ahead, there's lots to think about. Today's actually the first day that somebody in Greater Glasgow and Clyde will be vaccinated with the first COVID vaccinations. We've still got a tough winter in front of us, I think, but we have got some light now in terms of the vaccination, and you know that we'll be working really hard with our staff and with the people that we provide services for to make sure that we can get access to the vaccine as quickly and as effectively as possible.

I think, again, for me, part of the reflection is how hard all of you have worked at going above and beyond on a daily basis, doing different jobs, doing your jobs differently, managing all of what you've had to manage at work while you're managing completely different personal lives as well, if you have children, if you've got older parents, if you've got people that you care for. For some of you, there will be really sad reflections on the year gone past because for some of you that will have meant that you will have lost people this year, and I would really like to extend my sympathies to the folks that have had that experience this year. It has been, I think, the toughest year we've had to experience in our careers and in our personal lives. So again, as we move into the festive period, if you are able to take the time to rest, please do that.

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I know that for some of us working in health and social care, it's a really busy period in work – in our mental health in-patients, in home care and in our care homes. So I know that for some of you the coming winter and the month of December and into January are some of the hardest months. So for those of you that are working through the festive period, again, please know that we are hugely grateful for all that you do. We will try to make sure that you're able to take the rest after the Christmas and New Year period.

And I would want to encourage those of you that don't have to come to work in the festive period to take this time to rest and reflect, to recharge your batteries for 2021. We now have a 2021 in front of us where we've got a vaccination and I think we're clearer about the future and the contribution that we can make. So when the time comes, I hope you do enjoy the time that you will have off. And again, please know that you're in my thoughts and I remain incredibly grateful for all that you do and all that you are. Thank you.

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