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Please see below a personal message from Susanne Millar, Interim Chief Officer, Glasgow City HSCP, in which she thanks staff for their continued efforts to support the health and social care needs of the City during the Coronavirus (COVID-19) pandemic and talks more about the COVID-19 Vaccination Programme and Level 4 restrictions.

COVID-19 Message from Susanne Millar

Hello, for those of you who don't know who I am, I'm Susanne Millar, the Interim Chief Officer for the City's Health and Social Care Partnership.

And this is one of many videos, myself and our Senior Management Team have been doing almost for a year now to make sure that we are able to reach out to our frontline staff and managers, to ensure that those of you working at the frontline and managing that frontline service are aware that you remain very much in our thoughts.

Normally I would like to come and visit people to see how they are and how they're getting on and we're not able to do that, and still not able to do that. So here I am in 2021 with my first video message of the new year. I'm hoping that some, if not, most of you did manage to get some rest with your family and have some peace over Christmas and New Year.

It was an extraordinary year 2020, and as I said, just before Christmas, whilst we remain in really challenging times, we do have something to look forward to, I think in 2021, with the arrival of the [COVID-19] vaccination programme.

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So really at the beginning of 2021, just to check in with you. A couple of things I wanted to talk to you about specifically was about the vaccination programme, and you'll know that health and social care workers are seen as Priority 1 and 2 by the Government and by ourselves here in Glasgow City. You'll know that we have been working through your managers to get significant numbers of you vaccinated with the COVID vaccination. I'm sure you'll appreciate that the logistics of the vaccination programme are massive. This isn't something that we have been involved in before. Our staff are key in terms of making sure that we get those of you working on the frontline, providing direct and personal care to your clients and patients, are vaccinated as soon as possible. We're working our way through those Priority 1 and 2 groups of our staff, and you will hear through your line manager when we're able to book you on in relation to an appointment. I would really encourage you to take the opportunity of the vaccination when it comes in your direction.

I appreciate that there are some anxieties round about the vaccination and round about the impact of the vaccination, but I would urge you to take the vaccination when you get that opportunity. The way it's looking just now we are expecting by the end of January/the first week/first few days in February that we will have completed Priority 1 and 2. And as we work our way through that vaccination programme, I'm hopeful that we will start to see a stabilisation in relation to the circumstances in which we're all trying to live and work just now. It will have been a huge disappointment to all of you, I know that, when we went back into Tier 4 in relation to lockdown on Boxing Day. I think it was a bit of a blow to everybody because we had the vaccination programme to look forward to, but you'll appreciate that there were no other options available in terms of how we were managing the virus and how we needed to respond to the increase in cases in our city and beyond.

So at the same time as managing the hope and the light at the end of the tunnel, we're back in a set of circumstances again, where we need to be really careful about the

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rules. We need to make sure that we follow the rules in our personal and our professional lives. I also know, and I've written out to people to say, I appreciate fully that we're in a situation again, where the public messaging about what people should do and where they should be is different than it is for our services. We run critical health and social care services, we do need to continue to do that, even in these restrictions. I am hugely grateful, that you have been able to at the end of what has been a really challenging 10 months to step back up to the plate. What I've seen since we came back to work at the new year is our frontline staff and our managers stepped back up to the plate, despite how tired I know you must feel. We have managed to find that resilience to keep us going for the rest of 2021, but recognising that there is that light.

So if you are fatigued, if you are finding it difficult, make sure you talk to people, make sure you talk to your colleagues, to your line manager, use the resources that are available to you.

I would like to thank you again for all you do and all you are. I can't find any new words, I have tried to find new words for how grateful I am for all that you do and all that you are, and it is difficult, you do run out of superlatives. So please stay safe at your work, stay safe at home, and when you get that chance of a vaccination, please take it.

Thank you.

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