

OFFICIAL



Please see personal video message from Gary Dover, Assistant Chief Officer, Primary Care and Early Intervention, GCHSCP, thanking staff for all their efforts during COVID-19 and providing an update on the Barr Street COVID-19 Community Assessment Centre and Care Home Testing Services and the staff engagement that's taken place with staff working there.

COVID-19 Message from Gary Dover

Hello, my name is Gary Dover, Assistant Chief Officer for Primary Care and Early Intervention, and this is just a short video to talk to you about the Barr Street Assessment Centre, but first I'd like to really, I suppose, thank everyone that works for health and social care for all the commitment and hard work you've been doing over the last six months, especially in such a difficult situation. It's really good to see the high quality care that we deliver in Glasgow as part of the Health and Social Care Partnership. But as I said, I'm here to talk about the Barr Street Assessment Centre. And I'm really, this is, this is actually a video in two parts. There's this video and I'll give you an introduction to the Barr Street Assessment Centre and what it's all about. And the second video is really, really, interesting. I urge you to watch it. It's actually some staff that we have at the centre who worked really hard to deliver the patient care for people who've got COVID-19.

So let's tell you about the assessment centre and what it's all about. There's three parts to the assessment centre. Firstly, we have the COVID-19 assessment centre, and if you're a patient and you have COVID-19 symptoms, you'd either ring up your GP or ring up NHS 24 and you'll be assessed. If the person doing the assessment felt that you needed to see a doctor face-to-face, they would refer you to the assessment centre and here you would see a doctor, you see nurses, you see healthcare support workers, and they would assess you to see whether either you should go home because your symptoms weren't severe enough, or they would refer you into the hospital for further assessments and tests.

OFFICIAL

OFFICIAL

The assessment centre has been working since March, but since then, we've also expanded it. We're now undertaking care home testing for residents who are in older people's care homes, if there's been an outbreak of COVID-19 in a care home. And we're also administering the testing process for all staff in residential care. And we're expanding that service to take on all the older people's care homes over the next few weeks. So it is over the last few months, we've extended this service at Barr Street for these three elements of the service. As part of the work, we're really keen to find out what staff experienced at Barr Street, how they experienced it, how we've developed it, what their views are. So we undertook a survey early this year of staff's views. We're really, really pleased that we had 95 staff respond, which was about 40 - 45% of the staff who were working at that time.

We had 600 individual comments from staff and they're really, really, really positive. 96% of the respondents or the staff who responded said that they felt team working was effective at this centre. 94% felt that their wellbeing was supported. 92% felt they were listened to. 88% felt they were informed about the service and where it was going. And 85% felt that they could provide feedback, and that feedback was listened to, so really, really positive results. As I said, we had 600 individual comments, and of course I can't actually give you every one of those. I'd just like to read a couple of really, really good comments that we had from staff about the service.

So here's the first one: "Throughout my time, I felt the teamwork within both the clinical corridor and the testing team was wonderful, such a lovely and wonderful skilled bunch of people who jelled incredibly well."

The second quote, which I thought was really good as well said: "Fantastic collaborative environment, real out comradery, best working environment I've been in for years." These were really, really brilliant quotes.

And why, why do I think that the Barr Street Assessment Centre has such good results from its staff? I think there's a few reasons for that. Firstly, there are really

OFFICIAL

OFFICIAL

brilliant people who work here and are a really good bunch of people who came to the service and thought they wanted to provide a great service for patients coming through the door. Really, really committed. Secondly, the team leaders and managers have really worked hard to develop their teams. And you can see that through the survey that we had such a good response to that. And, and throughout the survey, we had lots of comments about individual team leaders and managers and their work to encourage and support staff.

I think the third, the third reason is that there is a big focus on working and developing teamwork. And this was quite hard because we were bringing people from all sorts of different backgrounds, people volunteering from all across the NHS and now from Social Work. So lots of people in different areas. So teamwork was really, really important to gel people together, as you heard from that quote. And finally, I think, lots of work to improve communication, develop communication because there are people coming in just for one day, one or two sessions a week, coming in for a week, a few months, but then leaving again. So communication was very important. So they used huddles, they used good induction work and good, good induction materials to make sure people knew what they were doing. So I think that those are the reasons that Barr Street has been so, so successful, but I think we need to evolve.

We don't sit on our laurels. The service has to will change. We need to continue that work with staff and continue to develop staff at the centre. So I think what we want to do is work with the staff on the survey. What does it say? How do we improve the service going forward? And I think one of the important things here is we have to notice, have to realise that staff are coming and going. Some can come for a few months, they may leave. We've had lots of change in staff. So it's really important to keep that teamwork and that participation going in the longer-term and make it sustainable over the next six months. So that's really a bit about Barr Street, a bit about our assessment centre, a bit about the survey. And I really want to urge you to see the next video because that's some of our staff, the key people who are working here, telling you about what they do on a daily basis. Thanks very much.

OFFICIAL