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See below a personal message from Susanne Millar, Chief Officer, Glasgow City HSCP, in which she reflects on the Coronavirus (COVID-19) pandemic a year on. She thanks staff for their incredible efforts in continuing to support the health and social care needs of the City, talks some about the COVID-19 Vaccination Programme and encourages people to participate in the HSCP's Communications Survey for staff, IJB Members and Council Elected Members.

### **COVID-19 Message from Susanne Millar**

Hello, for those of you who don't know who I am, my name is Susanne Millar. I'm the Chief Officer for the Health and Social Care Partnership here in Glasgow City.

This week where we have marked a year since our first lockdown last March, I'm very proud to be the Chief Officer of the Health and Social Care Partnership here in Glasgow, and hugely proud of the work that we've done here in the city, working in health and social care and with our partners across the third sector and communities, working with the people that we care and look after here in the city.

I'm conscious, though, that there will be some memories brought back by that first anniversary of lockdown because it has been an extraordinary year personally and professionally for people. I think it's tested us to the limits of our resilience, and I know for some of you there will have been some moments of grief in the last year. And I want to reach out to you to say, first of all, thank you as ever for all of the efforts that you've made to keep the health and social care services running here in the city.

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I think I've said before, we haven't just survived it. I think we have thrived as an organisation and a service in the city, and I'm very proud of that and grateful to you for that.

But I know as well, it's important for you to take time, to stop and reflect on the impact of the last year, and I want you to be able to do that. I've always encouraged our staff to take the time to make sure that you're okay where you are, that your colleagues are okay. And it is okay to talk to one another about how you're feeling, and about the impact of this. Take the time, thinking about the last year to do that and to look after each other. Because as I've said many times, I think the way in which we do our jobs is reflected on how we look after each other, and that's hugely important.

We are I think, as I said the last time, entering a different phase, we can see light at the end of the tunnel with the Vaccination Programme, and if like me you're on the other side of 50, you'll either just have had or about to have your vaccine. I'm very excited about it, I'm going next week, hugely excited about it because I think that is part of how we get back to some kind of normality. So when that blue envelope arrives at your door, please do take the opportunity to be vaccinated.

We still have to be cautious though, we are still operating in a COVID-19 environment and again, personally and professionally, we need to make sure that we continue to adhere to the guidance. The more that we do that, the quicker that we get our vaccines, the more I think we will be able to return to something that looks like normality.

One of the things that has been a real feature of the last year has been adapting and changing how we communicate with one another, not least these kinds of video messages, where I would much rather prefer to be coming out and seeing you and talking to you and see how you're getting on.

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And not being able to do that and having to try and find other ways to communicate with people has been a real challenge. I would be really keen to find out how those different ways that we've found to communicate with you have landed. Have they worked for you?

We're undertaking a survey just now just know about the communications that we've undertaken over the last year, and I would be really keen about how you've experienced that, how useful you found them, because I want to learn from this last year in all parts of our business, and communications is one of them. I want to learn about what were the good things that we managed to do, and what would we like to keep going? What things didn't work for you so that we can change and adapt to make sure that we do the best by you in terms of communicating with you. It's hugely important to me that we do communicate effectively with you. We have got a really large workforce, so we have to have lots of different ways of reaching out to you. I want you to feel part of this organisation. I want you to feel valued and supported by this organization. And how we communicate is a really important part of that.

So just to finish this short video message by going back to where I started, about saying a massive thanks to all that you do and all that you are going about your daily business. I am genuinely really, really grateful for everything you do. Thank you.

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