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Please see below a personal video message from Susanne Millar, Interim Chief Officer, Glasgow City HSCP, in which she talks about the importance of staff doing their part to help prevent the spread of the Coronavirus (COVID-19) and keep themselves safe. She also thanks staff for all their continued efforts to keep the City supported during the COVID-19 pandemic.

### **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 Glasgow City.

I've made a number of these video messages now because I'm not able to get out and about and meet people, the way in which I would like to. And I really wanted to reach out to folk as we're starting to go into, if we're not already in, the winter here in Glasgow, Scotland. As always, first of all, to thank the frontline health and social care staff, our managers and our senior managers for all that they're doing day and daily in these ongoing challenging circumstances that we have managing COVID.

It's been a strange month I think really because a lot of us felt that as we came out of lockdown and as we had some of the summer returned to us that perhaps we were turning a corner. So I appreciate that the last couple of weeks have probably felt really challenging to people not only in your work, but also in your own lives, as we're starting to face the winter here in our city with the prospect of further restrictions the need for us from this week to enter level three and the Scottish Government's new tiered model of intervention.

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So I appreciate that the last couple of weeks would have been really, really difficult for people professionally and personally.

In that context, I want to say to folks that we are really committed here in the Health and Social Care Partnership to continuing to support you in any and every which we can to do your job and I know for us, it's not necessarily obviously the traditional way of supporting each other and you organisationally, because this experience of working with COVID and managing our work in that kind of environment means that a lot of your personal life is also bleeding into your work and the other way around.

So it's not always the traditional way of supporting each other. So I really want to reach out to you to say thank you for all that you are doing and will continue to do, to let you know that I appreciate how difficult the following few months might be for us all and to know that we will continue to support you. Talk to us, tell us how we can do that best.

I suppose, for me as a workforce and as citizens here in Glasgow and Scotland, we've all got the responsibility to follow the rules of the restrictions that have been put in place. They have been put in place with significant thought and evidence behind them, about how collectively we can manage to mitigate the risk of COVID returning into our communities and impact particularly on our vulnerable communities. The people who are most at risk are the people that we work with in the frontline health and social care.

I know that those frontline jobs will become challenging again, as they were, in April and May, about how we make sure that you're safe and feel safe at your work and then doing your work. We wouldn't have the option of not doing the job we do. We will continue to work through the challenges that we've got ahead of us. And I want to be able to do that and with it all and any of the support that you need to do that. So please do talk to us about how we might best support you. Please use the resources that we have available. We've

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made every effort to make your workplaces safe. We'll continue to work with that alongside you. We needed to make sure that we do give each other the opportunity to rest, to take a break from work. So we'll continue to work with you in the best way that we can do that.

I think some of where we'll get our strength from though is in the work that we do, I think our strength will come. It has, and it will continue to come from knowing that what we do is invaluable in terms of supporting the people in our city, and our strength comes from doing this job together. I think our strength comes in the sum of our parts. You're not and please don't feel that you're an individual working in this organisation, you are a part of this organisation. You're hugely valued by us and by the people that we work for.

So let's move into the winter, knowing that we get our strength from each other knowing that what we do is invaluable in terms of its contribution to the city. Let's draw a breath, look at the rules and follow the rules in our professional and personal lives. And know that what you do is very much appreciated and I am hugely grateful for all that you do, all that you are and your work.

Thank you.

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