NHSG010

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NHS Governance

NHS Scotland provides amazing and world class emergency care and treatment

Large sums have been invested/thrown at NHS Scotland - to no avail - the culture and morale within the service are eroded so no amount of cash can ‘patch up’

Locum and Agency payments are a massive financial drain-if morale and conditions were better, surely permanent posts would entice good medics and serve all aspects better and more securely for all concerned

Patients and families do not have confidence that their health and well-being is paramount or being treated in the best way; in many situations staff will tell them “We don’t have the facilities to do that here”, “Our staff levels preclude us for offering a b or c ….”, “That’s not available within our Health Board area…”

Lies and false comments or contradictions are rife - who is to be believed? Government? Health Boards? Whistle Blowers? Media?…… Affects staff and patient morale; also feeds into increasing trust/distrust issues

Good GPs retiring/burned out - what are the plans for replacement and renewal within the system?

Should those earning over £25k pa, or in a financially stable situation pay an annual sum of £50-£75pa for prescriptions? Is that workable? Can Scotland afford free prescriptions for all? Remember the adage “People don’t value what they get for nothing”

Serious attention to reclaiming from Health Tourists - Urgent and essential

Personal observations: Staff at RAH consists largely of Agency Staff (night shifts in particular). They do not know the wards or the patients-no culture of job pride or satisfaction, they did not know where to access a cream to prevent a patient’s skin breaking and leaking from a Psoriasis flare up on a Saturday-suggested he ‘bear with it’ until Monday! One blind elderly patient with dementia had her buzzer removed and told she was behaving irresponsibly-she also had her meal put down on her trolley at the end of her bed where she could neither reach nor see it. Other patients stepped in to feed her as Nurses were ‘busy’….In fact they were overheard talking about last night’s shift at the Royal, and tomorrow somewhere else….Others discussed a patient with psoriasis openly, agreeing that they are not a Dermatology Unit - whilst ignoring a painful septic injury until parent insisted on senior medical input when proper diagnosis and procedure direction was given!!!! Surely a sign of disinterest in the job in hand, low calibre of awareness/training, and also a recipe for spreading cross infection and opening the door wide for neglect claims!!!

VOL Alexandria: Staff unsure of their jobs, uncertainty rife. Been run down to such an extent that many medics refuse to be aligned with the hospital. Out of hours services latest victims of closures. People facing unmanageable/lengthy
journeys often by public transport to be seen (including vulnerable, very young, elderly and carers). Minister unhelpful/immovable, and communities concerned. Vision for the Vale now outdated and in tatters; staff and patients caught up in political wrangles—should be politically neutral