

**From:** REDACTED On Behalf Of Grant, Jane [Chief Exec]

**Sent:** 13 February 2019 10:42

**To:** Cabinet Secretary for Health and Sport <REDACTED>; DG Health & Social Care <REDACTED>

**Cc:** REDACTED

**Subject:** NHSGGC Board Paper

Dear Ms Freeman and Mr Gray

Please find attached a NHS Board paper regarding the work underway in respect of the Queen Elizabeth University Hospital and the Royal Children's Hospital which is scheduled to go to the Greater Glasgow and Clyde NHS Board next Tuesday. I understand that in discussion with the Chairman, you requested sight of this paper prior to circulation. It is hoped to circulate the paper to Board members on Friday.

I trust this information is helpful.

Kind Regards

Jane

#hello my name is...  


Jane Grant  
Chief Executive  
NHS Greater Glasgow and Clyde  
REDACTED

**From:** "Grant, Jane [Chief Exec]" <REDACTED>

**Date:** 4 January 2019 at 21:09:30 GMT

**To:** "Freeman J (Jeane), MSP" <REDACTED>

**Subject:** Re: [BlockedURL][ExternaltoGGC]Re: Laundry at Queen Elizabeth

Dear Ms Freeman

Thank you for copying me into this email and I hope you don't mind me replying directly to you. I am sorry that this occurred as we had a plan in place to cover the New Year period but, clearly, there are lessons to be learned. The level of patient activity at the QEUH was higher than anticipated, despite the fact that we had planned for a level of increased activity at this time of year.

I will send a fuller briefing to your office next week and I have been clear with my team that the supply of linen must be adequate at all times. Additional contingency arrangements have been put in place this weekend to monitor the situation closely in order to avoid any further issues.

Once again, my apologies that this has occurred.

Kind Regards

Jane Grant

Sent from my iPad

On 4 Jan 2019, at 19:56, Freeman J (Jeane), MSP <REDACTED> wrote:

Dear **REDACTED**

Many thanks for your email and for taking the trouble to be in touch. Like you I was very concerned about the situation and am currently making enquiries as to how it arose in the first place, given that reasonable planning would indicate that the festive period may put additional demand on such a support service.

That aside I will also check out exactly what back up services are in place. I am grateful for both your interest and your offer of support and assistance and will reply more fully to you as soon as I can.

Best wishes

Jeane

Jeane Freeman MSP

Member for Carrick, Cumnock & Doon Valley

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jeanefreeman.scot | @JeaneF1MSP

FB: Jeane Freeman MSP

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**From:** REDACTED

**Sent:** Friday, January 4, 2019 5:59 pm

**To:** [scottish.ministers@gov.scot](mailto:scottish.ministers@gov.scot); Freeman J (Jeane), MSP

**Cc:** REDACTED

**Subject:** Laundry at Queen Elizabeth

Attention of Jeane Freeman MSP, Cabinet Secretary for Health and Sport

Dear Miss Freeman

I was upset to read reports in the press about patients having to go without clean bed linen and towels at Glasgow's Queen Elizabeth University Hospital over the festive period, increasing the risk of the spread of infection. My principal reason for writing is to say that, if ever this situation should arise again, please do not hesitate to get in touch with me and we will do whatever we can to help, as a matter of urgency.

**REDACTED**

We believe passionately in a sustainable NHS being able to provide a high level of care to the people of Scotland and I would be pleased to engage in a meaningful manner (for the long or short term) should a situation similar to the one reported in Glasgow occur at any hospital in Scotland in the future.

Please feel free to contact me, in confidence, at any time should you wish to discuss any matters around healthcare laundry provision.

I have copied my local MSP and MSP for information **REDACTED**. I have also copied the CEO of NHS Glasgow and Clyde, as the relevant health authority for Queen Elizabeth hospital

Yours sincerely

**REDACTED**

T: 0300 244 4000  
E: scottish.ministers@gov.scot

Jane Grant  
NHS Greater Glasgow & Clyde

**REDACTED**

25<sup>th</sup> January 2019

Dear Jane,

I would like to take this opportunity to thank you and your team for taking the time to meet with me on Tuesday morning. I appreciate that it is a very busy time for all the staff at the Queen Elizabeth University Hospital. I found the meeting helpful and I am grateful to you for your time.

Please also pass on my thanks to the staff in the hospital, particularly those working in the affected areas to ensure the wards are safe and the patients well cared for during this difficult time, and those in your estates team having to maintain and secure a large complex building. They are a very dedicated and hard-working team and I understand that this will also be a challenging time for them.

The Board's continuing co-operation with us, most particularly in pro-active sharing of information, remains important. I know you will continue to provide updates and respond quickly to requests I or my officials have for detailed information.

I know there have rightly been the necessary follow up discussions between us on the review and we will continue to move as quickly as we can on this whilst ensuring the work is expert led and appropriately comprehensive.

Best Wishes

**JEANE  
FREEMAN**

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