

# Core brief

**Daily update**  
**2 February 9.30am)**

Topics in this Core Brief:

- Implementation of Hybrid Working
- New COVID-19 Treatments - updated guidelines
- Patient Administration Transformation (PAT) Programme – Acute Services: New Mandatory eLearning Module and SharePoint site Launch (Week 4 update)
- Reminder for all users of Reliance Protect Lone Worker Device
- Time to Talk Day – 3 February

## **Implementation of Hybrid Working**

Colleagues will be aware of the announcement by the First Minister that, as of Monday 31 January, employers should consider implementing hybrid working – following appropriate guidance - with workers spending some time in the office and some time at home. Our position, consistent with the guidance from Scottish Government, is that the return to the workplace for those who have been working from home will be taken forward in a planned, supported and sensitive manner. Given the levels of infection still circulating and the continued need to observe social distancing, a wholesale return to the workplace is not planned.

At this stage, if you are working from home or in a hybrid way you should continue to do so at this time as we finalise our own specific guidance and associated risk assessment processes to be carried out for all staff who are engaged in hybrid working linking to national guidance.

We also encourage all our leaders to ensure continual engagement and monitoring of home working arrangements for their teams and seek to ensure a minimum face to face interaction to discuss support and mental health and wellbeing.

For those staff who wish to return or who are already in the workplace the following is still in place:

- Existing arrangements in relation to social distancing, hygiene and face masks remain in place across NHSGGC
- Completion and review of workplace risk assessments should continue
- Staff should continue to administer and record daily Lateral Flow Testing.

## **New COVID-19 Treatments - updated guidelines**

There have been some changes to the types of treatment available for COVID in the last six weeks. We now have treatment options for patients in the community who are in the highest risk categories who have early COVID. Further details on this pathway are available at [New COVID - 19 Treatments for Non-Hospitalised Patients \(nhsggc.org.uk\)](https://www.nhsggc.org.uk/new-covid-19-treatments-for-non-hospitalised-patients).

Patients who may be eligible for treatment can find further information at [Coronavirus \(COVID-19\): Treatments | NHS inform](https://www.nhs.uk/conditions/coronavirus/coronavirus-treatments/) . Treatments are also available for high risk patients with hospital onset COVID. There have been some recent changes to these guidelines. The NHSGGC Therapeutics

Handbook has been updated to reflect these new guidelines: [GGC Medicines - COVID-19 \(Coronavirus\) Infection](#).

### **Patient Administration Transformation (PAT) Programme – Acute Services: New Mandatory eLearning Module and SharePoint site Launch (Week 4 update)**



One of the gaps identified in the Learning Needs Analysis survey undertaken in 2019/20 was around customer care and it was agreed as part of the PAT Programme to roll out Customer Care training to all patient facing administration staff within Acute Services. The increased challenges experienced by admin staff due to the pandemic was recognised and the training content was designed to provide further support in this area. The main focus was to refresh ways in which staff can support an overall positive patient experience by providing strategies to help staff feel confident and capable in both patient facing and telephone interactions. Various options were explored on how to deliver this training and the decision was made to develop an eLearning module **Supporting a Positive Patient Experience**. This module is mandatory for all patient facing admin staff within Acute and will be essential to renew every 3 years. The module can be accessed via **Learnpro** under the **Role Specific Mandatory** section.

The Patient Administration Governance Group felt it was important to have all information relating to the Programme easily accessible and therefore have developed our own **SharePoint Site**. This site contains information relating to all aspects of the Programme. Please click <https://scottish.sharepoint.com/sites/GGC-PatientAdministrationTransformationProgramme> to access our site. We would suggest that patient facing admin staff within Acute add this site to their favourites for easy access.

### **Reminder for all users of Reliance Protect Lone Worker Device**

Activation month! For all users of Reliance Protect Lone Worker Device - an Amber Alert MUST be activated this month.

For further details please see [NHSGGC : Lone Working Support Service](#)

Where any devices are lost, please inform Health & Safety by contacting [Heather.Wood@ggc.scot.nhs.uk](mailto:Heather.Wood@ggc.scot.nhs.uk) as soon as possible.

### **Time to Talk Day – 3 February**

**Time to Talk Day** is a national campaign which takes place this year on Thursday 3 February. It is organised by See Me, Scotland's national programme to tackle mental health stigma and discrimination. In partnership with See Me, we are committed to supporting the mental health of our staff and providing the appropriate support routes to aid wellbeing. We would like to encourage all of our staff to actively have conversations with one another about mental health. To embrace the theme: **'The Power of Small'**, how a small conversation has the power to make a big difference. The more we openly talk about mental health, the more myths we bust and the more barriers we break down - helping to reduce the stigma.



#### **1. How you and your teams can get involved**

We would like everyone to get involved and encourage you to have conversations about your mental health with each other. Talking and listening are at the heart of the day and we want you to understand how we can all support and empower one another, it doesn't take much to show someone you are willing to listen.

## 2. Having a chat

After so many mostly digital events last year, we are hoping that more of you may be able to take the opportunity this year to meet up safely for a coffee or a walk, subject to the restrictions in place at this time. It is important to take the opportunity to engage and stay connected.

In supporting one another we would like you to set some time aside during the week to plan a catch up with a colleague - either virtually, in person or over the phone. For example, maybe there's someone you've been meaning to catch up with but haven't got round to it. You could chat about how things have changed over the past 24 months and how that makes you feel.

## 3. Time to Talk support


Visit the [Time to Talk support pages](#) for additional campaign resources and things you can get involved with.


## 4. Further health and wellbeing support


Visit our dedicated [staff support and wellbeing section](#) on our website where you will find a lot of useful information to help improve your health and wellbeing or go to the National website at: <https://wellbeinghub.scot/>

**Lateral Flow Tests - Available to all staff**

Speak to your line manager about where to collect your test kit, then:

  
**Register**  
your kit

  
**Test**  
daily

  
**Record**  
your results

**Keep your colleagues and patients safe from COVID-19**

**Help stop the spread!**

**Visit: [www.nhsggc.org.uk/lfd-stafftesting](http://www.nhsggc.org.uk/lfd-stafftesting)**

Please keep up-to-date with the latest guidance on our dedicated web pages at: [www.nhsggc.org.uk/covid19](http://www.nhsggc.org.uk/covid19). If you have any questions about the current situation please check the FAQs first. If you have any further questions, please email: [HR.Support@ggc.scot.nhs.uk](mailto:HR.Support@ggc.scot.nhs.uk).

\*\*\*Staff are reminded to make sure their [personal contact details are up to date on eESS](#).

