

# Core brief

## Daily update

(3 February 4.30pm)

### Topics in this Core Brief:

- Breaking a lifetime of disadvantage by enhancing engagement of ethnic minorities in health research
- Introduction of the dashboard module on Datix
- Patient Administration Transformation (PAT) Programme
- Glasgow City HSCP – Maximising Independence

### **“Breaking a lifetime of disadvantage by enhancing engagement of ethnic minorities in health research”**

Health research requires representation from all ethnic groups. The Glasgow Blood Pressure Clinic (GBPC) team noticed the almost no ethnic minority participation in five major hypertension trials, which suggested that the group’s annual public engagement events held since 2012 were not fully inclusive. Clinicians and nurses from the GBPC teamed up with research nurses from the Glasgow Clinical Research Facility and the Golden Jubilee National Hospital, pharmacists, medical students, nursing students, general practitioners, echocardiographers and doctors from diabetes and cardiology to find a solution.

The team consulted different ethnic groups and co-developed a new bespoke public engagement model. The impact was immediate and measurable with increase patient recruitment into trials and interest from the Scottish Government and Glasgow City Council to adopt this engagement model for wider implementation. There was a total of 11 events organised, including BP measurement, diabetes screening, health education and clinical research advocacy in mosques, temples, gurdwaras and within an African community centre in Glasgow. Led by Dr Stefanie Lip and the GBPC team, a total of 800 blood pressure measurements were checked.

Following this extensive work, the GBPC team were announced as the award winner for the MVLS Engagement with Research Award 2021, [click here for more information](#).

The team is delighted by the assessors’ comments on their winning submission; “Assessors were unanimous in their praise for this well designed, high impact project. By extracting learning from previous public engagement activity, and finding appropriate new partners, the team were able to extend the reach and inclusivity of their engagements. The impact of this engagement is very impressive.”

Team members, Dr Stefanie Lip, Dr Katriona Brooksbank, Hayley King, Ammani Brown, Linsay McCallum and Prof. Sandosh Padmanabhan worked in partnership with Dr Sahil Jain, Georgia Dempster, Dr Nazim Ghouri, Shindo Kaur, Irfan Razzaq, Kewal Krishan Sood, Brij Rani Sood, Gurdev Pall and Paul Hayes to deliver the work.

### **Introduction of the Dashboard module**

We are pleased to announce the new Dashboard module is now live on Datix. The dashboard module is designed to bring every user a live and easy to access overview of what is going on in their area. It displays a

selection of reports which have been created and selected to provide relevant information, [click here to read more](#) (available on StaffNet).

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

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.

## **Glasgow City HSCP – Maximising Independence**

Please see the [link to the latest article](#) about Maximising Independence, which highlights how the MI approach is already happening in practice across the city, and shows how even small steps can lead to a major change. The article will appear in the February edition of GCHSCP Partnership Matters Briefing.

**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/lfid-stafftesting](http://www.nhsggc.org.uk/lfid-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](#).