

# Core brief

**Daily update**  
**(10 August 2023, 1.40pm)**

Topics in this Core Brief:

- Highlight report from the Urgent and Unscheduled Care Oversight Board Meeting

In this edition of Core Brief, we are sharing with staff some of the highlights from the recent Urgent and Unscheduled Care Oversight Board meeting. This is to provide staff with important information relating to the progress being made with our FNC and virtual consultation pathways.

## **Highlight report from the Urgent and Unscheduled Care Oversight Board Meeting**

The Oversight Board, which includes acute and HSCP representation, with planning, eHealth and communications colleagues, continues to meet monthly to progress changes and improvements to urgent and unscheduled care across NHSGGC.

The latest meeting of the Programme Board took place on Wednesday 26 July. Key highlights reported at the meeting included:

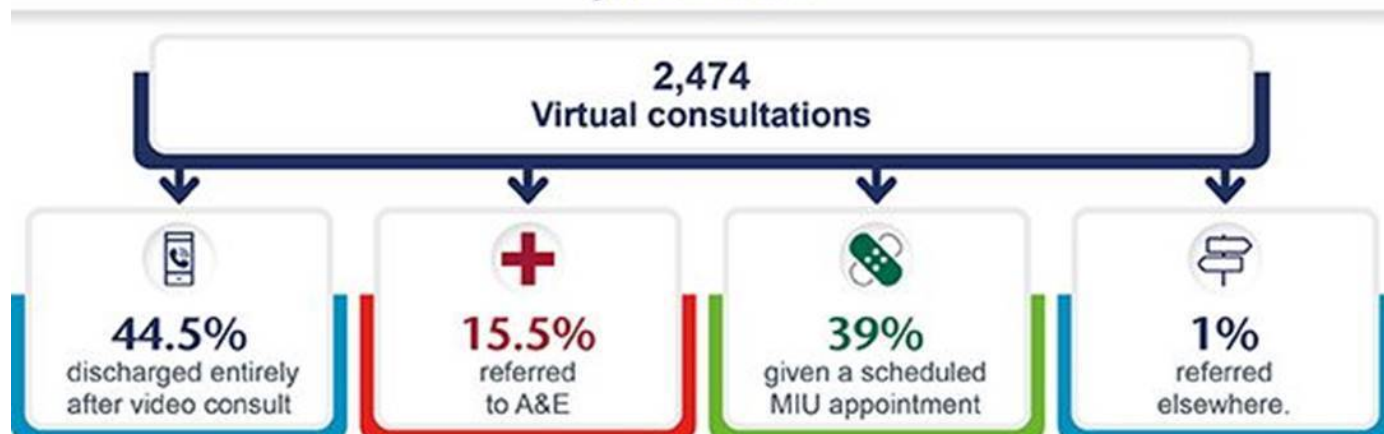
### **Flow Navigation centre**

The Flow Navigation Centre (FNC) continues to maintain a high level of activity & sustained high closure rate which is achieved through optimising available capacity and maximising appointments.

In June 2023, 2,474 patients took part in virtual consultations with 44.5% of patients who utilised the virtual A&E service discharged from the comfort of their own home, having received appropriate care and advice that meant they did not have to attend the A&E department in person.

A further 39% were scheduled to attend their local minor injuries unit and only 15.5% directed to the emergency department, ultimately reducing the number of people physically presenting at our EDs.

June 2023



### Near Me

NHSGGC are biggest users of Near Me in NHS Scotland with, on average, over 80% of FNC calls per month having a video component.

There are 14 alternative pathways that can be utilised using the flow navigation construct, with work underway in collaboration with NHS24, SAS and Primary Care to increase use of pathways, including Call Before Convey and work with colleagues in our HSCPs to increase utilisation of the Care Home Falls pathway.

### Patient Experience

Since going live in February, 1,870 patient experience responses have been recorded following each FNC video consultation with 97.7% of responses saying they would make use of the service again in the future if they required advice, care or support.

### Redirection Pathways

Ahead of winter 23/24, sub-groups have been established to develop a redirection pathway for minor injuries and paediatric minor injuries. A review and analysis of these are currently underway in relation to both pathways to identify conditions suitable for these.

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

It is important to share Core Brief with colleagues who do not have access to a computer.

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