

Core Brief



Message from Jane Grant, Chief Executive (15 September 2023, 12.15pm)

I would like to share with you the detail of two successful audits which have been undertaken into NHSGGC's digital working practices. The first is the review by the Information Commissioner's Office (ICO), who undertook individual audits of 20 Scottish Health Boards, including NHSGGC, to assess data protection and information governance compliance.

This work was led by our Information Governance team I am pleased to report that NHSGGC achieved a high level assurance rating, which is excellent. The report findings noting "a high level of assurance that processes and procedures are in place and are delivering data protection compliance. The audit has identified only limited scope for improvement in existing arrangements and as such it is not anticipated that significant further action is required to reduce the risk of non-compliance with data protection legislation." This is a great result for the team and I would like to thank everyone who supported the audit and, more broadly, our staff in Information Governance who ensure that staff are supported so that NHSGGC operates as we should.

The second piece of work was to support the Network & Information Systems Regulations 2023 (NIS) audit, which was commissioned by Scottish Government Health Competent Authority in 2020 and was focussed on Network and Information systems compliance. The most recent stage of this was the 2023 review, which reported high levels of compliance. Our use of digital means to undertake our roles has, over the years, increased significantly, which is why it is important that we have systems in place that can continue to support our requirements. I would like to thank our eHealth teams for all of the work you undertake to keep our organisation online and for the support you provide to staff right across NHSGGC.

Our vaccination programme continues to progress and our teams of vaccinators begin to move to the next phase of vaccinating eligible members of the public, including the Cabinet Secretary for NHS Recovery, Health and Social Care, Michael Matheson MSP, who received his flu vaccination earlier this week at our Glasgow Central Mosque clinic. It is really important that people who are eligible take up their vaccination when prompted to do so and I would like, once again, to encourage staff to come forward for your flu and COVID vaccinations. We will, as with previous years, have [community clinics](#) right across NHSGGC, and there is

currently a good level of availability for appointments, which you can book via the [vaccination portal](#). As you will be aware, the number of people in our communities and on our wards with COVID has increased in recent weeks, so if you are a member of frontline, patient facing staff, or are eligible due to personal circumstance for a COVID vaccination, please take the opportunity to be vaccinated.

Monday will mark the start of Organ and Tissue and Donation Week. One of the main purposes of the week is to raise awareness of the choices everyone has under Scotland's opt out system of organ and tissue donation. As staff will be aware, you can choose to be a donor, or to opt out. This means that if people aged 16 and over choose to do nothing, it is assumed they agree to be a donor, unless they are in a group for whom the opt out system does not apply. I am pleased to see that staff are, once again, taking part in activities across NHS GGC next week to raise awareness about the ongoing need for organ and tissue donors. This is really important as the more people who remain on the donor register, the greater likelihood of people who need a transplant being able to receive one.

This week, our patient feedback is about the Medical Assessment Unit at the Vale of Leven Hospital. Our patient writes; "I was recently sent up to the medical assessment unit in the Vale of Leven hospital by my GP. I was greeted at reception by a lovely smiling receptionist who checked me in and directed me to the waiting area. I was promptly assessed by an amazing team of nurses and the doctor (Fiona) was fantastic. She was down to earth, friendly, warm and took her time explaining my plan. The nurses (Laura and Eleanor) were equally as caring, they were chatty, reassuring and genuinely appeared to love their job. I received exemplary care from the team in MAU at the Vale. I cannot fault a single part of it. What an absolutely fantastic team, well done and thank you!!!"

Well done to the team at the Vale for the great support and care you provided to this patient. Thank you all for your efforts.

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