

# Core brief

**Daily update**  
**(16 May 2024, 12.20pm)**

Topics in this Core Brief:

- Data security spotlight: Password security
- Involving our patients

## **Data security spotlight: Password security**

**Strong passwords and password security are essential to protect the integrity of our systems and our data. Always follow our guidance [here](#) on creating strong passwords and never share your password with anyone else.**

## **Involving our patients**

Engaging meaningfully with patients, families, and caregivers is fundamental to NHSGGC's service delivery. By collaborating with these groups, we harness their experiences to shape and improve our services. In 2023/24, teams across NHSGGC and our six Health and Social Care Partnerships showcased their community engagement efforts, culminating in the publication of the Engagement and Involvement Overview report in July.

This report features various case studies highlighting excellent work throughout the year, providing inspiration for future initiatives. These can be found on the [NHSGGC.scot website](#) for sharing internally and externally. Below, you'll find some example projects.

We also wanted to take this opportunity to provide the chance to share your work for potential inclusion in this year's report or through a series of ongoing blogs we are looking to publish through 2024/25 highlighting good practice in engagement. You can share your interest or examples via email or this short form [here](#).

## **NHSGGC Peer Worker Programme**

The Equalities and Human Rights Team (EHRT) at NHSGGC developed a community-led engagement proposal, recruiting a peer coordinator, 12 peer workers, and four volunteer peer supporters. Throughout 2022/23, they engaged with peer groups across NHSGGC, collaborating with third sector partners and community groups.

- This engagement reached 993 members of the public through 26 sessions, providing health information and capturing valuable feedback.
- Peer workers empowered community members by referring them to services such as emergency food supplies, help with rising energy costs, and money advice.

## **Glasgow City HSCP: Engaging on a Primary Care Improvement Plan (PCIP)**

Glasgow City Health and Social Care Partnership (HSCP) conducted an extensive engagement process to gather insights from Primary Care contractors, staff, and patients for the Primary Care Improvement Plan (PCIP) 2023-2026. The Primary Care Improvement Team (PCIT) used various methods, including online and in-person meetings, social media surveys, and pop-up stands in health centres.

- This engagement collected 122 public responses, contributing significantly to the PCIP's development.
- Eight broad recommendations emerged, set to shape the final Glasgow City PCIP 2023-2026, and were presented in June 2023. The ongoing work and stakeholder input have been invaluable in shaping primary care services.

For more information on getting help with an involvement project or sharing your project for this year's report, contact the Patient Experience Public Involvement Team at [public.involvement@ggc.scot.nhs.uk](mailto:public.involvement@ggc.scot.nhs.uk) or for help and advice get us through our [contact form](#).

**Remember, for all your latest news stories, visit our new Staffnet Hub:  
[GGC-Staffnet Hub - Home \(sharepoint.com\)](#)**

\*\*\*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.**

**A full archive of printable PDFs are available on [website](#)**