

Core brief

Daily update

(18 November 2024, 12.30pm)

Topics in this Core Brief:

- Supporting Fair Work in NHSGGC
- Taxi and courier complaints
- Let's talk about... Bereavement

Supporting Fair Work in NHSGGC

Did you know that Scotland has set a mission that everyone has a world leading working life where fair work drives success, wellbeing and prosperity for individuals, businesses, organisations and society?

NHS Greater Glasgow and Clyde is playing our part, having signed up to the Fair Work Convention. We wanted to share with you an update on our Fair Work activity.

What is the Fair Work Framework?

The Fair Work Convention, established in 2015, provides a framework across five key dimensions:



These dimensions are central to ensuring workplaces are fair, equitable, and engaging for all staff members.

NHSGGC's Commitment to Fair Work

NHSGGC is fully committed to becoming a Fair Work employer. The Fair Work Framework serves as a continuous improvement tool that we apply across various aspects of our organisation, ensuring alignment with our overarching values, activities and strategies. The actions identified to fulfil these dimensions are embedded in core initiatives, strategies and programmes, including:

- [The Staff Health Strategy](#)
- [Workforce Equality Action Plan](#)
- [Internal Communications and Employee Engagement Strategy](#)
- [iMatter: The Staff Experience Continuous Improvement Tool](#)
- [The Workforce Strategy 2021 - 2025](#)

Our Fair Work Framework Self-Assessment

We undertook a Fair Work Framework Self-Assessment, aligning our activity in NHSGGC against the dimensions, and creating a 2024-25 action plan, collaboratively developed by a partnership working group.

Following an exploration of the key themes within each dimension, and the policies, programmes, initiatives and strategies already in place within NHSGGC that support these areas, whilst there is much positive activity, we recognised that further action is necessary to ensure the consistent application of Fair Work.

Therefore we developed an action plan, identifying specific areas for improvement. Examples of just some of the activity progressing, is outlined below:

- Equality, Diversity and Inclusion training for all managers
- Engaging with staff through Collaborative Conversations and getting the 'bigger picture' of experience
- Further analysis and 'deep dives' into our workforce, training, development and recruitment data (including protected characteristics), to identify trends and gaps
- Working in collaboration with partnership colleagues, staff forums and networks, to drive forward vital programmes to support staff and enhance the workplace experience.

We're excited about the ongoing progress and the collaborative work ahead in making NHSGGC a workplace where everyone's voice is heard, respected, and valued. We'll share more of the progress throughout 2025, however please check out the Fair Work Convention [website](#), or contact the [Staff Experience team](#).

Taxi and courier complaints

Since the launch of the Transport Helpdesk on 4 August 2024, it has been brought to the attention of the Procurement Department that some taxi and courier complaints are being logged via Datix. While any member of staff has the right to raise a Datix incident, please be aware that this is not the correct or most effective method for escalating such issues given that it relates to a contractual issue.

If you have a complaint related to taxi or courier services, please contact Procurement directly using the designated Customer Service email:
support@ggcprocurementcustomerservices.zendesk.com

The Procurement team will investigate and respond to your concerns promptly.

Thank you for your cooperation.

Let's talk about... Bereavement

Our *Let's talk about... Staff Wellbeing* webinar series continues!



A Healthier Place to Work

Every month, we work really hard to create these short **20-minute** wellbeing sessions to discuss topics that affect staff wellbeing.

This month we will talk about understanding grief and loss, coping with bereavement, and strategies to support others. We'll also provide an overview of the support and resources that are available to staff.

Whether you're living with grief yourself or know someone else who is bereaved, this webinar may help you think about the things that can help.

Thursday 21 November, 2.00pm, MS Teams

[Book your spot now](#)

For our upcoming webinar dates and pre-recorded webinars please visit our SharePoint:

[GGC - Let's talk about... Staff Wellbeing Webinars - Home \(sharepoint.com\)](#)

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

Be Phishing and Vishing Aware!



Phishing and Vishing are forms of social engineering, a technique used to gain access to private information, often via email. It can cause a huge amount of damage, disruption and distress. To help prevent social engineering attacks at NHSGGC and at home, remember N.E.T.

No Trust

Verify, via alternative means, the identity of those sending unexpected messages, even if the contacts are known to you.



Educate Yourself

Complete the Security and Threat module on LearnPro. Check online sources to see if emails, SMS messages or other forms of social engineering attacks are known or commonplace. Remember, educating yourself can protect you in both your work and personal life.



Think First

Successful attacks generally require a sense of urgency. Stop! Take a moment to reflect and investigate, this can show these attacks for what they are.



Managing technology and data safely and securely is everyone's responsibility throughout NHSGGC.

For further information, visit: [FAQ--IT-Security-v0.2.pdf](#)

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](#)