

Core brief

Daily update

(19 August 2024, 10.15am)

Topics in this Core Brief:

- Data Security Spotlight – Business Email Compromise
- iMatter 2024 – every voice matters
- Let's talk about... Communicating with people when they're distressed
- Staff Travel Survey

Data Security Spotlight – Business Email Compromise

A Business Email Compromise is an action a cyber-criminal undertakes to obtain access to a business email account and imitate the owner's identity. This can lead to emails coming into NHSGGC from organisations which have been compromised and in turn leading to compromise of accounts within the organisation. Please see [here](#) for further detail on how to spot this.

iMatter 2024 – every voice matters

iMatter is your opportunity to provide feedback on your experience as an employee here in NHS Greater Glasgow and Clyde. We use the results to identify local and organisational wide improvements that will make NHSGGC a better place for everyone to work.

The Boardwide action plan addresses key areas you highlighted during the 2023 iMatter survey, and as we begin to review the outcomes from iMatter 2024, we wanted to highlight the progress of the actions identified. In this update, we're focussing on Communication and Engagement.

Did you know? During 2023-24, our Internal Communications and Employee Engagement Strategy (ICEE) has driven significant progress across NHSGGC? Here are some highlights:

- Engaged with over 1,000 employees through our Collaborative Conversations and wider engagement programme, with further initiatives planned for late 2024
- Successfully hosted our inaugural Equality, Diversity and Inclusion (EDI) Workforce Conference, with over 200 attendees. Another successful event followed in August 2024, aimed at fostering inclusive workplaces where every staff member is valued
- Launched a resource pack and dedicated micro-site on Staffnet, building on the success of our Speak Up! Campaign.

Looking ahead, the 2024-25 ICEE Strategy action plan is set, promising further communication and engagement activities to drive progress. Stay tuned for more details on our upcoming initiatives.

The themes identified from [iMatter 2024](#) are crucial in driving positive change within our organisation. So far, we have over 1,400 team action plans in the system – if you would like to tell us about your teams planned actions, and share best practice, please get in touch with us at ggc.staffexperience@ggc.scot.nhs.uk.

Let's work together to make NHS Greater Glasgow and Clyde an even better place to work.

Let's talk about... Communicating with people when they're distressed

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



Every month, we work really hard to pack these short 20 minute wellbeing sessions full with helpful tips and hacks to improve staff wellbeing.

In this month's interactive webinar we will discuss essential skills when talking with others when they are stressed, upset, angry or anxious. We will explore different communication skills that can help us be a supportive listener, and we'll even talk about specific things you can say.

Whether you are a manager or a Peer Supporter or the 'go to' colleague for when someone wants to talk, this webinar is for you. Don't miss out and sign up now.

Thursday 22 August at 9.30am on MS Teams - [Book your spot now.](#)

Interested in other upcoming webinars? Please book below!
[Let's talk about... anxiety](#)

[Let's talk about... menopause and women's health](#)

[Let's talk about... bereavement](#)

All pre-recorded webinars can be watched on Sharepoint:

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

Staff Travel Survey

We are looking for up to date information on how staff travel to and from work. This is to better understand the transport choices our staff make and to inform our current and future travel planning arrangements. We would appreciate your assistance to complete this survey, which should not take more than 10 minutes. The survey is open from Monday 19 August to Monday 23 September 2024. By completing the survey, you also can be entered into a prize draw for a chance to win one of 20, £25 Amazon gift vouchers. The survey can be accessed from the link below

[NHSGG&C Staff Travel Survey - August 2024: Survey Powered by Webropol \(webropol-surveys.com\)](#)

If you need a paper copy of the survey, please contact the [Travel Plan Office](#).

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](#)