

Core brief

Daily update
(25 July 2024, 4.30pm)

Topics in this Core Brief:

- Virtual Consultations
- iMatter 2024 – Team discussions and action planning
- Suicide Risk and Design Group

Data Security Spotlight – Be aware of Remote Access Cyber Attacks

Remote Access Cyber Attacks happen when a hacker attempts to contact staff working remotely and requests access to their device for support purposes. When you are using remote access, NHSGGC IT Support will never:

- Request that you click on links or download software
- Ask you to go to a website in order to remotely access your device
- Ask for any sort of personal details other than your device asset tag and XGGC username.

Increasing the use of virtual consultations

Virtual consultations can be beneficial to many patients and we want to increase their use as we improve the way services are accessed.

In the last two years almost 1.5 million virtual and telephone consultations have taken place within NHSGGC, and a survey found that 98 per cent of those who'd had a virtual appointment would do so again.

These types of appointments can save patients time and money by reducing the need for them to attend hospital, and they give clinicians greater flexibility to carry out clinics from hospital locations other than outpatient clinic areas.

All clinicians are therefore asked to maximise their use of virtual consultations, where it is clinically appropriate to do so.

Virtual clinics, which include video, telephone and written appointments, should be used where appropriate and where the patient is able and willing to make use of these options.

Patients should also be encouraged to ask their clinicians whether a virtual appointment is an option for them.

At NHSGGC, we use the [Near Me](#) video platform to conduct video appointments.

It is secure and easy to connect to with any device that can make video calls such as a smartphone, and patients do not need to create an account or download an app.

- Further information, including demonstrations of using the Near Me platform, can be found [here](#).
- You can find the latest clinical guidance and other useful information on virtual consultations [here](#), and all staff are encouraged to consider how they might incorporate virtual consultations into patient care.
- If you require additional support, training or equipment to support use of virtual consultations, please make a request via eHelp: [Home - eHealth IT Service Portal \(service-now.com\)](#).
- If you require TrakCare clinic template changes to support this improvement, please use the standard clinic build request process and include 'Virtual Programme Clinic Change' in the subject of your email request. This will ensure that your request is prioritised.



iMatter 2024 – Team discussions and action planning

The most important part of iMatter comes now, with local teams using their feedback to identify areas for improvement and make a difference. There are over 430 action plans on the system, which means over 430 team strengths identified, and potentially over 1,200 improvement actions in progress *right now!*

Let's keep going to support a continuously improving workplace for our staff. In the next few weeks, identify time in your existing team meetings to discuss your team's

experience at work, using the iMatter report to guide and steer those discussions. Together, celebrate your strengths and identify areas for improvement to develop your action plan. Please visit our [HR Connect](#) page for more support and guidance. In addition to the information available on HR Connect, we're running action planning support sessions for managers, and the dates of the upcoming sessions are below. If you want to come along, please use the links below to book your space:

Date	Time	Joining Instructions
Friday 26 th July 2024	11.30am – 12.30pm	Click here to register
Monday 29 th July 2024	10.30am – 11.30am	Click here to register
Friday 2 nd August 2024	10.00am – 11.00am	Click here to register

Did You Know? Line Managers can access their team report on the iMatter system, and print a PDF copy for information and for sharing with staff who have not received this electronically. You can find details on how to do this within the guides available on [HR Connect](#).

If you have any questions, please get in touch with your line manager, your local iMatter contact or the iMatter team at iMatter@ggc.scot.nhs.uk

Directorate / HSCP	Date Action Plans to be completed & loaded onto the system by midday	
	Fully Electronic	Paper & Electronic
Chief Executives Office Acute SMT Human Resources & Organisational Development Corporate Communications and Public Engagement Public Health Specialist Children's Services Oral Health East Dunbartonshire HSCP Finance - Payroll Services only	30 July 2024	12 August 2024

Women & Children's Directorate South Sector Board Nurse Directorate West Dunbartonshire HSCP Diagnostics Regional Services eHealth North Sector	6 August 2024	19 August 2024
Estates and Facilities Glasgow City HSCP Renfrewshire HSCP Finance - except Payroll Services Clyde Sector Board Medical Directorate Corporate Services Inverclyde HSCP East Renfrewshire HSCP Area Partnership Forum - JOC	14 August 2024	27 August 2024

Suicide Risk and Design Group

NHS Greater Glasgow and Clyde (NHSGGC) takes our patient and staff safety seriously and has been working on a programme to remove known risks from inpatient areas. The next phase of work will focus on further improving the physical environment within the inpatient mental health estate. The work identified will improve the safety of patients and will enable significant upgrades to modernise wards and to enhance the therapeutic experience of patients who are admitted.

The programme of work includes Renfrewshire in-patient Wards and Wards on the Leverndale Hospital site, the nature of the work cannot be completed with patients remaining in the wards. To enable this work to progress a decant programme has been developed. Ward 3b at Leverndale Hospital has been decant to the Stobhill Hospital site for up to a year. An engagement programme is underway to support our patients, families and staff. During the decant period, we will provide transport for our staff and for families who want to visit their loved ones.

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](#)**