

Core brief

Daily update

(26 September 2023, 11.35am)

Topics in this Core Brief:

- HEPMA Planned System Upgrade and Downtime
- Message from Scott Davidson, Deputy Medical Director: Video Consultations - Near Me
- Change of outbound number for all NHSGGC telephony users

****Advance Notice** - HEPMA Planned System Upgrade and Downtime on Tuesday 3 October from 00:15 to 06:15**

Please note - the HEPMA system will be unavailable to all users (prescribers and medicines administrators) from 00:15 to 06:15 on Tuesday 3 October 2023 (six hours downtime) to enable a planned essential system upgrade.

Full details of the upgrade and downtime and the actions required by HEPMA system users are available on Staffnet [here](#).

MS Teams Briefing / Q&A / Support sessions for staff will be available as follows:

Tuesday 26 September at 20:00 - [Click here to join the meeting](#)

Wednesday 27 September at 11:00 - [Click here to join the meeting](#)

Thursday 28 September at 16:00 - [Click here to join the meeting](#)

Friday 29 September at 20:00 - [Click here to join the meeting](#)

Monday 2 October at 11:00 – [Click here to join the meeting](#)

Monday 2 October at 16:00 – [Click here to join the meeting](#)

Monday 2 October at 20:00 - [Click here to join the meeting](#)

In meantime, please direct any queries arising to nhsggc.hepma@ggc.scot.nhs.uk.

Message from Scott Davidson, Deputy Medical Director: Video Consultations - Near Me

With the onset of winter pressures, remote consulting can be an effective way to offer NHSGGC clinical services safely and securely. I would encourage you to use

Near Me Video Consultations where possible and appropriate for clinical consultations. Patients may also find them helpful in saving time and reducing travel.

Near Me consultations can be offered to anyone where it is appropriate both for the person and for the nature of the appointment.

Consult Now can be used if you want to see someone immediately, perhaps moving up from a telephone consultation. From the Near Me waiting area you can invite a caller to join you; this sends a link via email or text to the caller. With a click on the link the patient is brought directly into the video call. User training materials are available [here](#). Significant equipment has been installed in OP Clinics and other areas. If you feel you do not have the appropriate equipment to allow the use of Near Me, please email national.portfolio@ggc.scot.nhs.uk

Near Me has an end of call survey. Analysis from June 22 - June 23 responses were mostly very positive:

'My daughter was more comfortable and interacted better with the video call, than on the telephone.'

'Video calls are an enabler for so many people. This is a quicker way and more user-friendly for me as I can have my husband for any help needed and any extra information.'

'My consultant was lovely, caring and understanding - it was unusual but nice to get a consultation from your own home.'

For more information please email: national.portfolio@ggc.scot.nhs.uk.

Change of outbound number for all NHSGGC telephony users

On Wednesday 27 September at 9.00am, NHSGGC will be changing their outbound telephone number from 0800 678 3393 to 0141 232 4000.

If you receive a call from the new 0141 232 4000 number you will know that this is an internal call from someone within NHSGGC.

As with the 0800 number, if the 0141 232 4000 number is called back there is a message that says 'this number does not accept incoming calls'.

By changing the outbound number we will no longer be charged for calls to the 0800 number.

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](#)