

Core brief

Daily update
(29 December 2020, 2pm)

Topics in this Core Brief:

- Staff COVID-19 FAQs updated
- Report from December Board Meeting

DAILY REMINDER: Social Distancing is Everyone's Responsibility
Please observe furniture arrangement in areas. Do not move chairs and desks that have been positioned to support Social Distancing measures.

Staff COVID-19 FAQs updated

Please note that [Staff COVID-19 Frequently Asked Questions](#) (FAQs) have now been updated to include further guidance on childcare provisions.

Report from the December Board Meeting

The Board of NHS Greater Glasgow and Clyde met on Tuesday, 22 December. All papers are [available on our website](#).

The main issues considered by the Board included an update on our COVID-19 response aligned with routine winter demands and vaccination roll-out.

The Board also reviewed regular performance, finance and infection control reports and approved our new Stakeholder Communications and Engagement Strategy.

Patient Story

The Nurse Director, Dr Margaret McGuire, gave a presentation on Near Me virtual consultations and the positive difference these have made to patient care and engagement during the pandemic.

Since March 2020, there have been 116,617 virtual appointments across Acute, Mental Health and Primary Care. Overall patients and carers have welcomed this innovative way of accessing healthcare appointments safely. Participants shared that they felt safe and comfortable using Near Me with the main benefits being that it saved time, travel and stress.

The use of Near Me was seen to benefit patients of all ages including those with protected characteristics.

This digital innovation has required staff to change and adapt to a new way of delivering care to patients and that this has brought its own set of challenges and concerns. However it is clear that staff have continued to work through these issues in order to ensure patients have a positive virtual healthcare experience.

The Board welcomed the report but sought reassurance that issues of internet connectivity and concerns around digital accessibility were being taken into account. They heard that a significant campaign is taking place, nationally and locally, to help improve digital connectivity and access for communities across Scotland.

COVID Update

The Board received an update on the organisation's response to COVID-19:

Across the Board area, the infection rate remains high.

- *As of 29th December, the seven day rolling average is 198 cases per 100,000 population. There are currently a total of 641 inpatients with COVID-19 receiving treatment across our sites, including 300 with a diagnosis within the past 28 days. Today there are 16 COVID-19 patients in ICU.*

The Board heard about the arrangements underway to commence roll-out of twice weekly Lateral Flow testing for our frontline staff and to take forward the COVID-19 vaccination programme for frontline staff and care home staff and residents. At this stage the uptake of the COVID vaccine has been high and reports show that the programme is progressing well. By 31st December, 15,000 priority health and care home workers and 4000 care home residents will have been vaccinated.

Our staff continue to work hard to manage COVID cases alongside non-COVID cases, including emergency, trauma, urgent and cancer cases. The Board heard about progress in treating prioritised non-COVID patients, including in cancer care, where urgent suspicion of cancer referrals have returned to pre-COVID levels.

The Board acknowledged the significant efforts of staff to respond to the pandemic and, on behalf of the Board, Vice Chair, John Matthews, thanked staff for all their hard work over the past year.

Redesign of Urgent Care

Jonathan Best, Chief Operating Officer, reported on the good progress that had been made by staff to establish a Flow Navigation Hub at the QEUH as part of a new national model for unscheduled care launched on 1st December.

Introduced to help keep patients safe, avoid unnecessary hospital visits, and ensure people receive the right type of care quickly, the 'Right Care Right Place' model means patients who would normally attend an ED for an urgent but non-life-threatening condition should now instead call NHS24 on 111 for a telephone assessment and referral to the most appropriate service suited to their needs. Patients are also reminded to continue using their local GPs for advice.

For the new model to work, NHSGGC has developed a Flow Navigation Hub which offers patients rapid access to senior clinical decision-makers, where appropriate, through NHS24 who can provide consultations and have the ability to advise self-care or signpost patients to the most appropriate available local services. This could include mental health hubs, Minor Injury Units, Primary Care (in and out of hours), ED, as well as existing COVID-19 pathways.

The Board thanked all involved for their significant efforts in establishing the Flow Hub at pace.

Stakeholder Communications and Engagement Strategy

The Board heard that ahead of the Strategy being presented for approval, consultation had taken place with Scottish Government colleagues and the Healthcare Improvement Scotland community engagement team.

Positive feedback was received and the Strategy was approved by the Board. An action plan will now be developed to implement the Strategy.

Please keep up-to-date with the latest guidance on our dedicated web pages at: www.nhsggc.org.uk/covid19. If you have any questions about the current situation please check the [FAQs](#) first. If you have any further questions, please email: staff.covid19@ggc.scot.nhs.uk

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 [StaffNet](#)**