

# Core brief

## Daily update

(3 June 2024, 1.35pm)

Topics in this Core Brief:

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### Data Security Spotlight – Suspicious Communications

It is important to remember never to click on any links or open any emails or other messages which look even remotely suspicious. If you suspect you have received anything to your work email address containing malicious content you must report it to: [spam@ggc.scot.nhs.uk](mailto:spam@ggc.scot.nhs.uk)

### Showcasing our staff

The Celebrating Success Staff Awards event took place on 30 May recognising our staff from across NHSGGC and celebrating their achievements in style. Here we will share the Excellence Award winners with you over the coming days, with the first being **Better Care**, the Transoral Robotic Surgery (TORS) Team.



The TORS service was set up at QEUH in 2022 to provide a diagnostic service for head and neck patients to provide a therapeutic surgical option to patients with early stage oropharyngeal cancers. This is a minimally invasive option for this patient group which results in a reduced stay in hospital, quicker patient recovery and a reduced functional impact on swallowing.

[Click here](#) to read more about all the award winners.

## What Matters to you 2024 - Andy's Story

The 6 June 2024 is 'What Matters to You Day' (WMTY). This is about celebrating and encouraging meaningful conversations between those providing care and the people and families who receive it. These conversations help identify what is important to people and create a meaningful partnership with them, allowing them to be involved in decisions about their health and care which can greatly improve their wellbeing and outcomes.



We would love to hear how you are celebrating WMTY day this year, please send any stories, pictures and completed consent forms, to us at [person.centred@ggc.scot.nhs.uk](mailto:person.centred@ggc.scot.nhs.uk). If you are tweeting, please include #WMTY24 and tag @NHSGGC

To raise awareness in advance of WMTY Day, we are sharing a WMTY case study from different areas of practice and situations, by a wide range of staff. You can view all the videos on [Staffnet](#).

In today's [video](#), Andy shares his experience of a WMTY conversation and of the impact it had on his life.

By asking this simple yet effective question, Andy felt listened to and empowered, whilst he was a patient within Larkfield at Inverclyde Royal Hospital. Andy's story highlights how important it is to have what matters conversations with people at the heart of our person-centred approach to care.

*"I am now looking forward to going home to my house and sleeping in my own bed"*  
– Andy.



## Volunteers Week 2024

This week, 3 – 9 June, is Volunteers Week and it gives us all an opportunity to say a huge Thank You! to all the volunteers in NHSGGC.



Volunteers have continued to provide exceptional support throughout the past year and have played a vital role in ensuring we continue to deliver person centred care to our patients during exceptionally challenging times. Their energy, commitment and enthusiasm is nothing short of inspirational.

In the past 12 months, our fantastic volunteers have clocked up an incredible **45,605** hours across our sites. They have helped us with a multitude of tasks including; supporting patients in our wards with companionship and a listening ear, providing community peer support, offering a welcome distraction for patients at ED/IAU, running the staff R&R Hubs and café spaces, supporting our AHP teams in rehabilitation work, providing expert Wayfinding across our sites, as well as keeping our Growing Spaces thriving and helping with music and arts activities... and the list doesn't stop there!

We will be celebrating our volunteers' contribution this week by running a series of Volunteer profiles and events on social media, as well as holding local celebration events to thank our amazing volunteers.

Please do take the opportunity to say **Thank You** if you have volunteers based within your department, it really does make a difference!

We have created the poster below to say Thank You – please feel free to download and display if you involve volunteers in your areas.

### [Volunteers Week 2024 – Thank you poster](#)

**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](#)