

Core brief

Daily update
(5 June 2023, 2.20pm)

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Subject Access Requests

As a Data Controller NHSGGC has a legal obligation to comply with Subject Access Requests for personal data we hold. The Right of Access allows an individual (including staff) to make a request for a copy of any personal data held about them by an organisation. Additional information from the Information Commissioner about the right of access can be found here <https://ico.org.uk/right-of-access/>.

Each year NHSGGC receives a very high volume of requests from individuals for access to personal data held. The vast majority of requests are received by our Legal Aspects Team for access to medical records held by NHSGGC. Our obligations include ensuring we have processes in place to recognise and manage Subject Access Requests, complying with the requests within a statutory timescale and to provide all information the individual is entitled to receive.

NHSGGC has a Subject Access Policy which covers all aspects of managing requests and can be found here [Subject Access Request Policy](#). It is important to highlight that an individual making a request for data can do so through anyone in the organisation, either in writing or verbally. It is therefore, essential that staff recognise when a Subject Access Request has been made and take the appropriate steps to direct that request as quickly as possible to the correct department, as follows:

- Requests for access to medical records should be directed to our Legal Aspects Team at ggc.legalaspectsnorth@nhs.scot
- Requests from a patient or staff member for a copy of their personal data excluding medical records, should be directed to the Information Governance Team at: data.protection@ggc.scot.nhs.uk.

If you are unclear about a Subject Access Request or if you require advice on any other aspects of data protection, including training requirements, please contact the Information Governance team on the above email.

Patient feedback and involvement Lunchtime Learning Sessions – New dates announced!

Are you planning a change to your service? Do you want to understand your patient's experiences? Looking to engage with patients who use your service? Interested in gathering feedback?

We are hosting a series of 40 minute lunchtime learning sessions. These will be introductory sessions aimed to give you an introduction to skills and resources that can help you involve patients in the shaping of your service. The sessions will help equip you with the skills, knowledge, tools and resources alongside giving helpful hints and tips on where to start.

We will also explain how you and colleagues can connect with the Patient Experience Public Involvement (PEPI) Team, who can support you with patient feedback and engagement activity. We'd love to have you and your colleagues come along. There's no attendance limit.

To register please use the links below – you can attend as many sessions as you wish.

Developing survey questions

Tuesday 13 of June 12.00 – 12.40pm Register here: [Microsoft Teams | Microsoft Teams](#)

Creating surveys using MS Forms

Thursday 15 June 12.00-12.40pm Register here: [Microsoft Teams | Microsoft Teams](#)

Gathering and using patient story's

Tuesday 20 June 12.00-12.40pm Register here: [Microsoft Teams | Microsoft Teams](#)

Using Care Opinion to gather feedback

Thursday 22 June 12.00-12.40pm Register here: [Microsoft Teams | Microsoft Teams](#)

The Patient Experience Public Involvement (PEPI) Team help staff to engage with patients, relatives, carers and communities. To find out more visit our webpage: [Public Involvement Staff Resources - NHSGGC](#)

Bike Week – 5-11 June

Travel Plan Office staff are hosting a series of Dr Bike events over the coming weeks across our sites. For more information, please visit: [latest news section](#) of our Travel Plan pages.

World Environment Day – 5 June 2023

World Environment Day is the biggest global day for the environment, founded by United Nations Environmental Programme. This year's World Environment Day will focus on solutions to plastic pollution under the campaign #BeatPlasticPollution. NHSGGC Sustainability team and the Waste Team are actively working to reduce plastic use wherever possible and to capture this valuable resource by implementing recycling bins in all our sites.

Plastic is one of our biggest environmental problems at the moment and we are constantly looking for ways to reduce our plastic consumption; we have been pulling plastic cutlery from the canteen areas and encouraging NHSGGC staff to bring reusable water bottles.

Taking action to reduce plastic pollution can help alleviate some of these indirect impacts on healthcare systems and contribute to overall public wellbeing.

NHSGGC staff can download the poster from the Sustainability webpage: [Resources for Staff - NHSGGC](#).

What Matters to You? Day - Tuesday 6 June 2023

The International 'What Matters to You Day' is tomorrow! Within NHSGGC our aim is to promote the importance of having a WMTY conversation every day.

Events will be held throughout NHSGGC to raise awareness. If you have any questions, contact person.centred@ggc.scot.nhs.uk.

Please share WMTY Day local activity with us, using the link or QR code: <https://forms.office.com/e/QjyYw1ux1c>.

In today's film for WMTY Day 2023, [Kathleen](#), a patient at the Royal Alexandra Hospital diagnosed with Guillain-Barré syndrome 13 days before her wedding, shares her experience of a WMTY conversation she had; how the staff caring for

her took her needs and wishes into account when creating her treatment plan, and just how powerful a WMTY conversation can be. The team at the RAH share with us how they rallied behind her, championed and empowered her to overcome the barriers she was facing, which supported her to meet her goal of walking down the aisle on her wedding day.

If you are tweeting, please include #WMTY23 and tag @nhsggc, @WMTYScot and WMTYWorld

Pride QUIZ: 16 June, 7.00pm – 9.00pm

Venue: Golden Jubilee Conference Hotel, Beardmore Street, Dumbarton, G81 4SA.

Grab some friends and join us as we host a general knowledge quiz with some special LGBTQ+ themed rounds as well as some special activities and games.

Taking place in a beautiful room next to the bar/restaurant, there's no better way to spend a Friday night!

For further information and to find out about the range of events celebrating the run up to Glasgow's Pride 2023 on 15 July, visit the [LGBTQ+ Forum web page](#).

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](#)