

Core brief

Daily update

(6 June 2024, 11.15am)

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Data Security Spotlight - Multi Factor Authentication (MFA)

MFA is a two-step log-in process that requires staff to enter more information than just a password. Setting your MFA enhances security, protects against unauthorised access and ensures the integrity of our data. All staff must ensure they have MFA configured. Please follow the guidance [here](#) on how to configure MFA if you haven't already done so.

What Matters to You? Day – 6 June

Today we celebrate What Matters to You Day 2024; an international event celebrating and encouraging meaningful conversations between those who provide care and the people/families who receive it.

To celebrate What Matters to you Day 2024 and introduce some light-hearted fun we have a film/TV programme quiz. The answers all contain the word matter(s). Use the [link](#) or QR code to access this, enjoy!

In today's 'What Matters to You' [video](#), we hear from Kristen, who shares her experience of WMTY conversations while she was a patient in Renal ward 4A at the QEUH, and Greg and Kate who work within the ward. In sharing their



experiences, they highlight how important it is to have meaningful WMTY conversations. This helped them understand who and what was important to Kristen. Since her care and treatment, Kristen has been able to return to training as a student nurse in paediatrics.



“Although I was unaware of what was going on, it was very important to me that my family were kept updated” – Kirsten.

We also hear from [Helen](#), a Staff Nurse within HMP Lowmoss. Helen shares with us information on the well person service. What matters to Helen is for patients to be provided with information and support about their chronic illness, to support them in self-managing their condition to the best of their ability, where possible.



“I feel it is important to let people know that we do care about their health” – Helen.

WMTY Day provides a time to celebrate the conversations we have had and the positive outcomes for the people we care for and their families.

We would love to hear what makes a good day at work for you, please send any stories, pictures or videos to us at person.centred@ggc.scot.nhs.uk. Remember if you are tweeting, please include #WMTY24 and tag @NHSSGCC

You can watch all the WMTY videos on [Staffnet](#).

Showcasing our staff

As we continue to showcase our Excellence Award winners, today we feature the **Better Value** joint winners, the Digital Psychological Therapies Team and the Staffbank Service Team.

The peripatetic psychological resource was reconfigured and modernised to create a centralised team who could deliver psychological therapies digitally via Near Me/Attend Anywhere to suitable patients from any team with long wait pressures. The team went live on 1 June 2023 and has been successful in



establishing systems and processes to allow them to work flexibly across multiple teams.

The Staffbank team's exceptional teamwork, adaptability and proactive initiatives in response to increased demand, workforce diversity, vaccination programmes and innovative engagement strategies, as they have continued to deliver on their own workstreams, saw them nominated for this award.

[Click here](#) to watch a video about the teams and read about all the winners [here](#).

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. We also have a longer focused session on using MS Forms. 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 18 June 12.00 – 12.40pm Register here: [Microsoft Teams | Microsoft Teams](#)
- **Creating surveys using MS Forms**
Thursday 20 June 12.00-12.40pm Register here: [Microsoft Teams | Microsoft Teams](#)
- **Capturing live feedback**
Tuesday 25 June 12.00-12.40pm Register here: [Microsoft Teams | Microsoft Teams](#)
- **Patient focus groups**

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

- **MS Forms Deeper Dive**

Tuesday 9 July 12.00-12:40pm Register here: [Microsoft Teams | Microsoft Teams](#)

Medical Peer Support Hub

The Medical Peer Support Hub is about making sure all doctors have access to emotional support from their medical family when they need it. Facilitating the confidential conversations with a trusted peer to get us all through hard times. Changes to work and training continue to make it harder for this vital support to happen organically, the Hub facilitates it for all.

We would really like to welcome more peer supporters and have secured a Medical Hub Training Day, delivered in person by our psychologists, on Tuesday 20 August, [click here](#) to register.

If you would like to access peer support be reassured the process is completely confidential. Email peer.support@ggc.scot.nhs.uk with Medical Peer Support as the title and you will be matched with a peer, the hub will contact you to confirm suitability before passing to them. Contact: Hazel.Miller2@ggc.scot.nhs.uk or Lindsay.Anderson6@nhs.scot, with any queries around peer support or becoming a peer supporter.

To find out more about Medical Peer Support, visit [Staffnet](#).

[Click here](#) for more information on peer support.

Remember, for all your latest news stories, visit the 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](#)**