

Core brief

Daily update

(7 August 2024, 3.00pm)

Topics in this Core Brief:

- Data Security Spotlight – Password security
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Data Security Spotlight – Password security

Strong passwords and password security are essential to protect the integrity of our systems and our data. Always follow our guidance [here](#) on creating strong passwords and never share your password with anyone else.

The Transport Helpdesk

As issued in [Core Brief last week](#) staff are reminded that all requests for taxis and couriers must now be made through the Transport Helpdesk. The service will be available 24 hours a day, 7 days a week.

Staff should ensure they have the following information before contacting the helpdesk:

- Pick up location
- Drop location
- MTAC Code and or Cost Code.
- Required response time with as much notice as possible.

Please use the following contact details to make a booking:

Main Transport Helpdesk number: 0141 414 6711

Email requests: ggc.transport@ggc.scot.nhs.uk

For the Transport Hub to arrange movement of items

- Phone: 0141 211 3734 or 0141 211 3674

For patient and staff transport

- 0700-1800 Mon-Friday phone: 0141 211 6437
- 1800 Mon to Fri and all weekend phone: 0141 211 3734

Highlight report from the Urgent and Unscheduled Care Oversight Board

The Oversight Board, which includes acute and HSCP representation, with planning, eHealth and communications colleagues, continues to meet monthly to progress changes and improvements to urgent and unscheduled care across NHS GGC, both for our patients and also our colleagues who continue to work tirelessly across our front doors to deliver high quality clinical care.

The latest meeting of the Programme Board took place on Wednesday, 31 July, 2024. Key highlights reported at the meeting included:

Flow Navigation Centre

A virtual pathways presentation delivered by Dr Scott Davidson highlighted a 13.79% increase in FNC activity from 2022/23 to 2023/24.

In 2022/23, the Flow Navigation Centre had 20,803 contacts with patients with a 2,868 increase to 26,671 in 2023/24.

Less patients were referred to an emergency department within the two-time frames with 3,179 referred in 22/23 and 2,515 in 23/24. This resulted in an almost 20% increase in MIU referrals.

Only 19% of all FNC contacts from June 2023 to July 2024 resulted in a referral to the emergency department with 58% referred to MIUs and 23% to an alternative pathway.

Community Focused Integrated Care

Our Home First Response Service maintained consistent performance, with 53% of patients being assessed and successfully managed without hospital admission.

Additionally, our falls pathway demonstrated a 26% non-conveyance rate by the Scottish Ambulance Service (SAS). As of July 1st, this pathway has been expanded to include frail patients, further enhancing our integrated care approach.

Online Training Sessions for Abbott FreeStyle Meters (POC Glucose/Ketone)

The NHSGGC Biochemistry Point of Care (POC) teams are pleased to be able to offer online training sessions for all staff, with a number of dates scheduled in the coming weeks. The sessions are designed to deliver training for any staff who require access to the Freestyle meters.



Dates and times for these sessions are:

Monday 4 November, 10.00am
Monday 25 November, 3.00pm
Thursday 19 December, 2.00pm

To register for a session, staff should click on the following link, select the desired session from the drop-down menu, and sign up using their .ggc or .nhs email address:

<https://app.livestorm.co/abbott-uk-hospital/nhsggc-freestyle-precision-pro-glucose-and-ketone-meter-training?type=detailed>

Please note that attendance at the session will only be registered if present for the full session – partial attendance will not be counted and staff will not be granted access to the system.

After completion of the Livestorm training session staff should arrange to complete the Glucose Training Checklist ([attached](#)) with a cascade trainer, before sending both the attendance certificate and completed checklist to the local Biochemistry POC team. The forms will then be processed and the user barcode sent out via the internal mail.

Please feel free to contact your local Biochemistry Point of Care Teams if there are any queries:

Clyde Sector - Clyde.BiochemistryPoct@ggc.scot.nhs.uk
South Sector - SouthGlasgow.BiochemistryPOCT@ggc.scot.nhs.uk
North Sector - NorthGlasgow.BiochemistryPOCT@ggc.scot.nhs.uk

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[GGC-Staffnet Hub - Home \(sharepoint.com\)](#)**



Watch Your Waste!

NHS
Greater Glasgow
and Clyde

NHSGGC Green Avengers - Saving the planet, one bin bag at a time.
Read more at: www.nhsggc.scot/watchyourwaste



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](#)