

Core brief

Daily update

(7 February 2024, 3.45pm)

Topics in this Core Brief:

- Highlight report from the Urgent and Unscheduled Care Oversight Board

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

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 NHSGGC.

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

Flow Navigation Centre

The Flow Navigation Centre (FNC) continues to maintain a high level of activity and a sustained high closure rate, which is achieved through optimising available capacity and maximising appointments.

In December 2023, 1,469 patients took part in virtual consultations (plus 247 covid medicines pathway), with 41% of patients who utilised the virtual A&E service discharged from the comfort of their own home, having received appropriate care and advice that meant they did not have to attend our EDs in person.

A further 39% attended their local Minor Injuries Unit and only 17.5% were directed to the emergency department, ultimately reducing the number of people physically presenting at our EDs. The remaining 2.5% were referred to other specialist pathways.



Redirection

Redirection work is continuing with 1,153 patients redirected in December 2023. Increasing communication to support the implementation of redirection is ongoing with support provided to teams to improve recording of outcome data that will allow the analysis of the redirection destination.

OPAT launch at Glasgow Royal Infirmary

The OPAT service for NHSGGC offers a safe and efficient service, managing patients requiring IVABx or monitoring of complex oral antibiotics. This allows the patient to be safely discharged home, if medically fit, and ensures expert Infectious Disease input into the infection.

An eight week pilot extending the current OPAT service to include a dedicated onsite service at GRI will commenced on Monday 5 February and staff are encouraged to refer eligible patients via TrakCare.

For more information please contact the OPAT service on: OPAT@ggc.scot.nhs.uk or 0141 201 6326 (66326). Opening Hours: Monday – Friday, 8.00am – 4.00pm.

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](#)**