

# Core brief

## Daily update

(8 April 2024, 11.45am)

Topics in this Core Brief:

- Highlight report from the Urgent and Unscheduled Care Oversight Board

Remember, for all your latest news stories, visit our new Staffnet Hub:  
[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, 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, 27 March, 2024. Key highlights reported at the meeting included:

### Flow Navigation Centre yearly round up

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.

GP direct access to the flow navigation centre for minor injuries is anticipated to go live in April 2024 for both in and out of hour services. This will initially focus on specific clinical presentations. Further work will then be developed in regards to improved links between the FNC and GPOOH service where urgent care is being delivered.

The review from the 23/24 period of the FNC highlighted that the 40% discharge rate had been exceeded with average discharge rate at 43.5% (last six months).

In the last six months, there was on average 410 weekly consultations in comparison to the 400 per week expectation.

### **Discharge Without Delay year round up**

Discharge without delay bundles have been rolled out to 130 adult acute DME, medical and surgical wards across eight sites. Rates of pre-noon discharges are higher in wards where this has been distributed.

In addition, rates of discharge via the discharge lounge over the past six months have increased against baseline (23.4% vs baseline of 21.3%).

### **Call Before You Convey**

The Flow Navigation centre continues to work with colleagues in the Scottish Ambulance Service to increase the use of call before convey.

From the 1 January to 29 February, the FNC has received a total of 246 SAS calls as part of Call before You Convey.

From these 246 calls, 155 were not required to attend the emergency department with 56 discharged with self-care advice following contact with the FNC.



\*\*\*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](#)