

# Core brief

## Daily update

(9 November 2023, 3.30pm)

Topics in this Core Brief:

- Listening to our patients
- Key NHSGGC clinical governance related policies reviewed and updated
- eESS – Upgrade/Payroll cut-off
- NHS Greater Glasgow and Clyde Charity Disbursement Policy

Remember, for all your latest news stories, visit our new Staffnet Hub:  
[GGC-Staffnet Hub - Home \(sharepoint.com\)](#)

## Listening to our Patients

Listening to our patients, their families and carers, and hearing about their experience of care is extremely important to NHSGGC. Care Opinion is one of the feedback mechanisms that helps us do this.

Care Opinion is an independent organisation and website, where patients, families and carers can share their feedback about their healthcare experiences ([www.careopinion.org.uk](http://www.careopinion.org.uk)). The feedback we receive provides us with the opportunity to learn from people that use our services on what is working well, and identify any areas of improvement.

Some highlights from October are shown below, with staff being the most frequently used tag to describe what was good about our services. The key themes from the word cloud are **friendliness, care and communication**.



A copy of the policy and toolkit can be found here:

<https://scottish.sharepoint.com/sites/GGC-ClinicalGovernance/SitePages/Clinical-Governance-Policy.aspx>

### **SAE Policy**

The NHSGGC Policy on the Management of Significant Adverse Events (SAE) was approved by the Corporate Management Team in September 2023. The Policy advises on the definition of a SAE and addresses the immediate action and communication following a SAE. It then focuses on the subsequent reporting, recording and review processes, including monitoring of actions.

A toolkit has been developed to support the implementation of the policy. This contains templates for all documents referred to in the policy, guides for local procedures, guidance on tools and processes, as well as key information links.

A copy of the policy and toolkit can be found here:

<https://scottish.sharepoint.com/sites/GGC-ClinicalGovernance/SitePages/Significant-Adverse-Event-Policy.aspx>

### **Clinical Quality Publication Framework**

The NHSGGC Clinical Quality Publication Framework was approved at the Board Clinical Governance Forum in October 2023. The framework aims to ensure that we are aware of the most recent Clinical Quality Publications (these are documents which seek to inform and assure clinical practice and processes); to provide assurance that the current position in relation to the publication is known; and that any actions in response to the publication can be agreed.

A copy of the framework can be found here:

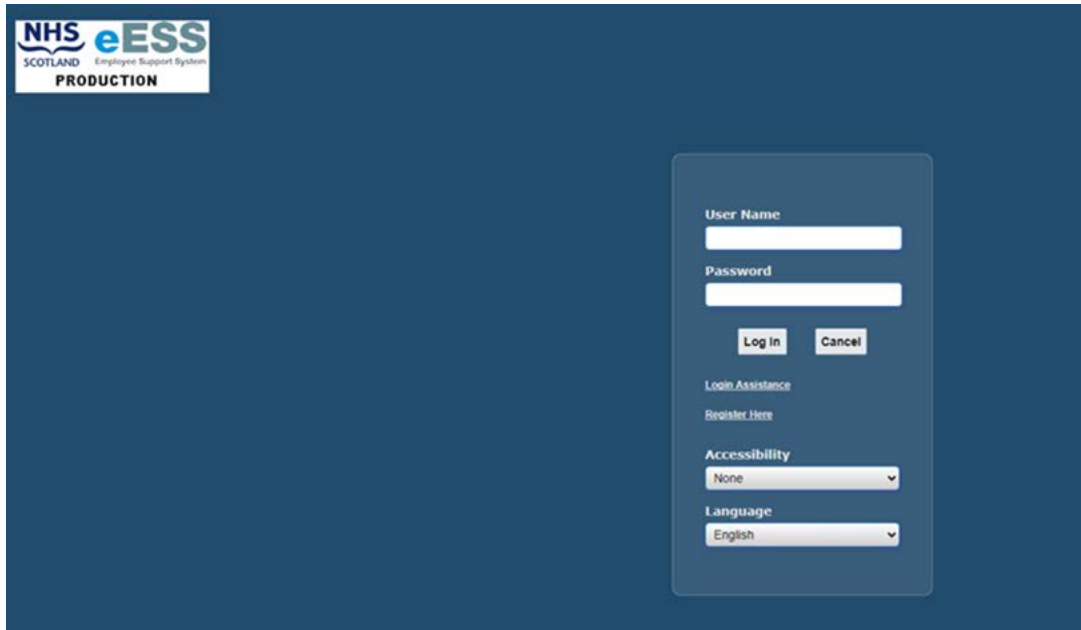
<https://scottish.sharepoint.com/sites/GGC-ClinicalGovernance/SitePages/Clinical-Quality-Publication-Framework.aspx>

### **eESS – Upgrade/Payroll cut-off**

The eESS upgrade has now been completed. If you experience any issues accessing the system, please enter <https://eess.mhs.scot.nhs.uk/> directly into Edge

**Managers are reminded that payroll cut-off is 5pm on Friday 10 November 2023.**

The new home page should look like this:



## **NHS Greater Glasgow and Clyde Charity Disbursement Policy**

NHSGGC employees may now apply for financial assistance on behalf of patients and families from third sector charities.

In accordance with the revised policy, employees seeking financial assistance must secure the full support and awareness of their line manager, section head, or director who oversees their respective area.

All applications must obtain the approval of the relevant authorising/ senior manager and will include HSCP staff.

### **Counter Fraud Services Statement**

The policy on disbursement of charitable funds has been developed in response to a case of fraud where a former health care support worker embezzled over £70,000 by submitting false claim forms to several local charities. The individual pretended to these charities that they were acting on behalf of vulnerable families and the monies were to be used for essential household items and family related emergency expenditure. The charities involved would consider each of the claims independently and authorise an appropriate amount, none of which was passed onto the families. The individual resigned prior to a disciplinary hearing.

It is important to ensure that all applications are legitimate, and that patients and families are receiving the support they need.

The updated policy can be found on the cashiers webpage within the finance directorate here: <https://scottish.sharepoint.com/sites/GGC-Cashiers/SitePages/PettyCashMH.aspx#charitable-funds-disbursement-policy>

If something isn't right, let's talk about...  
**Whistleblowing**



### Whistleblowing

This is a way you can formally raise concerns about an issue that is in the public interest, such as patient safety or suspected malpractice.

You can find out more information about the whistleblowing

process by visiting National Whistleblowing Standards | INWO ([spsa.org.uk](http://spsa.org.uk)).

To submit a formal whistleblowing concern, please email [ggc.whistleblowing@ggc.scot.nhs.uk](mailto:ggc.whistleblowing@ggc.scot.nhs.uk).



\*\*\*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](#)**