

Core brief

Daily update

(1 October 2024, 11.00am)

Topics in this Core Brief:

- Data Security Spotlight – Business Email Compromise
- Celebrate Black History Month throughout October
- Health Literacy Month

Data Security Spotlight – Business Email Compromise

A Business Email Compromise is an action a cyber-criminal undertakes to obtain access to a business email account and imitate the owner's identity. This can lead to emails coming into NHSGGC from organisations which have been compromised and in turn leading to compromise of accounts within the organisation. Please see [here](#) for further detail on how to spot this.

Celebrate Black History Month throughout October

NHSGGC, alongside colleagues from our BME Network, encourages staff to engage with this year's theme of 'Reclaiming Narratives'.

Black History Month is about taking part in open, honest, and reflective conversations. By raising BME voices, celebrating successes, and embedding equality within our organisation and wider society, we can shape a more inclusive tomorrow.

The BME Network have a range of celebrations going on throughout Black History Month and hope to meet as many of you as possible.

Please come and say hello at our stands, to hear more how the BME Network is supporting staff across NHSGGC and how you can get involved:

Stand Date	Venue
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2 October 12.00noon – 1.30pm	Gartnavel General Hospital
7 October 10.00am – 12.00noon	Inverclyde Royal Hospital
10 October 12.00noon – 2.00pm	Stobhill ACH
15 October 11.00am – 12.30pm	Queen Elizabeth University Hospital

We have a further event taking place to celebrate Black History Month. This event is currently fully booked, but please get in touch with ggc.staffexperience@ggc.scot.nhs.uk if you wish to be placed on the cancellation list.

Event	Date	Venue
Reclaiming Narratives	19 October	Roystonhill Community Hub

You can also find a range of other events for Black History Month taking place across Scotland here: [What's On — BLACK HISTORY MONTH SCOTLAND](#)

Health Literacy Month

October is Health Literacy Month and we're sharing information with staff this month to raise awareness and increase understanding.

What is Health Literacy?

Health literacy is the ability of people to act on health information to make appropriate decisions and live healthier lives.

For NHSGGC staff, it's about ensuring we communicate with our patients and their carers in the right way so they can make informed choices and enable shared decision making about their treatment and care.

Why is it important?

A person's ability to understand information and conversations around their own health or the health of someone they care for can be greatly reduced when they attend an emotional or distressing health-related consultation.

We also know that more than one in four adults in Scotland experience challenges due to their lack of literacy skills, which impacts their ability to access and receive health care information and support. The more complex the information, the harder it is to understand.

Health literacy affects us all so it's important to have the confidence to communicate with patients in a way that lets you know they understand the information you've given them.

What can I do about it?

The NHSGGC Public Health Team has prepared [a guide to understanding and improving Health Literacy](#). The guide has lots of helpful resources, including techniques such as Chunk and Check, communication advice and links to [online training](#).

Throughout October, we'll also be sharing stories from staff across NHSGGC who have used easy-to-learn Health Literacy techniques to improve patient care.

Click the links above or contact the team at perl@ggc.scot.nhs.uk to find out more and use the resources pack to back up the conversations you have with good quality information in a format that suits the person you are talking with.

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](#)**