

NHSGGC

Core Brief



Daily update

(1 October 2026, 2.45pm)

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Why does speaking up matter? We hear from Board Whistleblowing Champion Brian Auld as part of Speak Up Week

As part of Speak Up Week, we caught up with Brian Auld, NHSGGC's Board Whistleblowing Champion, to talk about why speaking up is so important:



In this short video message, Brian talks about how speaking up helps us identify risks, strengthen processes and improve services for patients and staff.

He also advises staff that if something doesn't feel right, if you see an opportunity for improvement, or if you need advice about a concern, to please seek support.

You can find information on Speak Up and associated support on [the NHSGGC website](#).

Staff can also [watch a Speak Up Week message](#) from Angela Constance, Cabinet Secretary for Health and Social Care.

Quality Community launches across NHSGGC

Register [here](#) to attend the next Quality Community Meeting.

Colleagues from across NHSGGC came together in July for the first Quality Community meeting, launching a new space for collaboration, learning and continuous improvement in support of the [Quality Strategy: Quality Everyone Everywhere](#).

The Quality Community is for EVERYONE. Quality is not separate from our day-to-day work - it is part of how we listen, learn, improve and deliver safe, effective and person-centred care across NHSGGC.

At the first meeting, participants explored the [Scottish Approach to Change](#), were introduced to NHSGGC's [Change Management Scope of Work for Quality](#) and tested [practical tools](#) designed to help teams understand problems, engage stakeholders, plan change and deliver sustainable improvement.

Initial feedback showed increased confidence in applying improvement methods and strong enthusiasm for building a connected community of practice across NHSGGC. A full summary of the event can be viewed [here](#).

Want to be involved and hear more?

We warmly invite colleagues from across NHSGGC to be part of the Quality Community - whether you are already leading improvement work, supporting change in your team, or simply interested in learning more. It is a welcoming space to connect with colleagues, share learning and help make quality part of everyday practice.

Our next meeting is on Wednesday 4 November 2026, in the QEUH Teaching and Learning Centre Lecture Theatre. We would love to see you there! Register [here](#) to attend the event, or to find out more, email: ggc.qualitystrategy@nhs.scot.

If you would like to complete your own Change Management Scope of Work for your service or project, get in touch for the template.

FAQ: Is the Quality Community the same as the QI Network?

The Quality Community is the broad movement, and the QI Network is one engagement and learning vehicle within that movement.

Quality Community	QI Network
Whole-system	Horizontal learning & sharing across boundaries
Quality management	Quality Improvement
Co-design/coproduction space to scale up successes	Building QI capability, knowledge and skills
Mobilisation of the Quality Strategy	Networking and peer support opportunities

You can be a member of both these groups, and the work of each complements the other.

NHSGGC Chair and Board Members visit GP Out of Hours services

Board members from NHS Greater Glasgow and Clyde have visited GP Out of Hours services to meet frontline teams and learn more about this aspect of urgent primary care service.

Chair of NHS Greater Glasgow and Clyde, Dr Lesley Thomson KC, and Non-Executive Board Members Dr Becky Metcalfe and Dr Morven McElroy visited GP Out of Hours staff at Caledonia House and the New Victoria Hospital.



They were joined by Director of Primary Care and GP Out of Hours Fraser McJannett, Deputy Director of Primary Care Dr Jude Marshall and Raylene Bell, Clinical Service Manager, GP Out of Hours.

The visit began at Caledonia House, where Board members met members of the GP Out of Hours leadership and operational teams. Staff provided an overview of the service and the ways in which they enable safe, effective and patient care to be delivered in evenings, overnight, weekends and Public Holidays.

The group then visited the New Victoria GP Out of Hours service, meeting frontline clinicians and support staff delivering care to patients across Glasgow.

Colleagues shared insights into the significant demand experienced by the service, explaining that on average there are 450 patient contacts per day through telephone advice, home visits and face to face consultations. The team reflected how the service can be particularly busy at weekends and on Public Holidays.

Staff also discussed the importance of patients contacting NHS 24 through 111 to access the service. By booking appointments in advance, the service can help reduce waiting

times and provide patients with greater certainty about when they will be seen.

Board members also heard about the service's commitment to workforce development, including work to train Advanced Nurse Practitioners to help support the future sustainability of urgent primary care services.

Throughout the visit, staff spoke about the opportunities and challenges facing urgent primary care and highlighted the teamwork and dedication required to meet demand.

Dr Lesley Thomson KC, Chair of NHS Greater Glasgow and Clyde, said: “Our visit provided valuable insight into the scale and complexity of the care delivered by our GP Out of Hours teams every day.

“We heard about the significant demand facing the service and the work being undertaken to ensure patients continue to receive safe, high-quality care when they need it most.

“I would like to thank all of the staff we met for their professionalism, commitment and compassion, and for the important role they play in supporting patients and communities across Greater Glasgow and Clyde.”



It's Health Literacy Month!

October is Health Literacy Month – a global campaign to help people find and understand health information.

Having good health literacy makes it easier for patients to:

- Manage health conditions
- Follow medical instructions



- Understand test results
- Participate in health discussions and decision making.

As part of Health Literacy Month, the Health Improvement team is offering free training to help you have better conversations with your patients.

You'll learn how to teach back, use simple language, use pictures, chunk and check your advice and offer help to make sure patients understand your advice.

Upcoming sessions

- Wednesday 11 November 2026: 11.15am – 12.00noon: [Introduction to Health Literacy](#)
- Monday 14 December 2026: 11.15am – 12.00noon: [Neuro-Inclusive Communication in Healthcare](#)
- Monday 22 March 2027: 11.15am – 12.00noon: [Introduction to Health Literacy](#)
- Wednesday 28 April 2027: 11.15am – 12.00noon: [Neuro-Inclusive Communication in Healthcare](#).

North East Health Visiting Service – New Contact Number

From 1 October 2026, the North East Health Visiting Service will move to a new single point of contact number.

The new number is: **0141 531 8119**

Please use this number to contact the Health Visiting Service from today (1 October 2026).

Remember, for all your latest news stories, visit the Staffnet Hub:

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



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](#)