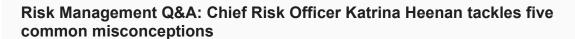**Daily update**
**(11 December 2025, 12.45pm)**

Topics in this Core Brief include:

- Risk Management Q&A: Chief Risk Officer Katrina Heenan tackles five common misconceptions
- Staff Governance Standard: Provided with a Continuously Improving and Safe Working Environment
- M8, Hillington Interchange, Major Bridge Refurbishment - Festive period restrictions



**Risk Management Q&A: Chief Risk Officer Katrina Heenan tackles five common misconceptions**

Risk Management is a vital part of our operations, strategic planning, and decision making. But with such busy roles and colleagues with different levels of experience with risk management, it can be tricky to get it right.

NHSGGC's Chief Risk Officer Katrina Heenan runs through some common misconceptions we have around how to record risks and incidents, and gives you the facts you need to manage risk and incidents effectively.

Read the full article on Staffnet.

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**Staff Governance Standard: Provided with a Continuously Improving and Safe Working Environment**

As part of our ongoing series explaining the different Staff Governance

Standard strands and how NHSGGC is meeting them, we're focusing on being *Provided with a Continuously Improving and Safe Working Environment,* the final strand.

**Why having a "Safe Working Environment" matters**
This is important because it is essential to create a safe, supportive, and healthy working environment that protects patients, service users, visitors and staff. This is also a legal requirement under the Workplace (Health, Safety and Welfare) Regulations 1992.

Our 2025 iMatter Board Report shows that the "Safe Working Environment" strand falls within the Green – Strive & Celebrate category. In particular, 'I feel my direct line manager cares about my health and wellbeing' remains the third most positively answered question within iMatter.

**Responsibilities under the Staff Governance Standard:**
Employers have a responsibility to ensure that the **Staff Governance Standard** is fully embedded across all levels of the organisation and among all staff groups.

This includes:
- Patient and staff health, safety, and wellbeing are prioritised in service design and operation.
- Monitoring, audit, risk assessment, and management arrangements are in place.
- Staff are proactively informed and supported to maintain health and manage ill health.
- A safe and acceptable environment exists for staff to speak up about wrongdoing, especially regarding patient safety.
- Equal access for all staff to confidential, high-quality occupational health and safety advice services.
- Adequate resources are allocated to implement the Occupational Health and Safety Strategic Framework locally.

Staff in turn are expected to:
- Comply with all organisational occupational health and safety requirements.
- Operate safely and effectively using appropriate aids and devices provided.
- Ensure proper use of equipment and procedures to protect their own and others' safety and wellbeing.
- Speak up about unsafe practices or workplace issues, in line with whistleblowing policy.
- Be responsible for their own health, safety, and social wellbeing, and reporting issues per the NHS Board policies.

Together, these commitments foster a safe working environment for all.
(Find out more about these responsibilities on the Staff Governance Standard webpage).

**What's happening across NHSGGC?**

NHSGGC is committed to continuously improving the health, safety and wellbeing of all patients and staff, through a range of ongoing work strands:

- [Occupational Health Service](#) – Provides specialist advice to support staff at work on all matters relating to their health and wellbeing.
- [Counselling Service](#) – Part of the Occupational Health Psychology and Wellbeing Service (OHPWS). Offers confidential emotional support and guidance for staff experiencing personal or work-related challenges.
- [Occupational Health Psychological Therapies Service](#) – Delivers specialised psychological interventions as part of the OHPWS team to help staff manage stress, anxiety, and other mental health concerns.
- The [2025-2030 Workforce Strategy](#) outlines how we will continue to support, develop, and sustain our workforce over the next five years. It sets out our vision for a safe, healthy, and inclusive workplace. The strategy is built around four pillars including a specific **Safety, Health and Wellbeing pillar which ensures staff safety, health and wellbeing is a key focus.**
- [Comprehensive Health and Safety Service](#) – Ensures compliance with health and safety regulations, risk assessments, and safe working practices across all departments.
- [Safety Health & Wellbeing (SHaW) Task Calendar](#) – A structured tool that guides departments through scheduled health and safety activities outlined in their manuals, promoting consistency and accountability.
- [A dedicated Staff Health & Wellbeing site](#) – providing a wide range of information for staff.

If you want to find out more about any of these activities, please contact [ggc.staffexperience@nhs.scot](mailto:ggc.staffexperience@nhs.scot).

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**M8, Hillington Interchange, Major Bridge Refurbishment - Festive period restrictions**

Amey, on behalf of Transport Scotland, is undertaking a major bridge refurbishment project, including rail and slip road upgrades, on the M8 at Junction 26 (Hillington Interchange). These essential works will be delivered over five phases from September 2025 until Spring 2026 and include significant repairs and upgrades to four key bridge structures, addressing vehicle parapets, structure waterproofing, safety barriers, and carriageway surfacing.

M8 slip roads associated with this maintenance will remain open between Thursday 18 December 2025 and Monday 5 January 2026.

These works will cause delays on the M8 and on diversion routes, particularly

at peak times, so please allow additional time for travel. More information is available from Amey

## Be Phishing and Vishing Aware!

**NHS** Greater Glasgow and Clyde

Phishing and Vishing are forms of social engineering, a technique used to gain access to private information, often via email. It can cause a huge amount of damage, disruption and distress. To help prevent social engineering attacks at NHSGGC and at home, **remember N.E.T.**

**No Trust**
Verify, via alternative means, the identity of those sending unexpected messages, even if the contacts are known to you.

**Educate Yourself**
Complete the Security and Threat module on LearnPro. Check online sources to see if emails, SMS messages or other forms of social engineering attacks are known or commonplace. Remember, **educating yourself can protect you** in both your work and personal life.

**Think First**
Successful attacks generally require a sense of urgency. Stop! Take a moment to reflect and investigate, this can show these attacks for what they are.

Managing technology and data safely and securely is everyone's responsibility throughout NHSGGC.
For further information, visit: **FAQ---IT-Security-v0.2.pdf**

***Staff are reminded to make sure their personal contact details are up to date on eESS.***