

# Core brief

**Daily update**  
**(11 June 2025, 2.40pm)**

Topics in this Core Brief:

- Launch of Anti-Racism Plan
- Digital Dani – Here to help resolve your IT issues!
- Carers Week 2025
- Go smoke-free this Men's Health Week

## **Launch of Anti-Racism Plan**

NHS Greater Glasgow and Clyde has launched its Anti-Racism Plan for 2025-29.

The Plan reflects our commitment to becoming a leading anti-racism organisation and outlines how we will:

- actively seek out and remove racism and discriminatory practice
- identify the systems and behaviour that are allowing this to happen
- ensure that everyone feels able to bring these to light.



We will listen to our staff and patients with lived experience of racism to determine how well we are doing this and to help shape our ongoing work.

Dr Lesley Thomson, Chair of NHSGGC, said: “Our Anti-Racism Plan is our commitment to our workforce and patients that we are dedicated to addressing inequalities and prejudice. Staff and patients have told us that racism exists in NHSGGC – this will not be tolerated and needs to change. We are identifying and taking the actions required to make that change. We are not waiting to react.”

The Plan follows guidance developed by the Scottish Government and brings together our existing anti-racism work and our planned new activities in a single document.

For more information and to read the full plan, visit our [web page](#).

## **Digital Dani – Here to help resolve your IT issues!**

We know how essential digital systems are to your day to day work, especially when you

have patients to see and work to complete. We are always working to improve our service and response to you when you need support.

That's why we are introducing Digital Dani – your dedicated tech assistant, now available for all staff via the eHelp portal via [this link](#), or the icon on your desktop.

Most of the 11,000 calls per month that IT Service Desk receive are for routine issues that can be logged via eHelp, and now Digital Dani can assist with the following:

- Update your details
- Reset your password
- Resolve EMIS Web and Microsoft 365 issues
- Find out more about helpful IT topics
- And much, much more!

Dani is available 24/7 to assist you, even on those late shifts.

It is our hope that if enough staff make use of Digital Dani, then phone calls made to the IT Service Desk for major incidents, urgent issues and more complex support can be answered quickly.

We will give the final word to Dani... “Thank you, I’m Digital Dani – a new virtual agent – available 24/7 to help. Feel free to start a chat with me any time, and I will help right away, or where possible route to the right person in the team”.

## Carers Week 2025

During this Carers week 2025 (9 - 15 June), it's crucial to recognise and support those among us who are also caring for loved ones. Balancing work commitments with caregiving responsibilities can be challenging, and it's essential that we foster an environment where everyone feels supported and valued.

We have dedicated web pages focusing on the [workforce support available](#) as well as important [external links and information](#).

In addition to this, if you are caring for someone outside of work, you can access the Carer Peer Support Hub. This initiative aims to:

- Provide a supportive space to talk about carer-specific challenges
- Offer networking opportunities to connect with others who share similar experiences
- Be a supportive, listening ear whenever it's needed.

If you would like to get in touch with a peer supporter in the Carer Hub, please email [gqc.peer.support@nhs.scot](mailto:gqc.peer.support@nhs.scot), ensuring you add 'Carers Hub' to the subject line.

Furthermore, we have established a dedicated Carers Teams channel. The primary goal of this space is to provide a platform where staff can:



Digital Dani, the **Virtual Agent**, can help with:

- ✓ Help you **update your details**
- ✓ Let you **check your existing tickets**
- ✓ Provide **knowledge** on certain topics
- ✓ Reroute you to **Live Chat**, if required, for further assistance from a live agent.

**Live Chat** can assist with:

- ✓ **Password Resets**
- ✓ **EMIS Web issues**
- ✓ **M365 issues**
- ✓ **And more!**

- Connect and engage with colleagues with caring responsibilities
- Share experiences, tips, and resources that can assist in balancing professional commitments with caregiving responsibilities
- Seek guidance and ask questions about available support routes both within and outside our organisation
- Provide feedback on your experience at work, whilst providing caring support, through an annual engagement Teams session (this allows us to understand the areas for improvement to influence forward planning).

Getting started is simple: Access the MS Teams Page using this [link](#).

Lastly, please join us on **Wednesday 25 June at 11.00am** for a **“Let’s talk about... Being a Carer Wellbeing Webinar”**. The session is open to any NHSGGC and HSCP member of staff to attend.

Please sign up using this link: [Let's talk about...Being A Carer](#) and share with colleagues who may be interested in coming along.

### **Go smoke-free this Men’s Health Week**

Men in Scotland are more likely to smoke than women but less likely to reach out for help to quit.

This #MensHealthWeek (9-15 June), we want our staff who smoke to know that all it takes is a call, click or drop-in to start your new smoke-free life.

With free support from Quit Your Way, you’re more likely to quit than going it alone.

Call us on 0141 451 6112 or email [ggc.smokefree.staff@nhs.scot](mailto:ggc.smokefree.staff@nhs.scot)

Further information on local stop smoking services can be found here or scan the QR code right.



**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](#)**