



System Reset Update (13 January 2026, 12.10pm)

System Reset 2 will run from Saturday 17th January through to Wednesday 28th January. Our collective efforts are vital as we work together to maintain safe and effective patient care.

You can access our [FAQs here for System Reset](#), and there will be regular updates to keep everyone informed.

System Reset FAQs

System Reset 2 will build on the strengths and lessons of our previous reset. By working together across Acute, Interface, HSCPs, and Whole System Flow teams, we aim to:

- Reduce unnecessary admissions and delays
- Improve patient flow and experience
- Maintain occupancy at safe levels
- Ensure timely access to care

We are strengthening what worked best during System Reset 1 - collaborative working, responsive patient reviews, and senior clinical presence, while streamlining processes and focusing on targeted actions. Every team and individual has a vital role, with clear plans and support to help us achieve our shared goals. Your wellbeing is central to this reset, and we are committed to reducing pressures and enabling you to deliver high-quality care.

More information will be made available in the coming days. Please look out for further communications and opportunities to engage.

Please continue to support each other, share in successes, and make this reset a success for patients our teams, and for the whole system.

Thank you for your commitment and teamwork.

Please see our video below from Deputy Chief Executive and Chief Operating Officer William Edwards, who explains why System Reset is so important:

<https://www.youtube.com/watch?v=BicP-LYcs6E&feature=youtu.be>



Remember, for all your latest news stories, visit the Staffnet Hub:
[GGC-Staffnet Hub - Home \(sharepoint.com\)](https://sharepoint.com)

Be Phishing and Vishing Aware!



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.

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 the [website](#)