



**Daily update  
(13 May 2026, 11.20am)**

Topics in this Core Brief:

- [Working Together Across Primary Care](#)
- [Requesting patient information in other formats and languages](#)
- [The Infection Prevention and Control Quality Improvement Network Newsletter \(IPCQIN\)](#)

## **Working Together Across Primary Care**

Today's focus is on engagement with colleagues across GP practices, community pharmacy, dental and optometry services, and wider multidisciplinary teams. The Primary Care Strategy recognises the vital contribution of these services in supporting people to access appropriate care in their communities.

Over the coming weeks and months, new materials including posters, flyers and toolkits will be shared to support clear, consistent conversations with patients and communities. These resources have been informed by staff feedback and can be found here: [Primary Care Staff Resources - NHS GGC](#).

If there are additional tools or resources that would be helpful for your service, please share your suggestions here: [Primary Care Staff Resources: Feedback & Suggestions – Fill in form](#). This feedback will help shape future materials and ongoing engagement.

## **Requesting patient information in other formats and languages**

NHS GGC has a legal obligation to ensure that staff communicate with all patients in a way they can understand. This means that we must provide any information produced by NHS GGC in a format and language that meets the patient's needs. For example, this could be large print, easy read, audio or braille as well as any spoken language and British Sign Language.

To request a translation or alternative format, complete the [request form](#) and send to the Clear to All service at [ggc.clear.toall@nhs.scot](mailto:ggc.clear.toall@nhs.scot)

Urgent requests, such as appointment letters, clinical instructions or health records for a patient in active care, should be emailed directly to [ggc.clear.toall@nhs.scot](mailto:ggc.clear.toall@nhs.scot) - the form is not required.

Clear to All aims to ensure a consistent, accurate and clear approach to providing

accessible information to patients and members of the public. For more information and to request short, informal training sessions for teams, visit our [website](#).

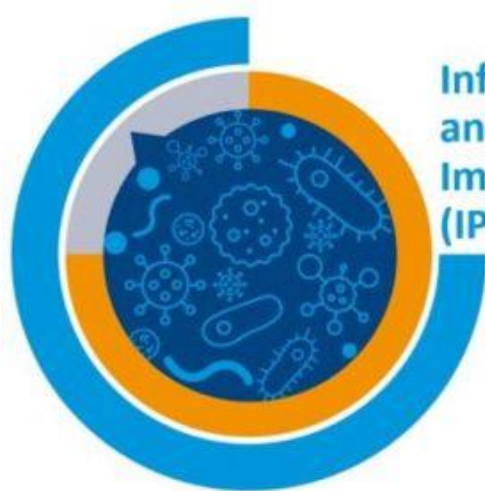
## The Infection Prevention and Control Quality Improvement Network Newsletter (IPCQIN)

[Click here](#) for the 15th issue of the IPCQIN (Infection Prevention and Control Quality Improvement Network) staff newsletter for an update on the network's progress to date.

Morag Gardner, Deputy Nurse Director Acute – Co-chair of the IPCQIN, said: I'm pleased to share the latest IPCQIN newsletter, highlighting the continued progress being made across NHSGGC to embed person-centred infection prevention and control in everyday practice. This edition reflects the strong collective focus across our workstreams, with teams continuing to deliver against the IPCQIN workplan and drive meaningful quality improvement across all sectors.

Within this issue, you will see a particular focus on hand hygiene as we mark World Hand Hygiene Day, alongside examples of practical improvements such as the rollout of outbreak poster hubs and ongoing work to enhance patient experience and education. These efforts demonstrate the commitment of our staff to delivering safe, effective care and to continuously strengthening IPC practices across our services.

Thank you to everyone involved in progressing this work and for your continued dedication to maintaining high standards of care. I hope you find this edition informative and encouraging, and as always, we welcome your feedback and any interest in getting involved with the IPCQIN.



**Infection Prevention  
and Control Quality  
Improvement Network  
(IPCQIN)**



IPCQIN Newsletter – May 2026

Our vision:

Go to this Sway

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

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