

Core brief

Daily update

(14 March 2023, 11.45am)

Topics in this Core Brief:

- New DWP Advice Service for NHSGGC Hospital Patients
- World Delirium Awareness Day – 15 March 2023
- Glasgow Bike Hire scheme – reduced NHSGGC staff rates

New DWP Advice Service for NHSGGC Hospital Patients

NHSGGC hospital patients of working age who wish to contact the Department of Work and Pensions (DWP) now have the option of quick and direct access to advice and support.

Patients aged 18-67 years can contact the special helpline to discuss benefits, appointments or any other DWP related enquiries. Staff members can also contact the helpline to alert the DWP to a patient's change of circumstance if they are unable to call themselves.

Piloted in the Queen Elizabeth University Hospital, the service has already helped many of our patients ensure that they continue to access and receive the correct benefits while in hospital.

In addition to alleviating anxiety, this has prevented actions which would have had a significant impact on patients' wellbeing, such as claims being suspended and payments being stopped.

DWP Helpline

From 12.00 – 2.00pm Monday – Friday

Anne Carr - 07920812160

Linda Gamble - 07920796431

Gordon Wallace - 07788 708753

Please note that the service is unable to assist with new benefit claims and cannot answer queries on Personal Independence Payment or Scottish Government benefits.

World Delirium Awareness Day – 15 March 2023

Eyes down, tomorrow is World Delirium Awareness Day, and we present the NHSGGC Delirium Care Bingo Card!

NHSGGC #WDAD2023 Delirium Care Bingo Scorecard

Share a joke, make it a meaningful interaction	Support someone to drink when there for another reason	Teach a colleague or a student about delirium	Look at the bowel chart and take any necessary action	Review meds and reduce anticholinergic burden
Turn off unnecessary alarms or monitors	Help someone to be up and moving as soon as possible	Recognise and praise great delirium care given by a colleague	Assess pain using non verbal cues (consider Abbey Pain Tool)	Distract someone with distress by chatting about their loved ones
Give someone a delirium information leaflet	Update the 4AT when SQID is positive	Free Space	Use TIME checklist to prompt the right delirium care	Ensure someone who is sore but struggles to ask for analgesia has it prescribed regularly
Recognise delirium as a potential cause of a fall and check 4AT	Prevent someone from getting constipated	Ask a patient or relative to complete a Getting To Know Me form	Check for urinary retention if someone is agitated	Take time to give education about delirium to a relative
Show colleagues Delirium care is important in your area	Ask about What Matters To Me and write it on their board	Ask someone with delirium about worries or hallucinations then reassure	Use music to engage with someone	Improve sleep hygiene with non pharmacological measures

The theme for the day is "Delirium is Everybody's business" and everyone who works with patients in our organisation will be able to find Delirium Care Actions on it relevant to them.

AHPs, porters, domestics, receptionists, nurses, health care support workers, security teams, doctors, clerks, pharmacists, hospital managers, and anyone else able to have a go, this is for you! Work with your team to get four corners, a straight line and of course the top prize of a full house, a demonstration of the excellent delirium care you are providing to your patients. Why not create your own action for the free space?

There are lots of awareness raising events locally, look out for stands and educators who will have the scoresheets or [print out here](#). Share your completed versions on Twitter with @NHSGGC, #WDAD2023 and #deliriumcarebingo.

In NHSGGC, TIME for Delirium Identification, Risk Reduction and Management really is Everybody's business.

Glasgow Bike Hire scheme – reduced NHSGGC staff rates

A reminder that OVO Bikes Glasgow, powered by Nextbike, is providing a limited number of discounted annual memberships for NHSGGC staff for £5, plus a £5 deposit.

The memberships will allow access to the OVO Bikes scheme in Glasgow till 31 March 2024, providing unlimited 60-minute push bike journeys as well as two 20 minute e-bike journeys every 24 hours. More information on this is available from the [Travel Plan Office pages](#).



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 [StaffNet](#)