

NHSGGC

Core Brief



Daily update
(14 November 2025, 3.20pm)

Topics in this Core Brief include:

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New sub-national planning approach for NHS Scotland announced

The Cabinet Secretary for Health and Social Care has announced a new sub-national planning approach for NHS Scotland.

This presents a significant opportunity for Boards to work together for the people of Scotland, to adapt to the challenges we collectively face, improve equity of access of services and build the foundations for the long-term sustainability of NHS Scotland.

The aim of the new approach is to make best use of the capacity that there is in our system and ensure there are no barriers to Boards working collaboratively to deliver high-quality, safe, and effective care to patients and communities across Scotland.

Whilst boards' geographic boundaries and current accountabilities will remain, Boards will now put in place two sub-national planning structures, one focused on the East of Scotland and one in the West of Scotland, building on the good joint working already in place.

All territorial NHS Boards will actively participate in new planning approach to deliver key priorities on digital care, on business systems, on emergency healthcare services and on orthopaedic elective services.

There will also be a vital role for our special health bodies in engaging and supporting this new planning approach.

The implementation of these new arrangements will be taken forward in partnership with staffside representatives.

Full details on the new planning and delivery arrangements are set out in the attached Director's Letter <https://www.publications.scot.nhs.uk/files/dl-2025-25.pdf>.

We will continue to update you as we develop these new arrangements which will provide an opportunity to work more effectively in collaboration to deliver for the people of Scotland.

Staff guidance on use of Artificial Intelligence tools

Which AI tools can I use?



Used appropriately, Artificial Intelligence (AI) can help make NHSGGC more efficient. The generative AI tools approved for use within NHSGGC are:

- Copilot Chat (Standard) – a core version that is available to all staff
- Copilot (Licensed) – available to some staff with a specific additional licence

There are other widely available generative AI tools such as ChatGPT, Gemini, Otter.ai, DeepSeek and Claude. These are **not approved for use** and if used inappropriately can compromise sensitive organisational, staff, and patient information. They have not been assessed for clinical safety, MHRA regulations for software/AI as a medical device, security compliance, geographical location of the data storage, onward sharing and secondary use of the data, and data protection legislation.

What is Copilot Chat (Standard)?

All NHSGGC staff with M365 accounts now have access to Copilot Chat (Standard), a powerful generative AI tool which can save time with research, writing, and quickly reviewing uploaded documents.

How can I access Copilot Chat (Standard)?

You can find Copilot Chat (Standard) in the left-hand toolbar in Microsoft Teams via the 'Copilot' icon or at <https://m365.cloud.microsoft/chat> in an Edge browser. Copilot Chat (Standard) will also start to appear in M365 apps like Outlook, Word, Excel and PowerPoint, allowing staff to ask Copilot about the

currently open document.

All interactions and data are processed securely when Copilot is accessed from NHSGGC devices and M365 accounts.

Where can I learn the basics?

You can catch up on training sessions and find guided learning on use of Copilot Chat (Standard) on the [dedicated Copilot Hub on StaffNet](#).

What if I have access to Copilot (Licensed)?

Some staff within NHSGGC have access to additional functionality called Copilot (Licensed). This adds advanced features and can pull data from more sources.

Staff with access to Copilot (Licensed) **have already received guidance and support** on its use and can find supplementary resources on the [Copilot Hub on StaffNet](#). If you have not been notified, use Copilot Chat (Standard).

Remember...

- Copilot Chat should only be accessed from NHSGGC devices.
- Do not use Copilot with a personal account for any work-related activities.
- Whilst Copilot is a powerful tool, it is not perfect and can make mistakes or produce outputs that are inaccurate, irrelevant, or inappropriate. You must always check and correct the outputs that Copilot generates for you before adopting as your own work.
- It is a co-pilot, not an autopilot. Copilot is designed to assist you, not replace you.
- Copilot Chat should not be used for clinical decision-making, diagnostics, or as a substitute for a healthcare professional's expertise. It is not intended to support clinical care and cannot be relied upon to inform treatment decisions, determine patient care pathways, or interpret clinical data.

Future steps on AI

Only approved AI tools may be used by NHSGGC staff and with NHSGGC data. Information on AI tools approved for use is available from [eHealth on Staffnet](#). Guidance on the approval of further AI tools is available in the [NHSGGC AI Guidance](#) which is part of the NHSGGC IT Security Acceptable Use Policy.

Approved NHSGGC eHealth and Research & Innovation projects are currently evaluating and advancing the implementation of future AI solutions and contributing to the development of AI use policy in health and social care at both NHSGGC and national levels. Further guidance will be issued as this work progresses.



NHSGGC QI Network Event: Wednesday 10 December 2025, 10.00am - 12.00pm

Come along and join colleagues from across the organisation at the next NHSGGC QI Network Event. This December event will focus on GGC colleague experiences of the **Quality and Safety Fellowship Programme** and consider the similarities between **QI Leadership and Negotiation Specialists** skills.

Everyone, everywhere in the organisation is welcome.

Please share widely with colleagues: [Link for joining on the day](#)

Our previous event on 11 September, heard inspiring stories from Barry Johnstone, Dr Gautam Ray and Shona Ballentyne as they shared their personal QI journeys.

This was followed by GGC Organisational Development and NHS Education Scotland on the support available locally and nationally around QI Leadership.

The session is available for everyone to view and was described by one attendee as *"...interesting, insightful and inspiring with a great opportunity for professions to learn and network together."*

[NHSGGC Network Event September 2025 Personal QI Journeys](#)

[NHSGGC Network Event September 2025 L&D resources and NES QI Pathways](#)

If you've never been to a GGC QI Network Events before, this is the perfect time to get connected with colleagues and celebrate the end of the year, sharing and learning together.

We can't wait to welcome you [Joining link for 10 December event](#)

Let Talk Practice Education: Newly Qualified Practitioner Pathway - Flying Start

We would like to take this opportunity to highlight the upcoming Flying Start, Day 1 study sessions, which begin this week. These sessions are an integral part of the Newly Qualified Practitioner (NQP) Pathway and are designed to support NQP's with development and building confidence in their new role.



 **Booking is open** via the [NQP Support Pathway / Flying Start Portal - NHSGGC](#), with sessions available at various sites throughout November and December.

Within the Portal, you'll also find a wealth of resources including guidance and tools to support you—whether you're an NQP yourself or you have a newly qualified colleague in your team. You will also find booking information for NQP clinical supervision, Webinars and Flying Start facilitator information sessions.

If you have any questions about the Flying Start Programme or how to access support, please don't hesitate to reach out to the Practice Education Facilitators (PEF) via [Practice Education - NHSGGC](#)

We look forward to welcoming you and supporting you on this exciting journey.

Listening to our patients

Listening to our patients, their families, and carers, and understanding their experiences of care is extremely important to NHS Greater Glasgow and Clyde. Care Opinion is one of the key ways we gather feedback to help us do this.

Care Opinion is an independent organisation and website where patients, families, and carers can share their experiences of healthcare:

www.careopinion.org.uk. The feedback we receive through this platform gives us valuable insight into what is working well and where we can improve.

Some highlights from October 2025 are shown below. Notably, “staff” was the most frequently used tag to describe what people felt was good about our services. The key themes from the word cloud reflect the care, helpfulness, and professionalism of our staff – qualities that continue to make a meaningful difference to those we care for.

- **247** patients, relatives and carers shared their feedback via Care Opinion.
- **74%** of these stories were from patients and service users.
- **79%** of feedback was positive.
- These stories have been viewed on Care Opinion **20,431 times**.

What was good about the care you received?



We offer Care Opinion Responder Training for staff within Acute Services. This 60-minute session is delivered via Microsoft Teams, with the next session scheduled for **Thursday 22 January 2026 at 2.00pm**. If you would like to become a responder on Care Opinion and have approval from your Senior Management Team. You can register here: [Care Opinion Responder Training | Meeting-Join | Microsoft Teams](#)

If you would like more information, please contact the Patient Experience Public Involvement Team for more information: ggc.patientexperience@nhs.scot

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 the [website](#)