

Core brief

Daily update

(15 February 2021, 4pm)

Topics in this Core Brief:

- Clinical Portal disruption last week

Clinical Portal disruption last week – message from eHealth

On Saturday 6th February the Clinical Portal underwent a significant upgrade onto a new software version and technical platform to improve the system for users. However, over the course of Thursday 11th and Friday 12th February, there was a significant deterioration of performance and subsequently periods of downtime between 17:00-18:00 on Thursday and again on Friday evening were required to fix these issues. During these periods, we understand that disruption was experienced by some users, for which we apologise.

Over this two day period last week, the system was investigated and tested. This resulted in some changes being made to the Portal to restore performance. Unfortunately, this critical work caused interruptions to the availability of the system. We would like to reassure staff that such work would only be carried out without prior notice if absolutely essential, as it is vital that any interruptions to critical system availability be dealt with as an immediate priority. Again, we apologise for any inconvenience and we thank you for your patience while this work was undertaken.

Please keep up-to-date with the latest guidance on our dedicated web pages at: www.nhsggc.org.uk/covid19. If you have any questions about the current situation please check the [FAQs](#) first. If you have any further questions, please email: staff.covid19@ggc.scot.nhs.uk

Staff are reminded to make sure their [personal contact details are up to date on eESS](#).

Are your contact details up-to-date? [Click here](#) to check