

Core brief

Daily update
(15 May 2025, 11.45am)

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Cyber Security: The Importance of Identity

Cyber-crime and the Threat Actors who deploy it, continue to use ever more elaborate ways of stealing an organisation's information and compromise its security. Identity based security attacks are amongst the most common cyberattacks that organisation's experience, these attacks target user credentials, such as usernames and passwords to gain unauthorised access to our systems or data.

One of the fundamental principles of security is that it is based on identity. This means that your unique identity is the key to accessing and protecting your information.

What you should do

To ensure that your identity is secure, it is essential to set your security questions using the eHelp icon on your desktop and then accessing the '**update security questions**' page.

Setting security questions helps verify your identity in case you need to recover your account or reset your password. These questions act as an additional layer of protection, ensuring that only you can access your account.

Remember, your security is our priority, but we can't do it alone. Please take a moment to set your security questions via eHelp to safeguard your identity and protect our information.

If you need any further assistance or have any questions, feel free to reach out to the IT ServiceDesk.

Health and Care (Staffing) (Scotland) Act 2019 (HCSSA)

The Health and Care (Staffing) (Scotland) Act 2019 (HCSSA) seeks to enable safe high-quality care and improved outcomes for service users by ensuring appropriate and effective levels of staffing for NHS Scotland and care service providers. The legislation was enacted on 1 April 2024 and applies across healthcare and care services.

The first NHSGGC Health Annual Report has been approved and submitted and work on the care focused reports are underway (due 30 June 2025). The NHSGGC HCSSA Programme has migrated into a Transitional Oversight Board and we will continue to support the organisation, our colleagues and develop supporting resources, and can still be contacted via:

ggc.healthcare.staffing@nhs.scot

New HCSSA Resources

To support colleagues to understand what the Act means in practise across NHSGGC, new resources continue to be developed and published on the [Health & Care \(Staffing\) \(Scotland\) Act 2019 - NHSGGC](#) web page.

In the past month, a Nursing and Midwifery Community Safe to Start process and HSCP Real Time Staffing & Risk Escalation (RTS & RE) Blueprint SOP has been published, along with Inpatient RTS & RE Blueprint SOP. The website has been expanded to include the developing resources for the Workforce Business Systems (RLD) Programme, which covers Optima eRostering, SafeCare for RTS & RE and Staffing Level Tools and Loop, the replacement communication tool for Optima and Bank systems.

There is also a short [Vlog](#) by a Lead Pharmacist in Glasgow City HSCP sharing their experience of adopting SafeCare for Real Time Staffing and Risk Escalation. To access these, along with others resources previously added go to [Health & Care \(Staffing\) \(Scotland\) Act 2019 - NHSGGC](#) web page and investigate under Resources and Guidance.

You can also complete the Informed Learning resource on Turas [here](#). If you don't find what you are looking for on our web page, please contact ggc.healthcare.staffing@nhs.scot and we will be happy to help.

You Said, We Did in action within Speech and Language Therapy

As we approach the questionnaire launch of iMatter 2025, we wanted to share an overview of a team event, organised by the Speech and Language Therapy (SLT)

service. This showcases how the team have continued the discussion about their experience at work, and developed positive action for the future.

The SLT service organised a team event following feedback through their iMatter discussions on the need for both professional development and staff wellbeing improvements of the team wanted to enhance team cohesion and promoting a positive work environment.

The day began with team building exercises, followed by afternoon sessions focussed on constructive discussions about service development and planning. The level of engagement was high, fostering open dialogue and collaboration among all staff.

Feedback from the event was overwhelmingly positive, highlighting the benefits of the team building session in enhancing team dynamics and productivity. Staff appreciated the opportunity to connect in a non-work environment, which significantly contributed to the day's success.

Overall, investing resources into activities like this not only boosts morale but also strengthens everyone's ability to deliver outstanding service.

This demonstrates why it's so important to understand the experiences of our staff, and progress improvement opportunities which will support staff going forward. Then, keep checking-in throughout the year to understand how experience has changed.

The iMatter questionnaire provides an opportunity for staff to take 10 minutes to reflect on their experience over the past 12 months, and this then informs team discussions around what has been working well and what improvements would benefit the experience of the team.

Look out for your questionnaire and take time to share your voice. Find out more on [HR Connect](#) and [Staffnet](#).

Shining a Light: NHSGGC secures Bronze at the Scottish Veterans Awards!

We're delighted to share that our commitment to the Armed Forces Community has recently been recognised at the Scottish Veterans Awards 2025. We proudly announce that NHSGGC has been awarded the Bronze level within the Health and Wellbeing category.



This incredible achievement is a testament to the collective efforts across our organisation to ensure that members of the Armed Forces

community receive the support and care they deserve. Our award submission showcased the impactful initiatives we have in place and seek to progress:

Leading the Way: Under the leadership of Julie Murray, our (now retired) NHSGGC Armed Forces and Veterans Champion, the needs of our Armed Forces community were always firmly on the organisational agenda. With the support of senior leadership, this work will continue.

Equipping Our Teams: We're now better equipped than ever to identify and understand the unique needs of our patients from the Armed Forces community. Making this a standard part of secondary care registration has already made a significant impact, with an impressive 8,395 patients declaring an armed forces connection in 2024.

Dedicated Support: The establishment of our very own NHSGGC Veterans' Support Service is a source of immense pride. This service provides crucial additional welfare support, and the heartfelt feedback speaks volumes.

Stronger Together: Our powerful partnerships, particularly with the Defence Medical Welfare Service (DMWS) are extending our reach and impact. By working together, we're providing vital mental health peer support and improving the appropriate healthcare journey for so many.

You can find out more about the DMWS service or how to make a referral, at their website: [DMWS Scotland - DMWS](#).

This Bronze Award is a reflection of the genuine difference made in the lives of the Armed Forces community. If you'd like to learn more about these initiatives or have any questions, please get in touch with us via the Staff Experience team (ggc.staffexperience@nhs.scot).

You can find out more about the awards here: [Welcome to our Winners at this years Scottish Veterans Awards 2025! - The Veterans Awards](#)

Listening to our patients

Listening to our patients, their families, and carers, and understanding their experiences of care is extremely important to NHSGGC. Care Opinion is one of the feedback mechanisms that helps us achieve this.

Care Opinion is an independent organisation and website where patients, families, and carers can share their feedback about their healthcare experiences (www.careopinion.org.uk). The feedback we receive provides us with the opportunity to learn from those who use our services, understand what is working well, and identify areas for improvement.

Some highlights from **April 2025** are shown below, with "staff" being the most frequently used tag to describe what was good about our services. The key themes from the word cloud are our staff, the care they provide and their helpfulness.

- **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 **Tuesday 19 August at 10.30am.**

If you would like to become a responder on Care Opinion and have approval from your Senior Management Team, please contact the Patient Experience Public Involvement Team for more information: gqc.patientexperience@nhs.scot

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



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](#)