

# Core brief

## Daily update

(17 July 2023, 11.40am)

Topics in this Core Brief:

- Highlight report from the Urgent and Unscheduled Care Oversight Board
- NHS Scotland Event resources

## Highlight report from the Urgent and Unscheduled Care Oversight Board

The Oversight Board, which includes acute and HSCP representation, with planning, eHealth and communications colleagues, continues to meet monthly to progress changes and improvements to urgent and unscheduled care across NHSGGC.

The latest meeting of the Programme Board took place on Friday 23 June. Key highlights reported at the meeting included:

## New patient pathways

The Outpatient Parenteral Antibiotic Therapy (OPAT) service is currently running at the highest efficiency with more people in, more people out and more early supported discharge. OPAT is fully up and running in QEUH, IRH and RAH.

The Flow Navigation Centre (FNC) continues to see high volumes of activity and sustained high closure rates, with more than 44% of patients being discharged entirely remotely.



Close working with the Patient Experience Public Involvement team to launch an automated patient experience survey following each video consultation has collected 1555 responses (increased from 1072 from the previous month) since going live on 16 February.

### **Discharge without Delay**

We have completed the rollout of the Discharge without Delay Bundle (DwD) including gap analysis which aligns to the self-assessment in 130 acute adult wards (DME, Medical, Surgical and Orthopaedics). This was accelerated and complete by the end of June 2023, brought forward from September.

Mental Health have not yet begun the DwD Bundle roll out this will be planned as part of the work plan of the group. The next phases include the remaining acute wards as well as MH.

### **Urgent Care Medical Pathways Steering Group**

Items discussed at the Urgent Care Medical Pathways Steering Group included:

- **Call Before Convey:** Call Before you Convey Transition of Care (ToR) took place on Wednesday 14<sup>th</sup> June – Friday 16<sup>th</sup> June. The ToC is currently being written up and outcomes will be shared via the redirection/signposting group and Acute/SAS Directors.
- **Care home falls pathway:** A meeting arranged for week beginning 3rd July following discussion at last Virtual Pathway meeting.
- **GP OOHs interface:** A two way referral process between GP OOHs and FNC is being explored to establish a route of direct access for both services.

### **NHS Scotland Event 2023 resources**

The resources from the NHS Scotland Event 2023 are now available on the Event [website](#). This includes filmed footage of all Plenary and Mini Plenary sessions, as well as presentations from all sessions.

This year's Event took place on Monday 19 June at the SEC in Glasgow.

The focus for this year's Event was on Recovery and Renewal of our Health and Care Services, and delegates had the opportunity to hear from a number of inspiring speakers sharing their experiences and stories from across the service, as well as describing the challenges faced over the last few years.

For more information visit: [Resources | NHS Scotland Events](#)

**Remember, for all your latest news stories, visit our new Staffnet Hub:**

**[GGC-Staffnet Hub - Home \(sharepoint.com\)](#)**

## If something isn't right, let's talk about... Whistleblowing



### Whistleblowing

This is a way you can formally raise concerns about an issue that is in the public interest, such as patient safety or suspected malpractice.

You can find out more information about the whistleblowing

process by visiting National Whistleblowing Standards | INWO ([spsa.org.uk](http://spsa.org.uk)).

To submit a formal whistleblowing concern, please email [ggc.whistleblowing@ggc.scot.nhs.uk](mailto:ggc.whistleblowing@ggc.scot.nhs.uk).



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