

# Core brief

**Daily COVID-19 update  
(19 May 2020, 3.15pm)**

Topics in this Core Brief:

- Our Black Minority Ethnic (BME) Workforce
- Give & Go
- Support and Information Service (SIS) money advice update

## **Our Black Minority Ethnic (BME) Workforce**

We understand that all our staff have been anxious and raised concerns regarding their health and wellbeing. In particular we are aware of the reports from NHS England regarding the need to better understand the impact of COVID-19 on BME staff. NHS Greater Glasgow and Clyde takes our staff members concerns seriously and we are pleased that the Scottish Government is currently working on a national approach to information and guidance on this issue.

We thank our Black Minority Ethnic Network for raising the matter directly with us and we want to provide assurance to our BME workforce that we recognise that this is an area of concern and are committed to development of guidance in Partnership providing support to any staff member who requires this.

Whilst we await further national guidance please do get in touch if you need further support. You can do this through discussions with your local manager, or by accessing a number of services as outlined below. Support is also available through your local trade union organisations.

<p><b>COVID-19 Staff Support Line for all Health and Social Care Staff</b></p> <p>All health and social care staff across the whole of Greater Glasgow and Clyde now have access to the COVID-19 confidential Staff Support line.</p>	<p>The COVID-19 Staff Support Line Telephone is: 0141 303 8968.</p> <p>You can also contact us through our staff email at: <a href="mailto:COVID19@ggc.scot.nhs.uk">COVID19@ggc.scot.nhs.uk</a></p>
<p><b>Psychological First Aid Line</b></p> <p>For hospital-based staff wishing to access psychological first aid as a result of their challenging work circumstances APSSS have developed an online provision using Attend Anywhere Technology.</p>	<p>APSSS sessions can be booked by calling 0141 277 7623.</p>
<p><b>Occupational Health Counselling Service</b></p>	<p>The Occupational Health counsellors are supporting staff that would benefit from a 'listening ear' interaction. This is available via the Occupational Health phone number: 0141 201 0600.</p>

## **Give & Go**

Patients can now look forward to receiving home comforts from family and friends while visits are restricted, thanks to a new volunteer service.

The Give & Go service means that people can drop off essentials for their loved ones and a team of volunteers and support staff will deliver them to the wards.

Items such as toiletries, clothing, mobile phones and snacks and magazines can be dropped off. Laundry can also be collected by prior arrangement with the site based service.

The service has initially been running at the Queen Elizabeth University Hospital and Glasgow Royal Infirmary and has received an extremely positive response from both patients and relatives. It has now been extended to hospital sites across NHSGGC.

Each of the hospital sites will have particular days and times the service is available. For further information, including guidance on procedures and allowed items, please [see your site specific Give & Go leaflet \(webpage\)](#).

## **Support and Information Service (SIS) money advice update**

Please note the contact details provided in yesterday's (Monday 18 May) Core Brief have been updated. For further information please contact: Gillian Harvey, Health Improvement Lead, Public Health Directorate, email: [Gillian.Harvey@ggc.scot.nhs.uk](mailto:Gillian.Harvey@ggc.scot.nhs.uk) or telephone 07970 742372.

Please keep up-to-date with the latest guidance on our dedicated web pages at: [www.nhsggc.org.uk/covid19](http://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](mailto:staff.covid19@ggc.scot.nhs.uk)

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](#)**