Daily update
(2 February 2026, 1.00pm)

Topics in this Core Brief include:
- Reporting of incidents which involve a patient
- TheChat parent resource webinar – 4 February
- Changes to MHO Contact Number – Glasgow City
- Healthcare Support Worker routes to Pre-Registration Nursing Programme (PRNP)

Reporting of incidents which involve a patient

From 30 January 2026 when reporting an incident on Datix which involves a patient you can now search for the person by CHI number and the system will auto-fill their demographic details.

This will reduce duplication, increase accuracy, and save staff time.

Logging into Datix
To retain uninterrupted access to your existing Datix access, please ensure you log into the Datix system regularly.

Please see the latest Datix Bulletin for more details and to keep up to date with the latest news and system changes: Datix Bulletin February 2026

TheChat parent resource webinar – 4 February

Join us online for a lunchtime session introducing theChat Parent Information Resource.

When: Wednesday 4 February from 12.30 - 1.30pm
Where: online (register here)

This new resource was created in response to feedback from parents and carers as part of theChat engagement in 2024, where they asked for information to support them to have meaningful conversations with children and young people about relationships and sexual health.

This webinar is aimed at those who work with or support parents and carers, with information on the resource and how to access being shared directly with parents and carers through a targeted campaign that will launch at the same time.

Changes to MHO Contact Number – Glasgow City

What is the change?
The telephone number to contact a Duty Mental Health Officer (MHO) in Glasgow City during daytime hours, Monday to Friday, will be changing to: **0141 276 5253**.

Why is this changing?
The change is intended to simplify the process to contact a Duty MHO in an emergency by reducing the current three contact numbers to one. Calls will also now be answered by a single designated Administrative Team.

When will the change take place?
The number will change on: **Monday 2 February 2026**.

Who is affected?
The change will only apply to contacting MHOs for Glasgow City HSCP. Other Local Authority areas will continue with any existing arrangements.

During what hours will this apply?
Monday to Thursday: 8.45am to 4.45pm.
Friday: 8.45am to 3.55pm.

Out of Hours/Public Holidays
These arrangements will not change. After Hours/Public Holidays calls should be directed to Glasgow and Partners Emergency Social Work services (GPESWS) on: **0300 343 1505**.

Hours for GPESWS:
- Monday to Thursday: 4.45pm to 8.45am
- Friday 3.55pm to Monday 8.45am
- Public Holidays.

Healthcare Support Worker routes to Pre-Registration Nursing Programme (PRNP)

Are you a Healthcare Support Worker (HCSW) keen to pursue a nursing qualification; or a line manager who will support a HCSW in applying?

Please see forthcoming dates for information sessions related to **HNC Healthcare Practice** and **Open University** routes to PRNP. These opportunities are supported by NHSGGC and will provide information about options available to you, as well as opportunity for Q&As. HCSWs and line managers are encouraged to attend and gain information to support HCSWs to pursue development opportunities.

Please note: Line manager support and budget holder authorisation is required for HCSWs to be accepted on to these development pathways.

2026 Open University Information Sessions – NHSGGC
2026 HNC Endorsed Information Sessions

Further information can be found at Healthcare Support Worker Portal - NHSGGC

Be Phishing and Vishing Aware!

Phishing and Vishing are forms of social engineering, a technique used to gain access to private information, often via email. It can cause a huge amount of damage, disruption and distress. To help prevent social engineering attacks at NHSGGC and at home, **remember N.E.T.**

NHS
Greater Glasgow and Clyde

No Trust
Verify, via alternative means, the identity of those sending unexpected messages, even if the contacts are known to you.

Educate Yourself
Complete the Security and Threat module on LearnPro. Check online sources to see if emails, SMS messages or other forms of social engineering attacks are known or commonplace. Remember, **educating yourself can protect you** in both your work and personal life.

Think First
Successful attacks generally require a sense of urgency. Stop! Take a moment to reflect and investigate, this can show these attacks for what they are.

Managing technology and data safely and securely is **everyone's responsibility** throughout NHSGGC.
For further information, visit: **FAQ---IT-Security-v0.2.pdf**

Staff are reminded to make sure their personal contact details are up to date on eESS.