



Daily update
(20 November 2025, 1.45pm)

Topics in this Core Brief include:

- [Risk vs Incident: Chief Risk Officer Katrina Heenan's easy guide to spot the difference](#)
- [NHSGGC, Supporting Your Safety, Recovery and Equality](#)
- [Patient Engagement and Public Involvement – Lunchtime Learning Sessions now LIVE!](#)
- [Pharmacy Distribution Centre: Non-return of totes, CD wallets and cages](#)
- [Let's Talk Practice Education: Supporting Practice Assessors and Practice Supervisors](#)

Risk vs Incident: Chief Risk Officer Katrina Heenan's easy guide to spot the difference

With Risk Management, it's important not to confuse risks with incidents.

Risk Management focuses on identifying risks that have **not yet occurred** but could happen in the future and impact our ability to deliver on our objectives.

However, Incident Management relates to events that **have already occurred**.

Katrina Heenan, Chief Risk Officer, gives you an easy way to spot the difference and some examples of risks and incidents in this short video:



While it is critical that we learn from events and identify measures to prevent future risks or incidents from occurring, it is important to understand the difference between risks and incidents, and to record them correctly. This will help ensure that near misses are reported, incidents are investigated appropriately, issues are managed through the correct reporting system e.g. for reporting of repairs required and risks can be identified and managed through Risk Registers.

Following the correct process ensures that the relevant colleagues have the required information.

You can find all our updated Risk Management guidance [on Staffnet](#).

Everyone has a role to play in risk management.

NHSGGC, Supporting Your Safety, Recovery and Equality

NHS Greater Glasgow and Clyde is pleased to share that the [Explicit Statement](#) on Special Leave for Victims of Gender-Based Violence (GBV) has now been formally agreed in partnership. This statement reinforces NHSGGC's commitment to supporting staff affected by Gender Based Violence (GBV), such as domestic abuse, sexual harassment, stalking or sexual violence.

It outlines the availability of special leave under the [Once for Scotland Special Leave Policy](#), ensuring staff have the time and space to seek support, attend appointments, and take steps toward safety and recovery. This milestone aligns with our broader efforts to foster a safe and inclusive workplace.

The Cut It Out programme continues to challenge inappropriate behaviours and promote a culture of zero tolerance towards sexual harassment and GBV. In parallel, NHSGGC is working towards achieving the [Equally Safe at Work](#) accreditation by December 2025. This national framework supports employers in advancing gender equality and preventing violence against women through improved policies, leadership and workplace culture.

We encourage all staff to familiarise themselves with the statement and to speak with their manager if they need help or support. Support to staff is available through multiple channels including your manager, trade union representatives the [NHSGGC Speak Up! Programme](#) and our [Confidential Contacts](#) service.

You are not alone, and help is available. Support and advice are available to any member of staff:

1. Line Management
2. Bully & Harassment Confidential Contacts – [Confidential Contacts - NHSGGC](#)
3. [HR Support & Advice Unit](#) – contact them via the [HR Self Service Portal](#) or calling 0141 278 2700 (Option 2) if your enquiry is urgent or you would prefer to talk to an HR Assistant.
4. You can also contact our anonymous Bullying and Harassment helpline on 0141 201 8545
5. Speak Up! - [Speak Up! - NHSGGC](#)

6. Spiritual Care Services - [Spiritual Care and Chaplaincy Service - NHSGGC](#)
7. Occupational Health Services - [Mental Health and Wellbeing - NHSGGC](#)
8. Peer Support Network - [Peer Support Network - NHSGGC](#)
9. Civility Saves Lives - [Home | Civility Saves Lives](#)
10. The SARC Service - [Turn to SARCS](#)
11. Women's Aid – [Support and Advice](#)
12. Scottish Domestic Abuse and Forced Marriage Helpline - [Here](#)
13. NHSGGC Violence Reduction Service: [Violence Reduction Service \(Health & Safety\)](#)

Patient Engagement and Public Involvement – Lunchtime Learning Sessions now LIVE!

Planning a service change? Want to better understand your patient experiences? Looking to gather real feedback or looking for help in how you can get feedback?

Join our 40-minute, drop-in Lunchtime Learning Sessions. These bite-sized sessions will introduce you into essential tools and tips for involving patients in shaping your service.

You'll leave equipped with the know-how on ways to engage with patients effectively plus insights into connecting with the Patient Experience and Public Involvement (PEPI) Team.

There are no attendance limits - bring the team!

To register, please use the links below. You can attend as many sessions as you wish.

- **12.00pm – 12.45pm, Tuesday 2 of December 2025 – Involving Public Partners**
Register here: [Lunchtime Learning - Involving Public Partners | Meeting-Join | Microsoft Teams](#)
- **12.00pm – 12.45pm, Wednesday 3 of December 2025 – How to use social media to engage with patients and communities**
Register here: [Lunchtime Learning Session - Social Media for Engagement | Meeting-Join | Microsoft Teams](#)
- **12.00pm – 12.45pm, Tuesday 9 December – Care Opinion as a tool for patient feedback.**
Register here: [Lunchtime Learning Session - Care Opinion for feedback | Meeting-Join | Microsoft Teams](#)

Pharmacy Distribution Centre: Non-return of totes, CD wallets and cages

Totes, CD wallets and cages form an important part of the Pharmacy Distribution Centre (PDC) business enabling us to deliver medicines safely



and securely to all sites within NHS Greater Glasgow and Clyde and NHS Highland (Argyll and Bute).

Annually the PDC places an order for an additional 1150 extra totes at a cost of £10k and this is a significant cost for our department which would be better invested in patient care. We have noticed a reduction in the number of totes being returned back into PDC operations and there could be a number of reasons for this e.g.

- Totes are not emptied in a timely manner
- Totes are not returned to central collection points
- Totes are used to store products other than medicines.

We ask for your help to contact your local portering teams to return totes, CD wallets and cages to either the pharmacy department or the site service yard as soon as is practical.

Without these much needed storage containers there is a risk that medicine deliveries will be delayed from the PDC. Totes in circulation are blue, green and black and of the same shape/size in the picture below.

Thank you for your assistance and co-operation.

Let's Talk Practice Education: Supporting Practice Assessors and Practice Supervisors

The Practice Education team would like to remind all staff that we offer a wide range of support and services for those supporting Nursing and Midwifery students in practice.

Our [Practice Education website](#) features a dedicated [Practice Assessor/Practice Supervisor Portal](#), packed with helpful information and tools. This portal is designed to support everyone involved in supervising and assessing learners in practice settings. You'll find:

- **Role guidance** and preparation details for becoming a Practice Assessor or Supervisor
- **CPD resources** in multiple formats, including FAQs, narrated PowerPoints, podcasts, and SWAYs
- Topics covering practical skills, attendance, rostering, and student assessment

Many resources are bite-sized and easy to access.

🔗 [Practice Supervisor and Practice Assessor Portal – NHSGGC](#)

Online Support Sessions

Practice Assessors and Supervisors can also join **online information sessions** throughout the year. Topics include:

- Practice Assessment Document
- Skills and Procedures
- Reasonable Adjustments

🔗 [Practice Supervisor/Practice Assessor CPD – NHSGGC](#)

ePAD – Student Documentation Goes Digital!

The rollout of the **electronic Practice Assessment Document (ePAD)** is underway, starting with first-year nursing students on placement in **November 2025**.

Hosted on **TURAS**, ePAD requires all Practice Supervisors (PS) and Practice Assessors (PA) to have an active professional TURAS account linked to their professional email.

The Practice Education team will provide **information sessions** via MS Teams, face-to-face, and 1:1. Details will be shared directly with individual areas.

In the meantime, check out this short, narrated PowerPoint:

🔗 [Narrated ePAD Presentation – Turas Learn](#)

Need more information?

Please connect with your [PEF/CHEF](#) for support and guidance.

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](#)