



Daily update
(20 October 2026, 2.00pm)

Topics in this Core Brief:

- [Health and care worker preferential access to FFP3 masks](#)
- [One small thing to make our workplace kinder - addressing rude behaviour](#)
- [Health Literacy Simple Language](#)

Health and care worker preferential access to FFP3 masks

Health and care worker preferential access to FFP3 masks. This guidance outlines the process line managers and staff should follow when requesting access to filtering facepiece 3 (FFP3) (respirator) masks based on personal preference.

This DL should be read in conjunction with the [National Infection Prevention and Control Manual \(NIPCM\)](#) and the [Care Home Infection Prevention and Control Manual \(CH IPCM\)](#).

Link to the DL is: [NHS Scotland - Publications](#)

One small thing to make our workplace kinder - addressing rude behaviour

In our 2026 Civility Survey, we asked you for one small thing that would help to improve kindness or civility where you work. In this series, we'll share the top themes you highlighted for us all to spread kindness across NHSGGC and our HSCPs.

Another key theme in your responses was **addressing rude behaviour**, with 70 people saying that taking accountability for incivility and changing behaviours was crucial to make a real impact.

Here were some of your comments:

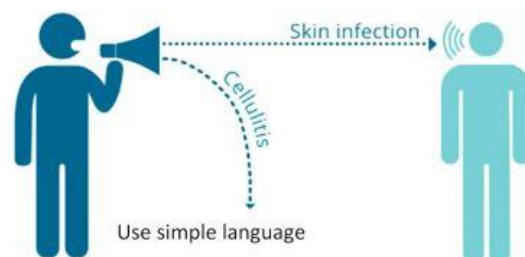
 The ability to flag up issues regarding staff being unpleasant, disrespectful or rude in a way this does not come back on the complainant. 	 Bad behaviours being challenged instead of being put down to 'that's just how they are' or 'just avoid them its easier' 	 Show that it is not acceptable behaviour, not making excuses for the behaviour, and showing you won't allow the repeated behaviour 	 A zero tolerance response to consistent disruptive or disrespectful behaviour applied to everyone in the organisation 
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If you see rude behaviour at work, and do not feel comfortable to [call it out with compassion](#), you can contact your local Civility Lead for a listening ear, advice, or to help deal with the situation. Find out more here: [Civility Saves Lives - Civility Leads](#)

Want to find out more about Civility Saves Lives? Head to [our hub on Staffnet](#) for helpful resources and information.

Health Literacy Simple Language

One of the best ways to help your patients understand your advice is to use simple language. A simple example is to say: Quit Your Way gives free help to stop smoking, rather than calling it our 'smoking cessation' service.



Simple tips like this can give you the confidence to communicate with patients and improve public health.

You can learn more about Health Literacy at our upcoming training sessions:

- Wednesday 11 November 2026: 11.15am – 12.0noon: [Introduction to Health Literacy](#)
- Monday 14 December 2026: 11.15am – 12.00noon: [Neuro-Inclusive Communication in Healthcare](#)
- Monday 22 March 2027: 11.15am – 12.00noon: [Introduction to Health Literacy](#)
- Wednesday 28 April 2027: 11.15am – 12.00noon: [Neuro-Inclusive Communication in Healthcare](#)

You can also test your own health literacy skills with our [Health Literacy Month Escape Room](#).

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](#)