

Core brief

**Daily update
(23 March 2023, 2pm)**

Topics in this Core Brief:

- Changes in how to access telephone interpreting
- World Autism Acceptance Week 27 March – 2 April
- Clinical Waste Disposal – incorrect segregation of waste
- Let's talk about ... Staff Wellbeing Webinars (20 minutes)
- Reporting salaries correctly

Changes in how to access telephone interpreting

From 1st April the contact details and access codes for our telephone interpreting service are changing. You will still be able to access the service via a mobile app as well as by telephone. New details are as follows:

By telephone, call 0330 088 2443

Using the app, download the ILClient App, free from the app store

As previous, you will need a 6-digit department code to use both options and a one-off access code for the mobile app. You will also need to access the list of language codes.

All codes will change from 1st April so please go to [NHSGGC Interpreting Service](#) to find all the information you need.

In keeping with the current protocol, telephone interpreting should now be used for all appointments under 46 minutes. This applies to all short appointments unless the patient has additional vulnerabilities or is a child over two years old.

Access to Spoken language and British Sign Language face to face interpreters remains unchanged and is still through the [NHSGGC Interpreting Service](#).

By law, we MUST provide professional interpreting support for our patients at all appointments. For in-patient stays, interpreting support must be provided at least once a day. This is paid for centrally not by individual departments or services.

Updated wall charts and supporting resources are also available from the [website](#), with hard copies currently being distributed throughout NHSGGC. For further information or resources, please go to [NHSGGC Interpreting Service](#) or email equality@ggc.scot.nhs.uk

Direct patient access to telephone interpreting

The process for patient's wishing to use telephone interpreting to contact any NHSGGC service directly is also changing from 1st April 2023.

Patients can use the telephone interpreting service to call from home and make an appointment with their GP, discuss medications with their pharmacy, book a maternity appointment or contact NHS 24.

Revised patient leaflets, explaining how to do this in over 30 languages, will be available on the [NHSGGC Interpreting Service](#) from 1st April. We would be grateful if you could ensure that your patients have the up to date version.

World Autism Acceptance Week 27 March – 2 April

Until 2021, this was known as Awareness rather than as Acceptance Week. The change was made to align with the goal of being inclusive of autistic people. Acceptance is vital for inclusion, to allow people with autism to live a life of choice and opportunity.

We have employees who live with autism who add much to our diversity and our value as an organisation. With the acceptance of diversity we create an environment where everyone can flourish.

The Staff Disability Forum is one of the three current staff lead groups established to share lived experience. [Staff Forums and Networks - NHSGGC](#)

Clinical Waste Disposal - incorrect segregation of waste

Last week a piece of metal caused a blockage in specialist machinery at the clinical waste treatment facility. This facility provides clinical waste treatment for all Health Boards in Scotland and issues such as this cause delays in waste treatment and collections, which in turn can impact clinical services.

The photo below shows one of the pieces of metal that was retrieved.



Figure 1: Metal piece that caused damage and delay in clinical waste treatment facility.



Figure 1: Non-clinical waste in orange bags.

Since February this year the clinical waste contractor has retrieved the following inappropriate items from the shredder conveyor: a prosthetic leg, a 5 foot metal stand and a desk foot stool. Large metal items or batteries in orange bags can cause damage and/or fire to the treatment equipment which may lead to financial penalties.

Please do not dispose of anything other than infectious material into orange bags.

| Do | Don't |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"> • Comply with duty of care • Only dispose of soft material in orange bags • Use appropriate containers for the disposal of batteries, sharps and other metal items. | <ul style="list-style-type: none"> • Dispose of batteries, sharps or other metal items in orange bags • Pour liquids into an orange bag • Mix orange waste stream with any other waste stream. |

Let's talk about ... Staff Wellbeing Webinars (20 minutes)

Colleagues attending the recent webinar series of Let's talk about... staff wellbeing provided fantastic feedback which we have used to build the next selection of 20 minute webinars throughout 2023. The webinars continue to focus on various topics which we know are important to personal health and wellbeing, and are delivered in a format that allows colleagues to take away top tips and share with others.

Staff feedback:

- *“Excellent series of Webinars!”*
- *“Great session - really valuable and appreciated”*
- *“A nice way to start the day thinking about your own wellbeing”*
- *“Will put the information shared to good use for a better night's sleep”*
- *“This has been super helpful. I will definitely share with the team and use the tips going forward”.*

All are welcome to come and join our NHSGGC Principal Health Psychologist, Heather Connolly and Peer Support & Wellbeing Project Officer, Asia Nicoletti. Webinars are open to all staff with easy booking access for the sessions you are interested in.

| | |
|--------------------------------------------------------------------------------------------------|---------------------------|
| Wednesday 29 March, 14:30 Let's talk about... Nutrition, Health & Wellbeing | Book here |
| Thursday 27 April, 09:30 Let's talk about... Understanding our own emotional wellbeing | Book here |
| Monday 29 May, 16:00 REPEAT: Let's talk about... Stress and tips for coping | Book here |

Reporting salaries correctly

If you complete SSTS or eESS, or are a manager responsible for staff salaries, then we want your help in ensuring that staff are paid correctly and on time.

A simple way to do this is by making sure that all leave, absence, overtime and changes to pay are recorded and authorised on time and accurately through the appropriate systems in advance of payroll deadlines.

For payroll deadlines and FAQ's visit [StaffNet](#). For information or support on particular transactions or queries you can contact the relevant teams at:

| Team or Service | Example of Queries or Support | Contact Details |
|--------------------------|-----------------------------------------------------------------------------|------------------------------------------------------------------------------------------|
| eESS | Recording changes to location, band, hours, termination of employment, etc. | HR Portal - NHS GGC HR (service-now.com) |
| HR Support & Advice Unit | Annual leave, maternity leave, terms & conditions of service, etc. | HR Portal - NHS GGC HR (service-now.com) |
| SSTS | Recording shifts, absence, overtime etc. | ssts.team@ggc.scot.nhs.uk |
| Central Bank | Shifts worked, annual leave requests etc. | staff.bank@ggc.scot.nhs.uk |
| Payroll | Other payments, payroll guidance, etc. | GGCPayrollQueries@ggc.scot.nhs.uk |
| Expenses | New claimants, insurance certificates, etc. | eExpenses@ggc.scot.nhs.uk |



Staff are reminded to make sure their [personal contact details are up to date on eESS](#).