

Core brief

Daily update
(23 May 2023, 11.00am)

Topics in this Core Brief:

- Flow Navigation Centre: Resounding positive feedback for virtual A&E service
- Update of use of the Systematic Portering Access system for requesting blood components/products
- Travel Information for Staff
- Changes to fire response from 1 July affecting NHSGCC Community and Hospital buildings

Flow Navigation Centre: Resounding positive feedback for virtual A&E service

- *98% of FNC patients would use the service again*
- *40% seen and treated entirely virtually - helping free up vital capacity at ED*

More than 1,000 patients have shared their experience of the Flow Navigation Centre's virtual A&E service as part of a new ongoing live feedback dashboard which launched in March.

The virtual A&E service, which provides video and telephone consultations for unscheduled care patients received overwhelmingly positive feedback, with 97% of users stating they would use the service again.

In total, 40% of patients were seen and treated entirely virtually, helping them avoid a trip to ED or MIU. Another 41% of patients were given an appointment at an MIU – helping manage traffic and diverting footfall away from ED while also helping the patient avoid waiting times.

Remaining patients were either asked to go to an ED (10%) or referred onto another service (9%) which could be an appointment with a specialist, GP or visit a pharmacy.

If you want to learn more about the FNC and how to promote it to your patients, please visit our website. You can also share our video resources with patients to

help them better understand how the FNC can help them: [Virtual Accident & Emergency \(A&E\) - NHSGGC](#).

Update of use of the Systematic Portering Access system for requesting blood components/products

To maintain patient safety and prevent access issues, from the end of this month, all sites will move to a single method of requesting blood components and blood products.

This will be carried out utilising the patient transport section and the changes will be implemented from **Tuesday 30 May 2023**, affecting the following sites:

- Royal Alexandra Hospital
- Inverclyde Royal Hospital
- Gartnavel General Hospital
- Glasgow Royal Infirmary

A video (approximately eight minutes) summarising the information, and giving more detail, is available via this [link](#).

Full details are available - [Click here](#).

Travel Information for Staff

We would like to remind staff of the different initiatives in place to make it cheaper, easier and more environmentally sustainable for staff to travel to and from their place of work and between sites

- Annual season tickets for First Glasgow, SPT ZoneCard and ScotRail. Staff can get the cost benefit of an annual ticket, without the initial financial commitment as the loan is repaid via salary deductions over the year
- First Glasgow also offer NHSGGC staff 10% discount on four weekly tickets. For a limited period of time, this has been increased to 20%
- Nextbike – membership for staff till 31 March 24 for £5, plus £5 deposit. This allows 60 minutes on a standard bike and two *20 minutes trips on electric bikes
- Cycle to Work scheme – tax free loan options of 6, 12, 18 & 24 months for loans up to £4000 (dependant on salary), to purchase bikes, including eBikes.

More information on all these offers can be found at [Travel Plan Office](#) pages.

Changes to fire response from 1 July affecting NHSGCC Community and Hospital buildings

From 1 July 2023, changes within Scottish Fire & Rescue Service (SFRS) policy means that they will no longer automatically attend all fire calls that have originated from the buildings' fire detection system.

Who will be affected by the change?

Many community buildings and possibly some non-sleeping hospital site buildings will be affected. The change excludes any building that is part of a sleeping risk, therefore all inpatient areas and attached buildings will still receive a SFRS attendance if the fire alarm activates.

NHSGCC has formed a Short Life Working Group to assess and adjust to any required changes to affected buildings and, where required, will assist local managers to introduce any adjustments to the present procedure.

It is critical that staff continue to place a backup call for all fire alarm activations, as reinforced during your annual fire training.

Further information and advice can be found on the Staffnet link of Fire Safety & Training Fire Safety Policy & Protocol link: [SFRS Reduced Attendance 01 July 2023](#).

Please contact the NHSGCC Fire Safety Advisors below if you have any queries, are unsure, or would like to discuss this or the work of the Short Life Working Group further.

QEUH: francis.deacon@ggc.scot.nhs.uk

IRH and RAH: allan.brown2@ggc.scot.nhs.uk

GRI: stephen.goodfellow@ggc.scot.nhs.uk and edward.gallagher2@ggc.scot.nhs.uk

GGH and West Glasgow ACH: des.keating@ggc.scot.nhs.uk and alastair.ross@ggc.scot.nhs.uk

Partnerships West: robert.dockrell@ggc.scot.nhs.uk and gerard.lyons@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](#)