**Daily update
(25 August 2020, 12.50pm)**

Topics in this Core Brief:
- Major Trauma Workbench on TrakCare
- Cyber attacks
- Adherence to guidelines

Major Trauma Workbench on TrakCare

A Major Trauma Workbench on TrakCare, which will enable staff to highlight Major Trauma patients to the Major Trauma team, has gone live today.

All staff working in the QEUH Emergency department, critical care or wards where patients are identified as having suffered a Major Trauma will be able to make a referral to this service.

Early identification and referral of patients who meet the criteria of having suffered a Major Trauma ensures that they will follow the gold standard pathway meeting Government Guidelines to ensure best outcomes for this patient group.

All patients who meet the criteria for this service will need to be referred via TrakCare. Patients who are on the Major Trauma pathway will have this helicopter icon.

Referral criteria:
- Anyone who has a significant traumatic injury, which is requiring admission to hospital which is likely to be for more than 3 days
- Exclusion: isolated single limb injuries, neck of femur fractures.

The West of Scotland Major Trauma Network will open at the QEUH in March 2021.

Click here to access the TrakCare user guide.

Cyber attacks

We are seeing an increase in cyber attacks, particularly in the form of fake emails and text messages.

It can be difficult to spot a fraudulent email or text as it may appear genuine in appearance and may even address you by your name. These emails usually contain links to websites, accompanied by a warning or threat that if you don't click the link your account may be suspended, or further details are required before something is processed. This is to encourage you to click the link, which may appear genuine at first glance.

Fraudulent text messages are also very common, and may appear genuine. Often, you are prompted to click a link, text or call a number. Similarly, fraudulent phone calls or voice messages are also designed to get you to reveal personal information.

Another form of attack is to copy popular web sites. If you click on the site you may then be tricked into providing personal information, downloading malicious software, or engage in a screen sharing session.

Legitimate use of screen sharing software will only happen in response to an IT Support Call which can be verified by contacting the IT Service Desk, asking for the caller details, verifying them in a local directory and calling them back. There will not be an unsolicited pop up message from Microsoft or any other supplier.

If you do see an unexpected pop-up message while using your computer, you should:
- disconnect the device from the network by removing the network cable (usually grey), so it is isolated and reduces the likelihood of infecting others
- take a photograph of the onscreen message (if possible) – this may provide critical information supporting incident diagnosis
- contact the service desk providing the details of the computer that has been used, and of the account that has been used – this further aids investigation, assessment of malicious activity and containment measures.

Adherence to guidelines

Thank you to all our staff who are continuing to follow the guidelines to keep us all safe.

Hand hygiene is still the single-most important thing we can do to protect ourselves and others from infection.

Social distancing rules mean that we should keep two metres apart wherever possible.

Face coverings must be worn in all public areas in our adult hospitals - unless unable to wear for medical reasons or taking a meal break (while observing social distancing).

Please keep up-to-date with the latest guidance on our dedicated web pages at: www.nhsggc.org.uk/covid19. If you have any questions about the current situation please check the FAQs first. If you have any further questions, please email: staff.covid19@ggc.scot.nhs.uk

Staff are reminded to make sure their personal contact details are up to date on eESS.
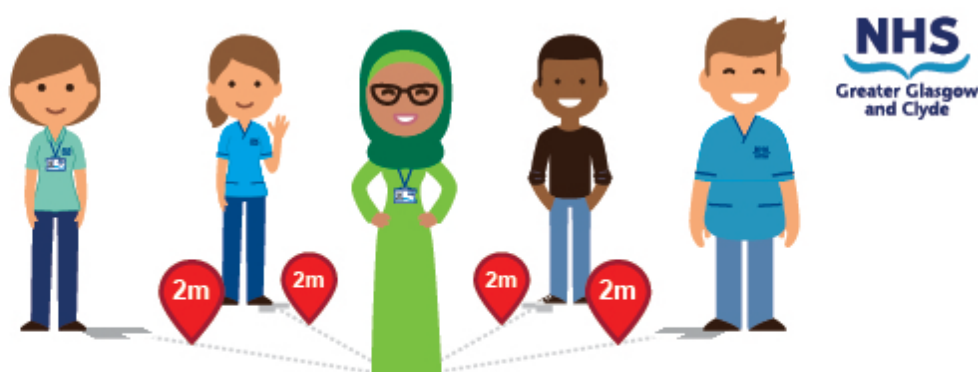
It's important to maintain the social distancing rule.
Respect personal space and keep 2 metres apart.