

# **core brief**

**Daily update**  
**(26 April 2023, 5.35pm)**

Topics in this Core Brief:

- Employee Support – Bullying, Harassment, Discrimination at Work
- Current conflict in Sudan
- NHSGGC Peer Support - Looking after Yourself and Others
- International Administration Professionals Day
- Save the date - What Matters To You (WMTY) Day: Tuesday 6 June

## **Employee Support – Bullying, Harassment, Discrimination at Work**

NHS Scotland's Workforce Bullying and Harassment Policy outlines that an employee may access a Confidential Contact or the Human Resources Department for advice, or they may choose to contact a trade union representative for support and assistance.

### **Confidential Contact**

The role of a Confidential Contact is to provide informal signposting and support to employees who perceive that they are being bullied, harassed or victimised at work, or have been accused of demonstrating bullying and harassing behaviours. They provide a listening ear, information about the bullying and harassment policy and procedures, and signposting to other more formal sources of support such as the staff counselling service or trade unions.

Confidential Contacts have been selected from areas and roles across NHSGGC and you can choose any of those listed. For further information please access [Confidential Contacts](#).

### **HR Support and Advice**

The role of Human Resources is to provide advice in line with policy. If you wish to contact the Human Resources Support and Advice Unit, the [HR Self-Service Portal](#) is available for all NHSGGC employees and external stakeholders via the link.

If your enquiry is urgent or you would prefer to talk to one of the HR Assistants please telephone 0141 278 2700 option 2.

For further support please access [Bullying and Harassment Factsheet](#).

## Current conflict in Sudan

In response to the situation in Sudan, we want to emphasise the support available to NHS Greater Glasgow and Clyde employees with connections to the country who are worried about their home, friends or family. We recognise that this will be an extremely stressful time.

We would ask that line managers and colleagues of Sudanese nationals or other employees affected by this conflict, check in with them specifically to offer support and signposting.

Our Occupational Health Service is ready to assist and can be contacted by calling 0141 201 0600 and then the staff member can select either Option 4 for the counselling team or Option 5 to speak to one of the Occupational Health Nurse.

Given the evolving situation, we will keep this under review.

## NHSGGC Peer Support - Looking after Yourself and Others

Our Peer Support Framework provides an online module, Looking after Yourself and Others, designed for all staff and structured on the following themes:

1. Understand what a normal response to stress is
2. Understand the basic elements of Psychological First Aid
3. Wellbeing - Learn how to care for ourselves
4. Peer Support - How to support our

The module is available on: Learnpro - GGC 277: Looking after Yourself and Others

[learnPro NHS - Login \(learnprouk.com\)](#) and for NHSGGC/HSCP staff and social care staff on their Local Authority learning platforms.

Further resources for staff mental health and wellbeing can be found on HR Connect [Mental Health and Wellbeing - NHSGGC](#). To find out more about Peer Support in NHSGGC please email: [peer.support@ggc.scot.nhs.uk](mailto:peer.support@ggc.scot.nhs.uk)

## Module Outline - Section 1: Understand what a normal response to stress is

- Different kinds of crises affect different people in different ways, and there is a wide range of responses that people can have.



- Most often we respond with resilience, and in ways that are designed to protect ourselves and our loved ones.
- Stress can actually improve our ability to manage a situation. Particularly when we see the source of that stress as a challenge that we are able to overcome.

## International Administration Professionals Day



Today we celebrate International Administration Professionals Day to highlight our appreciation for the dedication, commitment and hard work that our NHSGGC administration team does on a daily basis.

The day in the life of an administration professional changes day-to-day and they are key in keeping services running smoothly and ensuring the best possible patient care.

Thank you for all you do!

Click on the links below to view our fantastic administration teams across NHSGGC:

[Clyde](#)  
[Diagnostic](#)  
[North](#)  
[Regional](#)  
[South](#)  
[W&C](#)

#nhsadmin #NHSGCC #letscelebrateadmin

**Save the date - What Matters To You (WMTY) Day:  
 Tuesday 6 June**

***“Small conversations every day create the biggest change in every way. # WMTY23”***

Asking “What matters to you”? is about listening and understanding what really matters to people. This could be patients, residents or service users; family members or colleagues. When people are involved in decisions about their health and care, it can greatly improve outcomes.



What Matters To You Day is an international event aimed at encouraging and supporting meaningful conversations between care providers, the people receiving

care and the people who matter most to them. In NHSGGC this year the aim for WMTY Day 2023 is to promote the importance of having a WMTY conversation every day.

This year we will be offering the opportunity for you to join a series of mini lunchtime seminars about how to have meaningful what matters to you conversations in different contexts of care. Further information will be shared about how to join these sessions nearer to the 6 June.

There are also some WMTY resources available to help promote WMTY day and the importance of having these meaningful conversations in areas of practice where there is an active WMTY activity planned to take place. Please click [here](#) to request resources or scan the QR code right. If you have any questions, please email: [Person.centred@ggc.scot.nhs.uk](mailto:Person.centred@ggc.scot.nhs.uk).



**If something isn't right, talk to...**  
**Health, Wellbeing and Spiritual Support**



Occupational Health	Chaplaincy Service
If you are experiencing health and wellbeing issues, our occupational health team, including our clinical psychologists will support you when you need it most.	The service is there to provide compassionate, person-centred spiritual and wellbeing support to staff from all backgrounds, faiths or beliefs.



\*\*\*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](#)