

core brief

Daily update
(27 April 2023, 10.30am)

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Urgent and Unscheduled Care (UUC) Oversight Board summary

To help inform all staff on changes and improvements to urgent and unscheduled care across NHSGGC, the work of the UUC Oversight Board will be shared through the core brief every month.

The UUC met on Friday 21 April. Key updates included:

Flow Navigation Centre update (virtual A&E)

- The FNC saw 1,975 patients in March.
- Nearly half (45%) of all referrals were seen and discharged following an FNC consultation with no further care required.
- More than 1/3 of FNC patients resulted in a scheduled MIU attendance, helping minimise patient waiting time and diverting traffic from ED.
- Overwhelming positive patient experience: The latest FNC feedback figures reveal 99% of patients referred through would use the virtual A&E service again.
- Video first approach: In March, just under 90% of FNC consultations took place via Near Me (video consultation).

Community Focus Integrated Care including Hospital at Home, Home First, and Falls/Frailty

- Falls pathway: more work being done to maximise the pathway which has been rolled out across all partnerships. Ongoing work with SAS continues to raise awareness of the new pathway.

- Hospital at Home: 1861 bed days have been saved since February 2022, with 387 patients benefitting so far.
- Home First response: Continues to grow, with teams exceeding target of 20% of patients assessed and discharged at ED instead of being admitted.

Discharge Without Delay

- New dashboard rollout helping capture data and more effectively plan for patient discharge.
- Day of Care Audit – action plan developed to address recurring themes within previous Day of Care Audit.
- Pre-noon discharges – demonstrating gradual improvement against 15% baseline.
- Accuracy of planned date of discharge (PDD) above baseline across NHSGGC.

Rapid Acute Assessment

- Continuous Flow Model now rolled out across QEUH, GRI, RAH and IRH
- Short stay pathways under review to improve processes

Two working groups established to assess same day discharge opportunities at the front door, and diagnostic demand management and waiting times.

Scottish Learning Disability Week 2023 – 1-7 May

Every year NHSGGC, our HSCPs and other partners make an important note in our diaries to celebrate and take part in activities related to Scottish Learning Disability Week. This year is no different with the theme being 'Lead to Change'. Alongside celebrating the many ways services and the lives of people with learning disabilities have improved, the week of events is also about striving for better and making sure we continue to work with people to make a difference to what matters to them. We are all leaders and we can lead on positive change in lots of ways whether that be at a strategic or management level or in working with people directly.

There will be a number of activities going on next week and we would encourage all staff from all services to take a moment to think about how we can continue to make sure our services recognise the specific needs of people with learning disabilities. You can find out more from our colleagues at SCLD ([Scottish Learning Disability Week - SCLD](#)), your colleagues at learning disability services and what you can do to raise awareness in your service.

NHSGGC Reading Challenge

The NHSGGC Reading Challenge celebrates its 10th anniversary this year. The Challenge is open to all NHSGGC staff and to anyone who works within a



partner organisation. Read and review between three and 48 books - be that print books, ebooks, audio books, graphic novels, poetry or plays - of your choice, within six months and get an award for it. The Challenge is linked to your KSF, encourages you to read more, improves literacy, improves learning and helps to reduce stress.



The Reading Challenge starts on the 2 May 2023 and runs until 31 October 2023. To sign up register [here](#) or scan this QR Code.

Carolyn McDonald, Chief Allied Health Professional Officer, visits NHSGGC

The AHP Director, Fiona Smith, welcomed Carolyn McDonald, Chief Allied Health Professional Officer for Scottish Government, to NHSGGC on Tuesday (25 April). The visit enabled the NHSGGC AHP teams to



demonstrate transformation, best practice and innovation across a variety of NHSGGC service areas in the delivery of patient centred care.

Multidisciplinary team working and the added value all AHP professions contribute to patient care and outcomes, were the strong messaging of the day. This was demonstrated across Frailty networks, major trauma unit and the RHC Therapies Hub on the QEUH campus. At Stobhill Campus, Skye House, the Child and Adolescent Mental Health teams and Occupational Therapists demonstrated nationally innovative roles across infant, child and adolescent mental health, prison services and vocational rehabilitation.

Carolyn said: "I was inspired by the information that was shared by the AHPs across all of the teams I encountered and have lots to report into Scottish Government programmes reflecting the work and initiatives being undertaken in Greater Glasgow and Clyde."

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

If something isn't right, let's talk about...
Whistleblowing



Whistleblowing

This is a way you can formally raise concerns about an issue that is in the public interest, such as patient safety or suspected malpractice.
You can find out more information about the whistleblowing process by visiting National Whistleblowing Standards | INWO (spsa.org.uk).
To submit a formal whistleblowing concern, please email ggc.whistleblowing@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](#)