Daily update
(29 July 2024, 3.55pm)

Topics in this Core Brief:

- 2024 Communications channel audit – Help inform how we communicate with you
- Changes to Taxi and Courier requests from Monday 5 August
- Looking after yourself and others – next session 6 August
- The Red Day Review process is changing
- Staff Mindfulness Programme - Starting 20 August 2024

Data Security Spotlight – Business Email Compromise

A Business Email Compromise is an action a cyber-criminal undertakes to obtain access to a business email account and imitate the owner's identity. This can lead to emails coming into NHSGGC from organisations which have been compromised and in turn leading to compromise of accounts within the organisation. Please see here for further detail on how to spot this.

2024 Communications channel audit – Help inform how we communicate with you

As part of our commitment to communicating effectively with staff, we have launched a communications audit survey to help provide insight and feedback into how we communicate and what we can do to improve the way we engage with staff across different channels.

The survey should take no longer than five minutes and all staff are encouraged to feedback via the link below.

https://link.webropolsurveys.com/S/B99A68E3EA632623

Changes to Taxi and Courier requests from Monday 5 August

As part of our Sustainability and Value Programme within NHSGGC we have developed a new 6-month pilot to reduce and minimise use and spend on external taxi and courier services.

From Monday 5 August, all requests for taxis and couriers must be made through the Transport Helpdesk. The service will be available 24 hours a day, 7 days a week.

If you wish to request either a taxi or courier, from 5 August, please use the following contact details:

Main Transport Helpdesk number: 0141 414 6711
Email requests: ggc.transport@ggc.scot.nhs.uk

For the Transport Hub to arrange movement of items
- Phone: 0141 211 3734 or 0141 211 3674

For patient and staff transport
- 0700-1800 Mon-Friday phone: 0141 211 6437
- 1800 Mon to Fri and all weekend phone: 0141 211 3734

Authorisations currently in place for contacting taxis/couriers directly will be removed, with the transport helpdesk staff being the only staff members who can arrange taxi/courier journeys directly.

All taxis/couriers have been notified of booking process changes from 5 August 2024 therefore no direct bookings will be accepted.

Looking after yourself and others – next session 6 August

Many of our staff have already participated in our 'Looking after yourself and others' sessions and learned valuable tips on self-care, stress management and simple, yet effective techniques to boost yours and others wellbeing.

Our recent attendees have said: "it was very good and helped me to alleviate my stress", "it was a really effective session and my tension levels really went down".

The Peer Support team are delivering an interactive 45-minute live online session at **12noon on Tuesday 6 August**, follow in the steps of your colleagues and join us!

Book your spot now

Other dates and sessions are available and can be booked under the section *Level 1: Looking after yourself and others* on the [Peer Support webpage](#)

For any question or queries please contact peer.support@ggc.scot.nhs.uk or visit [Peer Support Network - NHSGGC](#)

The Red Day Review process is changing

From the **5 August 2024** all healthcare acquired grade 2 and above pressure damage should be referred to Tissue Viability. This will now include the foot and ankle. Your usual referral process to the Tissue Viabilty service will remain unchanged.

Referrals should still be made to Podiatry for all other foot and ankle wounds including inherited pressure damage.

Further information can be found on SharePoint.

Staff Mindfulness Programme - Starting 20 August 2024

Mindfulness has been shown to be effective for reducing stress in the workplace. NHSGGC is committed to supporting mindfulness approaches with staff, to enable them to gain skills and knowledge about stress management.

We offer a progressing three stage programme:
Stage 1: Mindfulness Tiny Habits
Stage 2: Mindfulness Based Stress Reduction
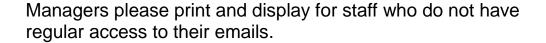Stage 3: Maintaining a Mindfulness Practice

To access the eight week Mindfulness Based Stress Reduction course, staff need to first attend the three week Mindfulness Tiny Habits course.

Stage 1: Mindfulness Tiny Habits
Staff will be supported to develop mindfulness habits over a **three week period** by experienced mindfulness facilitators, who are also NHSGGC staff. This will offer an opportunity to get an initial feel of how mindfulness might be of benefit, and to explore how mindfulness might fit in to your day.

Staff will meet with the mindfulness tutor online using the Teams programme once a week to discuss their experience, providing an opportunity to establish a regular practice.

There are still places available for Stage 1 Mindfulness Tiny Habits. To book your place please use the link https://link.webropol.com/s/mindfulnessblock4aug2024 or click on the QR code right.

Managers please print and display for staff who do not have regular access to their emails.

Remember, for all your latest news stories, visit the Staffnet Hub:
GGC-Staffnet Hub - Home (sharepoint.com)

Be Phishing and Vishing Aware!

NHS Greater Glasgow and Clyde

Phishing and Vishing are forms of social engineering, a technique used to gain access to private information, often via email. It can cause a huge amount of damage, disruption and distress. To help prevent social engineering attacks at NHSGGC and at home, remember N.E.T.

No Trust
Verify, via alternative means, the identity of those sending unexpected messages, even if the contacts are known to you.

Educate Yourself
Complete the Security and Threat module on LearnPro. Check online sources to see if emails, SMS messages or other forms of social engineering attacks are known or commonplace. Remember, **educating yourself can protect you** in both your work and personal life.

Think First
Successful attacks generally **require a sense of urgency.** Stop! Take a moment to reflect and investigate, this can show these attacks for what they are.

Managing technology and data safely and securely is **everyone's responsibility** throughout NHSGGC. For further information, visit: **FAQ---IT-Security-v0.2.pdf**

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 website