

Core brief

Daily update

(3 July 2024, 2.30pm)

Topics in this Core Brief:

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- Share your views!
- Glasgow Charing Cross roadworks: 8 July – 2 December 2024

Data Security Spotlight – Confidentiality

Inappropriate Disclosure of data can result in a data breach and can cause distress to those involved. Please ensure data being provided to individual staff or patients, e.g. discharge letters, test results or reports, is checked thoroughly to ensure it does not include information or documents relating to others. NHSGGC data breach policy can be found [here](#).

Freedom of Information

NHSGGC is required to comply with the Freedom of Information (Scotland) Act 2002 (FOI), which legally requires us to respond to information requests from the public within 20 working days. Many staff across acute, partnership and corporate sites have a critical role to play in supporting this requirement by locating, preparing and providing information to the FOI team.

An FOI [procedure](#) is in operation so that everyone involved in the process is clear on what they are required to do and by when in order to help NHSGGC meet its legal timescales in responding to information requests. All staff are encouraged to

familiarise themselves with this procedure should they be required to assist their management team.

Staff are also encouraged to complete the [LearnPro Module on Freedom of Information](#).

Should any staff have any questions about Freedom of Information then they are welcome to contact the team on: FOI@ggc.scot.nhs.uk.

Support for staff affected by International Events

We know this continues to be a difficult time for all those affected by the conflict in the Middle East. [The message shared by Caroline Lamb](#), Chief Executive of NHS Scotland, provides a range of wellbeing and support resources all staff can access.

As well as the national support in place, we encourage any staff affected by the crisis to seek support through our [psychological support services](#), our [peer support network](#), or, to access our range of wellbeing webinars.

You may also find support from our [Spiritual Care Service](#), which is there to offer a listening ear for any member of staff who comes to us with a need to be heard, to be supported, to sometimes be signposted to other appropriate services with consent. They provide confidential, compassionate care that helps staff, students and volunteers to cope when life is particularly challenging and bereavement support may be the focused need for those personally affected by conflict and war. Our NHSGGC sanctuaries are not religious spaces, they are neutral places open to everyone to use and respect, for whatever reason you may need to 'take time out' to sit in the peace and quiet they provide.

As highlighted by Caroline Lamb, we know that these situations can lead to increases in harassment related to race, ethnicity or religious belief. Abuse, bullying or harassment are unacceptable and will not be tolerated. You can find out more about how to raise issues relating to bullying and harassment on our [speak up page](#), including getting anonymous and confidential advice via our bullying and harassment helpline on 0141 201 8545.

Launch of Module 2 - Supporting a Positive Patient Experience: Dealing with Difficult Conversations

The Professional Administration Transformation (PAT) Programme and the Learning and Education Team have now developed a Supporting a Positive Patient Experience LearnPro Module: Dealing with Difficult Conversations (Part 2.)

This module can be found under Role Specific Modules: **GGC 287: Supporting a Positive Patient Experience: Dealing with Difficult Conversations**

Part 2 Learning Outcomes

- Identify why positive communication is a key factor when assisting our customers
- Identify strategies that can be implemented to enable a better experience when dealing with different situations on the telephone
- Summarise how some practical considerations can be established and used to enable and support improved communication
- Identify appropriate well-being resources that are available to support staff as part of their roles
- Develop a personal action plan for discussion with your line manager, that identifies how the learning from this session will be incorporated into your working practices

This is a role specific mandatory module that should be completed by all staff as it will provide essential knowledge on how best to communicate and deal with difficult conversations.

[Click here to access LearnPro.](#)

Share your views!

Did you know that clinical waste disposal can cost up to seven times more than other types of waste? Or that carbon emissions can be as much as 10 times higher?

Our Watch Your Waste campaign has been running for six months and we want to hear your thoughts and feedback on the campaign. Over the last few months, we've visited different sites and our eye-catching campaign materials have been a real talking point! We want to know if they have influenced you to make better choices around clinical waste disposal, and what we can all do to keep sharing this important message.



Please come along to our short online staff session where we'll share what we've heard from staff so far, hear your thoughts and suggestions for the campaign and answer any questions. The date is:

Friday 12 July, 12.30pm – 1.00pm online via Teams.

If you'd like to attend please email: Kevin.Torbet@ggc.scot.nhs.uk and we'll add your name to the meeting invitation.

Glasgow Charing Cross roadworks: 8 July – 2 December 2024

Transport Scotland and Glasgow City Council are carrying out major roadworks in the Charing Cross area of Glasgow from 8 July – 2 December 2024. This will result in road closures, diversions, and restrictions on several roads in the area, including slip roads to and from the M8 motorway. Delays are to be expected, so please allow extra time if you require to travel through this area and if possible, please consider an alternative route. More information is available from [Glasgow City Council](#).

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

Getting the right care is as easy as ABC

A
Ask yourself
Do I need to go out?
For information on treating minor illnesses and injuries from home, go to **NHS inform** or download the **NHS 24 App**.

B
Be aware
There is help on your doorstep.
Your local **GP, pharmacy, dental practice** and **optician** offer a range of services.

C
Call 111
If it's urgent, or you're unsure, call **NHS 24** on **111**.
They'll get you the care you need.

Unless it's an emergency - think ABC before visiting A&E.
For more information: www.nhsggc.scot/rcrp

NHS Greater Glasgow and Clyde

QR code

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](#)