



**Daily update**  
**(3 October 2025, 3.25pm)**

Topics in this Core Brief include:

- Speak Up Week 2025 – Listen, Act, Build Trust
- Support for staff affected by national and international events
- Six Week Kindness Challenge: Week 1 - Recognise and celebrate your colleagues
- Better patient conversations = better patient outcomes
- Global Diversity Awareness Month – resources and training for cultural awareness
- SPT ZoneCard prices reduced

### **Speak Up Week 2025 – Listen, Act, Build Trust**

As Speak Up Week (Monday 29 September – Friday 3 October) comes to a close, we hear from Chair, Dr Lesley Thomson KC, she said: “In closing out what has been a successful Speak Up! Week, as Board Chair, I wanted to offer my assurance to colleagues that my focus is firmly on culture – because it is integral to everything that we do.



“A great deal of work is already underway in this space, including the introduction of the People Committee, plans for a Culture Hackathon later this year, and a dedicated Board Seminar to help us reflect and learn together. Alongside these initiatives, we are continuing our engagement around Speak Up. We want every colleague to feel confident that they will be heard and that concerns will be acted upon. Speak to us – we are listening, and we will act.”

For more information on Speak Up, visit the [website](#).

### **Support for staff affected by national and international events**

We recognise that this can be a difficult time for anyone affected by current events. With this in mind, we want to assure staff that there is support available, both at a national level and through our local services.

These include the [National Wellbeing Hub](#) which provides a range of advice and support, the National Wellbeing Helpline (0800 111 4191) which offers a 24/7 compassionate listening service, and confidential mental health treatment available through the [Workforce Specialist Service](#).

As well as the national support in place, we encourage any staff affected by events in the news 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 international events.

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.

We recognise that when distressing events occur, feelings can run high among staff and many of the people we treat and care for. We appreciate your understanding and continued professionalism at such a challenging time.



### **Six Week Kindness Challenge: Week 1 - Recognise and celebrate your colleagues**

As we build up to World Kindness Day on 13 November, we invite colleagues to join us in our [Six Week Kindness Challenge](#).

Our first challenge is to nominate a colleague to be recognised as part of our World Kindness Day celebrations!

This could be someone who always brightens your day with a cup of tea and a biscuit, a person who went above and beyond to help you at a tough time, or someone who is always there for you and your team as a kind and compassionate colleague.

You can [submit your nomination now using this online form](#), or the QR code below, where you can share your reasons and stories to help us recognise their positive impact. There is also an option to submit a video as part of your nomination, telling us exactly why they deserve to be recognised.



We will be shouting out these members of staff around World Kindness Day, and there could even be some prizes in store for the winners...

The deadline is **Friday 31 October**, so make sure to get your nominations in before Halloween (or you might get a fright when submissions close)!

We also encourage you to tell your colleagues that you appreciate them this week – it's always nice to feel valued!

### **Better patient conversations = better patient outcomes**

Looking to have more empowering conversations with your patients? Want your patients to understand the Benefits, Risks, Alternatives or what happens if they do nothing with your treatment and advice?

Take part in Health Literacy Training and help give your patients better understanding and engagement with their healthcare.



As part of the Board's annual Health Literacy Month campaign, NHS Scotland Library and Knowledge Services are running three FREE training sessions, starting Tuesday 7 October, giving you the skills to empower patients to be more involved in decisions about their support and treatment.

Health Literacy is about making sure people can access, understand and follow health advice - and feel confident enough to ask questions when they don't. The training will ensure you're ready to answer those questions, and prompt them from your patients if they seem unsure.

#### **Upcoming Sessions (7–9 October):**

- **Introduction to health literacy** - 7 October 10:00-10:45
- **Finding reliable health information** - 7 October 14:00-14:45
- **Misinformation, disinformation and Fake News** - 8 October 10:00-10:45
- **Communicating health information workshop** - 8 October 14:00-14:45
- **Health literacy in practice** - 9 October 14:00-14:45

As the board moves in its new direction to listen, learn and transform, be part of the journey and sign up for [Think, check, understand: navigating health information](#).

Want more information on Health Literacy? [Access our Microsoft Sway](#).

### **Global Diversity Awareness Month – resources and training for cultural awareness**

October marks Global Diversity Awareness Month, celebrating all the ways our different ethnicities, cultures, heritages, experiences, abilities, and other attributes contribute to a more dynamic, innovative, and efficient workplace.

As part of this, the Medical Wellbeing Group has shared some useful resources on cultural awareness and humility for staff:

- A short video by Professor Mo Al-Haddad, focusing on inter-cultural competences and working in multi-cultural teams: [watch on YouTube](#)

- Cultural Humility LearnPro module for anyone wanting to know more: [Cultural humility | Turas | Learn \(nhs.scot\)](#)

## SPT ZoneCard prices reduced

As a result of the withdrawal of peak time rail fares, from 5 October 2025 SPT are revising the price of ZoneCard tickets. This will mean the majority of ZoneCard tickets will be cheaper, including annual tickets that staff can purchase and repay via salary deductions. ZoneCard allows travel on rail, bus and subway across a large geographical area, so is a flexible option for staff who need to travel on different modes. More information is available from the [Travel Plan Office](#)

**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](http://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](#)**