

core brief

Daily update
(5 August 2025, 12.30pm)

Transforming Together

NHSGGC has embarked on a new chapter and is taking forward a major improvement programme – Transforming Together. Over the next three years, this ambitious programme will transform our services to deliver a sustainable, high-performing health and social care system that can meet the demands and needs of our population.

Aligning with the national agenda, five principles will shape our plans:

- Prevention - preventing illness occurring in the first place and focusing on early detection and supporting those living with long-term conditions.
- People – empowering patients to be more in charge of their care and more involved in the decisions about their support and treatment.
- Community – shifting the balance of care to make it be easier for people to access services and a broader range of treatments closer to home.
- Population - planning services around the needs of our populations and not according to administrative or geographical boundaries.
- Digital – using technology to improve people’s access to modern, joined-up and efficient services.

Priorities for change

Within NHSGGC, an early priority is the implementation of Interface Care, a new Division which will lead and direct the strategic development of our Interface Care services through the establishment of:

- An FNC+ care model
- A new Virtual Hospital (supporting 1,000 virtual beds and clinics)
- Electronic Triage at our front doors
- New Rapid Assessment and Care (RAaC) units at our front doors

The FNC+ will be an enhanced version of the Flow Navigation Centre, offering additional capabilities and support for managing patient flow, all powered by technology and innovation. Although the FNC+ is based at QEUH, it will act as the

central hub to manage patient flow throughout our whole NHSGGC system, and will develop more proactive pathways and better use of our resources.

Staff voices

A series of Hackathons are currently underway to bring together our staff to plan and design future patient pathways.

Our second Hackathon which took place in July set out initial pathways that will be developed for patients using the opportunities available from digital and virtual care, and a new expanded FNC+ model.

Professor Jann Gardner, Chief Executive, said: "I want to say a huge thanks to all those who contributed to our Hackathon 2. On the day 120 people came together with ambition and energy to begin to set out the key initial pathways. Eight pathways were defined and many more were discussed.

"The next step is to turn this vision into reality. To those of you getting involved, please keep leaning in as your voice is so important."



Further hackathons will take place as we work at pace to redesign our services and realise the benefits from the opportunities of technology and innovation. Watch out for more information, including details of Hackathon 3 which is taking place in September.

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

Be Phishing and Vishing Aware!

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.

NHS
Greater Glasgow and Clyde

No Trust	Educate Yourself	Think First
Verify, via alternative means, the identity of those sending unexpected messages, even if the contacts are known to you.	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.	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](#)