



**Daily update
(5 May 2026, 9.40am)**

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iMatter – launching soon

It's almost time to share your thoughts on your experience at work through the iMatter questionnaire.



There's one week to go until Cohort 1 launches (11 May), with Cohort 2 launching one week later (18 May).

Your feedback helps inform team discussions and local improvements — please look out for your link from Webropol and take part.

Your voice really matters. Please read our [Board Staff Experience Plan](#), which was developed based on your feedback last year.

Fraud Awareness: Summary of learning themes and real life examples of fraud - Part 1

From March 2026, the Fraud Awareness module became mandatory for all NHS Scotland employees, and this is ready for you to complete on your LearnPro account.

The module covers these main points:

1. Defining the term fraud, with reference to the three elements of fraud and the fraud triangle.
2. Explaining how fraud is investigated in Scotland and the consequences of committing fraud.
3. How to report suspected fraud.

Unfortunately, there will always be fraud in any organisation but it's important to remember that finding fraud is a good thing. This means we aren't shying away from fraud risks and we are being proactive in collaborating to help prevent, detect and respond to fraud. A real-world example of fraud in NHS Scotland is given below.

Case Study - Bribery and Corruption

A Telecommunications Co-ordinator was responsible for managing administrative support for all voice telecommunication provisions within a health board. This included the procurement of equipment, services, and maintenance.

A Counter Fraud Services (CFS) investigation established that the Co-ordinator had an unprofessional relationship with the Director of one of the Board's telecommunications suppliers for nearly three years whilst offering insights into the contracts to the value of circa £135,000.

The investigation found that the subject had accepted gifts, gratuities, and hospitality from the supplier, which exceeded the levels permitted under the Board's Standing Financial Instructions. These were not declared, as required.

Additionally, the subject disclosed privileged commercial information to the supplier. This included details about other telecommunications contractors engaged with the Board, as well as confidential information relating to tenders in which the supplier was involved.

This case formed part of a wider investigation where two Directors of the telecommunications company were found to be offering employees in several Health Boards gifts, gratuities, and hospitality. As a result, the Directors and two other men were sentenced to a combined total of 29 years for fraud, bribery, and corruption against NHS Scotland.

Remember, it's always better to speak up and you can report fraud through these channels:

- Contact the Board's Fraud Liaison Officer (FLO) - Euan Cronin
- Call the Fraud Hotline powered by Crimestoppers on 08000 15 16 28
- Visit the NHS Counter Fraud Services website - NHS Scotland Counter Fraud Services | Crimestoppers.

Realistic Medicine module to complete by end of May 2026

NHSGGC is encouraging staff to learn more about Realistic Medicine and Shared Decision Making by taking the training modules available on Turas.

Team leads are asked to share the training link with their teams to complete by the end of May 2026. Please see the link to the Shared Decision-Making module here: <https://learn.nes.nhs.scot/63069>



Realistic Medicine Spotlight: Drop in and Chat Vaccination Clinics

NHSGGC encourages open conversations so patients feel confident asking questions about their care. Creating a welcoming environment helps people feel informed, heard and involved in decisions. The message is simple: *It's OK to Ask*.

Healthcare is not one-size-fits-all. People have different needs and priorities, so inviting questions helps them understand options, including benefits, risks, alternatives, and what happens if they choose no treatment.

Some patients feel unsure about speaking up. They may feel overwhelmed or worry their question is unimportant. Small changes like explicitly inviting questions or allowing time to reflect can make a big difference.

The NHSGGC Adult Vaccination Team has put this into practice through 'Drop in and Chat' clinics. These informal sessions let people speak with a nurse before deciding on vaccines such as MMR, HPV, flu, COVID-19, shingles, and pneumococcal.

Many attendees felt reassured and choose vaccination on the day; others returned for their scheduled appointment later. The initiative continues into 2026.

Supporting people to know what to ask

Across all health and care settings, there is no such thing as a silly question when it comes to health.

A simple way to support this is to encourage patients to ask:

- What are the benefits?
- What are the risks?
- Are there any alternatives?
- What happens if nothing is done?

Share your good practice

If your service is delivering strong examples of Realistic Medicine or Shared Decision Making, please email louise.mcdade2@nhs.scot and share your success story.

Weekend Closure: M8 Junction 26 Westbound Off-Slip Road

As part of the ongoing works at Hillington Interchange, M8 junction 26 westbound will be closed from 21:00 on Friday 8 May until 06:00 on Monday 11 May 2026. Local diversions will be in place, but delays can be expected.

More information is available from [Amey](#).

Remember, for all your latest news stories, visit the Staffnet Hub:

[GGC-Staffnet Hub - Home \(sharepoint.com\)](#)



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](#)