

# Core brief

## Daily update

(8 December 2022, 3.00pm)

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- Home for Lunch
- 23,000+ patients diverted from A&E thanks to our Flow Navigation Centres
- Equality Law – Getting it Right
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- RMT Industrial Action

## Home for Lunch

Across the health board, we are reviewing processes and best practices to see how we can improve our patient experience to help tackle / manage the pressures being felt throughout the system.



Today we have launched a new public and staff campaign – ‘Home for Lunch’ – which aims to inform, encourage and support patients and staff to implement a pre-noon discharge wherever appropriate and possible. Our aim is for at least a third of our patients due to be discharged on any given day, to be fully discharged from the ward or moved to the Discharge Lounges by noon.

We know pre-noon discharge helps improve the efficiency with which we can move patients through their care pathways. It benefits planned and unplanned care. For every bed freed up on a ward thanks to a discharge, this positively impacts at least four more patients. From the patient in A&E or AMU who can be moved on to get the correct type of care, right down to the patient in the ambulance waiting to be transferred to ED, and the patient in the community who’ll wait less time for an ambulance.

An early discharge also benefits the patient going home. For many, especially older patients, any unnecessary time in hospital can be detrimental. It’s in everyone’s interest to ensure we’re able to support them back home at their earliest convenience.

We hope that everyone can get behind the Home for Lunch initiative, and we’d welcome any feedback during the engagement sessions or on the public campaign. We’re also asking staff to help share the content with colleagues and with friends and family in person and on social media to help get the word out. By working together and understanding the great positive impact early discharges can achieve – both for the patient being discharged and other patients waiting – we can help drive forward improvements and ultimately, better patient care.

## 23,000+ patients diverted from A&E thanks to our Flow Navigation Centres

More than 23,000 patients have avoided an unnecessary trip to a physical A&E, helping free up vital capacity and minimise waiting times for the sickest patients, thanks to our virtual A&E service, which launched in December 2020.

The service is accessed through NHS24, and has allowed a total of 32,000 patients to be assessed over the phone or virtually by a nurse or doctor within NHSGGC's emergency clinical team, of which more than 23,000 avoided A&E.

Out of the total number of patients who have so far engaged with the service, around one-in-three (9,899) were seen and discharged entirely virtually, without ever having to attend a physical site.

[Click here](#) to read the full story.

## **Equality Law – Getting it Right**

A new document has just been published to assist all NHSGGC managers in complying with equality and human rights legislation.

[Equality Law – A Manager's Guide to Getting It Right in NHSGGC](#) highlights the key areas which have specific relevance for risk management and potential breaches of legislation.

Produced by NHSGGC's Equality and Human Rights Team with the support of the Workforce Equality Group and Staff Forums, the guide provides clear procedural advice and examples for operational managers and those with responsibility for service planning and design.

The guide is split into two sections:

'**Getting It Right for Your Team**' sets out the manager's role in applying legislation to support the fair and equitable management of staff.

'**Getting it Right for Your Patients**' explains what needs to be considered by managers to enable them to deliver the best possible person-centred care to people with [protected characteristics](#).

For further information on who is protected by equality law and how NHSGGC is meeting the requirements of equality legislation, visit the [Equalities in Health website](#) or contact the Equality and Human Rights Team at: [equality@ggc.scot.nhs.uk](mailto:equality@ggc.scot.nhs.uk).

## **Staff Disability Forum remote drop in session, all welcome**

The next informal online drop-in will be on Tuesday 13 December between 6:30pm and 7:30pm on Teams.

This is a regular feature to allow for networking, general support and raising any matters people are finding interesting or challenging.

Please use the link and feel free to share with colleagues who may be interested, [Click here to join the meeting](#).

For enquiries, email [ggc.staffdisabilityforum@ggc.scot.nhs.uk](mailto:ggc.staffdisabilityforum@ggc.scot.nhs.uk).

## **RMT Industrial Action**

The RMT has announced further national strike action across the UK railway network in a dispute with Network Rail and other train operating companies. This means RMT members will be taking part in 48-hour strike action on Tuesday 13, Wednesday 14, Friday 16 and Saturday 17 December 2022.

The planned strikes on these days will cause disruption to ScotRail services, as Network Rail signallers and maintenance staff, who are in safety-critical roles, will be on strike. In addition, there is likely to be a residual impact on the days following the industrial action as Network Rail staff return to work and carry out safety critical checks. More information on the services that will operate is available from [ScotRail](#). If

you have any concerns about travelling to work during the strikes, please speak with your line manager to discuss your situation.

For up-to-date information on roadworks and transport news, visit our [website](#).

## If something isn't right, let's talk about... Whistleblowing



### Whistleblowing

This is a way you can formally raise concerns about an issue that is in the public interest, such as patient safety or suspected malpractice.

You can find out more information about the whistleblowing

process by visiting National Whistleblowing Standards | INWO ([spsa.org.uk](http://spsa.org.uk)).

To submit a formal whistleblowing concern, please email [ggc.whistleblowing@ggc.scot.nhs.uk](mailto:ggc.whistleblowing@ggc.scot.nhs.uk).



\*\*\*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 [StaffNet](#)