Daily update
(8 July 2025, 2.10pm)

Topics in this Core Brief include:
- Safe Information Handling and Training
- What impact does rudeness have on us at work?
- Alcohol Awareness Week 2025

Safe Information Handling and Training

As employees of NHSGGC we all have access to personal data associated with our roles within the organisation. As such, we are ALL responsible for protecting personal data of both patients and staff. We do this by ensuring data is shared appropriately, and by following NHSGGC policies and procedures, data protection legislation and other laws on privacy.

To ensure we are sharing data appropriately and to prevent some common mistakes, have you double checked:
- The details in the letter to ensure it is sent or handed to the correct individual?
- The envelopes to ensure they contain only letters intended for the recipient?
- The recipient details in any cc (courtesy copies) of emails are correct and appropriate?
- The email address of the recipient is correct, and any attachments are appropriate?

In the event of a data breach, have you followed due process and reported any incidents to the IG Team via Datix immediately, following our Data Breach Policy: Data Breach Policy V2.8.pdf

Training is important to ensure staff understand their responsibilities and the support available to them. This is achieved through initial training at induction and the two statutory modules which staff are required to complete, as set out below,

Module 009 Safe Information Handling - this e-learning module explains the core concepts of safe and appropriate handling of personal and other information and describes the strategies and skills required to safely manage information.

Module 008 Security & Threat - this e-learning module will ensure all staff will be able to take practical steps to promote a positive security culture within their own workplace and reduce security breaches.

Please ensure that you have completed these modules or that you raise any questions in the first instance with your line manager.

In addition to mandatory training, the IG Team will continue to issue regular communications to staff as a reminder of their responsibilities and the support available as well as to publicise any new information or changes which have been posted on the IG hub: Information Governance Knowledge Hub. Please also consider any refresher or specific tailored training which you consider would be beneficial to you or your department e.g. managing subject access requests or handling data breaches and get in touch with the IG team to discuss these by contacting: ggc.data.protection@nhs.scot. Please also contact the team for any general guidance or questions relating to data protection.

What impact does rudeness have on us at work?

Incivility, or rudeness, can have a huge impact on us at work. When someone is rude, 80% of us lose time worrying about it, 38% of us suffer a reduction in the quality of our work, and 48% of us reduce our time at work. For us as busy healthcare workers, this can have real impacts on team morale and performance.

And it's not just us who suffer if our colleagues are rude – our patients do too. 25% of us take out our frustrations on service users, while we suffer a 20% decrease in our performance.

Many studies show just how harmful rudeness and uncivil behaviour can be in a healthcare environment. Dr Michael Murray, Consultant Neuroanaesthetist and Civility Saves Lives Clinical Lead, talks us through some of this evidence, explaining the effects that rudeness can have on us and our patients in this video.

Alcohol Awareness Week 2025

'Alcohol and Work' is this year's theme for the UK Alcohol Awareness Week 2025 which runs from 7–13 July and this year's national campaign encourages open conversations about how alcohol impacts our working lives and how workplace culture can influence drinking behaviours.

With stress, long hours and blurred work-life boundaries, alcohol is often used as a coping mechanism. But this can harm mental health, reduce productivity, and strain relationships. The campaign offers practical tips, signs to watch out for, and guidance for building healthier, more inclusive workplace cultures.

With around 10 million UK adults drinking at potentially harmful levels, this is a timely opportunity to rethink our relationship with alcohol. Let's create spaces where support, not alcohol, is the norm.

You can find more information and digital resources to support conversations about alcohol harm at: Alcohol Change UK charity: Alcohol harms. Time for change. | Alcohol Change UK

> **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