

NHSGGC

# Core Brief




**Daily update  
(8 October 2025, 1.55pm)**

Topics in this Core Brief include:

- Data Security Spotlight - Multi Factor Authentication (MFA)
- Pharmacy Department - new Helpdesk arrangements
- Lunchtime Learning Session: “Our Communities” with Equality and Human Rights Team and Patient Experience Public Involvement Team
- Celebrate Excellence – Nominate a colleague for the Admin Awards!
- Celebrate Black History Month – October 2025

## **Data Security Spotlight - Multi Factor Authentication (MFA)**

**MFA is a two-step log-in process that requires staff to enter more information than just a password. Setting your MFA enhances security, protects against unauthorised access and ensures the integrity of our data. All staff must ensure they have MFA configured. Please follow the guidance  [here](#) on how to configure MFA if you haven't already done so.**

## **Pharmacy Department - new Helpdesk arrangements**

From today (8 October) the new way to request help and support from the Pharmacy Distribution Centre team is via our new Office365 Power App - [Paragon](#)

Please navigate to the app and click ‘Create New Ticket’ and then select ‘Pharmacy’ and choose the appropriate form to complete

From today we will no longer be using the Zendesk platform. All of the Zendesk email addresses will be phased out although we will retain recent ticket history in case of any retrospective queries. Please now visit the Paragon app to get in touch with the Pharmacy team for all support queries.

## **Lunchtime Learning Session: “Our Communities” with Equality and Human Rights Team and Patient Experience Public Involvement Team**

At NHSGGC, we are committed to listening, learning, and working in partnership with our communities. Our Equality and Human Rights Team and Patient Experience and Public Involvement (PEPI) Team invite you to a lunchtime drop-in session to share the work we are doing.

**Date:** Wednesday 22 October 2025

**Time:** 12:00pm – 13:00pm

**Location:** Online MS Forms

**Register here:** <https://events.teams.microsoft.com/event/924a4c6b-681d-4724-8380-b7a4717a9b1a@10efe0bd-a030-4bca-809c-b5e6745e499a>

**In the session, you'll have the chance to:**

- Learn more about the work happening across both teams
- See how equality and diversity are at the heart of our engagement activities
- Hear how local voices are influencing projects and services
- Take part in an open Q&A to share your views and ask questions.

**Celebrate Excellence – Nominate a colleague for the Admin Awards!**



We're thrilled to announce that nominations are now open for our **Admin Awards** – a chance to shine a spotlight on the incredible work of our administration staff across NHS Greater Glasgow and Clyde.

Every day, our admin colleagues go above and beyond to support patients, teams, and services. Whether it's a quiet act of kindness, a brilliant idea that made a difference, or consistent excellence in their role, this is your opportunity to say thank you and celebrate those contributions.

Nominate someone who inspires you.

It only takes a few minutes to complete the Admin Awards Nomination Form, and your nomination could mean the world to a colleague.

[Click here to submit your nomination](#)

Let's ensure the amazing work happening behind the scenes receives the recognition it deserves.

The finalists and winners will be announced at our Professional Administration Conference Event on Thursday 11 June 2026 at QEUH Campus - save the date!

**Celebrate Black History Month – October 2025**

This October, NHSGGC is proud to celebrate Black History Month 2025 alongside NHSGGC's BME Staff Network. This year's theme, "Building Futures from the Past and Standing Firm in Power and Pride", invites us all to reflect on the achievements, resilience, and contributions of Black colleagues and communities – past, present and future.

Throughout the month, our BME Network will be hosting a series of events, stands and celebrations across NHSGGC sites. We encourage all staff to take part, join the conversation, and show your support for our BME colleagues. Please look out for details of events at your site and join us in marking this important month.

Hear from our BME Network Co-Chairs:

Owolona Ogbe, BME Network Co- Chair, said: “Black History Month is not only a celebration but also a time for reflection, learning, and collective action. It allows BME staff to see their experiences reflected, their voices amplified, and their contributions recognised. Our Network exists to ensure that everyone feels safe, supported, and empowered to shape change. By coming together this month, we challenge inequality and celebrate the rich diversity that strengthens our organisation. We encourage everyone – staff, managers and leaders – to take part, listen, and show your support. Together, we can continue building futures from the past – standing firm with power and pride.”

Sue Silva, BME Network Co-Chair, added: “For me, Black History Month is more than a celebration it’s a reminder that we belong, that our stories and struggles matter, and that our voices must always be heard. It’s a time to share both challenges and triumphs, to inspire one another, and to honour the resilience of our community. By standing together, we create a sense of belonging that uplifts us all. Every story of empowerment adds to our collective strength, helping us build not only a fairer workplace but also a stronger NHSGGC for everyone.”

### Get involved

- Take a moment to visit one of our BME stalls taking place throughout October. Say hello and show your support - [BME Staff Network - NHSGGC](#)
- Attend our celebration event on Saturday 25 October 2025, at Roystonhill Community Hub: [ggc.staffexperience@nhs.scot](mailto:ggc.staffexperience@nhs.scot)
- Find out more about the BME Network and how to join as a member or ally: [ggc.bmestaffnetwork@nhs.scot](mailto:ggc.bmestaffnetwork@nhs.scot)

**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](#)**