

# Core brief

**Daily update**  
**(11 August 2021, 12.30pm)**

Topics in this Core Brief:

- COVID close contact text message scam
- New Resource on National Wellbeing Hub
- eHealth - eHelp Portal
- Making your R&R hubs safe, relaxing and enjoyable



**Why iMatter?**  
Because your voice matters

If you work in the Chief Executive's Office, Acute SMT, HR & OD, Corporate Communications and Public Engagement, Public Health, Specialist Children's Services, Oral Health or East Dunbartonshire HSCP - the survey officially opens in...

**Open now!**

The survey will be open for three weeks to allow everyone an opportunity to take part.  
For further information, visit HR Connect or email us at: [imatter@ggc.scot.nhs.uk](mailto:imatter@ggc.scot.nhs.uk)

The graphic features several stylized avatars of diverse healthcare professionals in various roles, including nurses, doctors, and support staff, arranged around the central text.

## COVID close contact text message scam

We have been made aware of a text message scam which is circulating, particularly among care home/HSCP staff.

The text message says you have been in contact with someone with COVID-19 and includes an insecure link.

Please be aware that any official text message with regards to being a close contact of a positive COVID case will come from NHS Scotland Test and Protect and will include a link to NHS Inform and/or Gov.uk websites.

All staff should be vigilant when contacted by an unknown number and ensure any links received are legitimate. Suspicious text messages should be forwarded to 7726. This free-of-charge short code enables your provider to investigate the origin of the text and take action, if found to be malicious.

## New Resource on National Wellbeing Hub

A new resource/advice sheet has been added to the National Wellbeing Hub for everyone working in health and social work/social care in response to reports of increased levels of anxiety amongst the workforce and carers in the context of restrictions being lifted.



To view the resource, please visit: [Feeling anxious about restrictions being lifted? Here's how you can stay in control.](#)

## **eHealth - eHelp Portal**

The eHealth Self-Service Portal is your new one-stop-shop to explore eHealth resources for self-help and raise tickets (Incidents and Requests) online without the need to phone the IT Service Desk. From this portal, you can view and update tickets you have raised to eHealth, view system outages or planned maintenance.

You are just two steps away from accessing the eHealth – eHelp portal:

1. Complete the MFA (multi-factor authentication) by [going here](#).
2. Access the eHealth Portal - Simply open your web browser (Microsoft Edge), then click on NHSGGC favourites, then 'eHELP', or go to [eHelp](#).

## **Making your R&R hubs safe, relaxing and enjoyable**

The R&R Hubs are spaces set aside from clinical environments, for any member of staff to use at any time when they are able to take a break. The spaces are welcoming, comfortable, clean and safe for everyone - we all need to take responsibility in whatever way we can to keep them like this.

We should all be respectful about donated items such as free drinks and food to ensure everyone visiting the Hubs gets a share.

R&R Hubs are one of the places where staff can mix with colleagues from different departments across the site. This means that observing the control measures that help keep us all safe is especially important in these spaces. This includes Guidance on Social Distancing.

REMEMBER:

**F** Face coverings must be worn in the Hub until you are seated. Other items of Personal Protective Equipment (PPE) worn for protection elsewhere must be removed before leaving your place of work.

**A** Avoid crowding – do not enter the Hub if numbers inside mean you cannot socially distance. Check the maximum occupancy signage.

**C** Clean your hands before entering and clean your seat and table and any equipment you use before and after use.

**T** Two metre social distancing at all times (even when you are wearing a face mask/covering) – this includes when you are seated.

**S** Self-Isolate and book a test if you have symptoms.

Please refer to the Social Distancing Risk Assessment on display in the Hub. Should you identify breaches of these measures, please report these to one of the R&R Hub Staff or to your Line Manager.

Locations of R&R Hubs can be found [here](#).

Information relation to Social Distancing can be found [here](#). If you have any ideas to improve Social Distancing practice, please share with your line manager and email here:

[SDCommsGroup@ggc.scot.nhs.uk](mailto:SDCommsGroup@ggc.scot.nhs.uk)

The poster features the NHS Greater Glasgow and Clyde logo in the top right corner and the NHSGGC Excellence Awards logo in the top left. The central text reads "Nominate your NHS Hero" in a large, bold font. Below this, it states "The Excellence Awards celebrate innovation and the outstanding difference made by our staff who go that extra mile for their patients." A dark brown banner at the bottom contains the text "Get your entries in! To nominate, visit: www.nhsggc.org.uk/excellenceawards" and "Closing date for nominations is 20 August". The background is decorated with several star-shaped cutouts containing photos of NHS staff members.

NHSGGC Excellence Awards

NHS Greater Glasgow and Clyde

# Nominate your NHS Hero

The Excellence Awards celebrate innovation and the outstanding difference made by our staff who go that extra mile for their patients.

Get your entries in! To nominate, visit:  
[www.nhsggc.org.uk/excellenceawards](http://www.nhsggc.org.uk/excellenceawards)  
Closing date for nominations is 20 August

Please keep up-to-date with the latest guidance on our dedicated web pages at: [www.nhsggc.org.uk/covid19](http://www.nhsggc.org.uk/covid19). If you have any questions about the current situation please check the [FAQs](#) first. If you have any further questions, please email: [staff.covid19@ggc.scot.nhs.uk](mailto:staff.covid19@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](#)