

# Core brief

**Daily update**  
**(30 August 2021, 2.30pm)**

Topics in this Core Brief:

- eHealth - eHelp Portal
- Making your R&R hubs safe, relaxing and enjoyable
- Give & Go – GRI

## **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)

### Give & Go – GRI

Following the temporary move to essential visiting for nightingale wards at Glasgow Royal Infirmary, the Give & Go Service, available earlier in the pandemic, will once again be available from today (Monday 30 August) at GRI.

The service will be available Monday – Friday between 12pm and 5pm, at Centre Block for friends/family to drop off essential belongings to patients or collect their laundry while they are on our wards. Anyone who would like to use the service to drop off or collect belongings should call 07971 826 939 (between 12pm and 5pm).

**Lateral Flow Tests - Available to all staff working on site**

Speak to your line manager about where to collect your test kit, then:

**Register**  
your kit

**Test**  
twice per week

**Record**  
your results

**Keep your colleagues and patients safe from COVID-19**

**Help stop the spread!**

Visit: [www.nhsggc.org.uk/lfid-stafftesting](http://www.nhsggc.org.uk/lfid-stafftesting)

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](#)**