



Interface Update (7 November 2025, 10.15am)

In this edition of the [Interface Care](#) update, we talk about progress and plans for escalation and decompression, and new opportunities to join the team.

Interface makes crucial progress in its QUEST to transform system escalation and decompression

One of the key priorities for the Interface Division is to reduce pressure on the whole NHSGGC system. As part of this, the team has been working to link Whole System Escalation and Decompression Huddles into the FNC+Plus.

Current state

Currently daily huddles are taking place with HSCPs and Acute to monitor the situation and talk through stand up actions to decompress sites. This will increasingly become more supportive as FNC+ pathways are established and our population can be admitted to our virtual capacity.

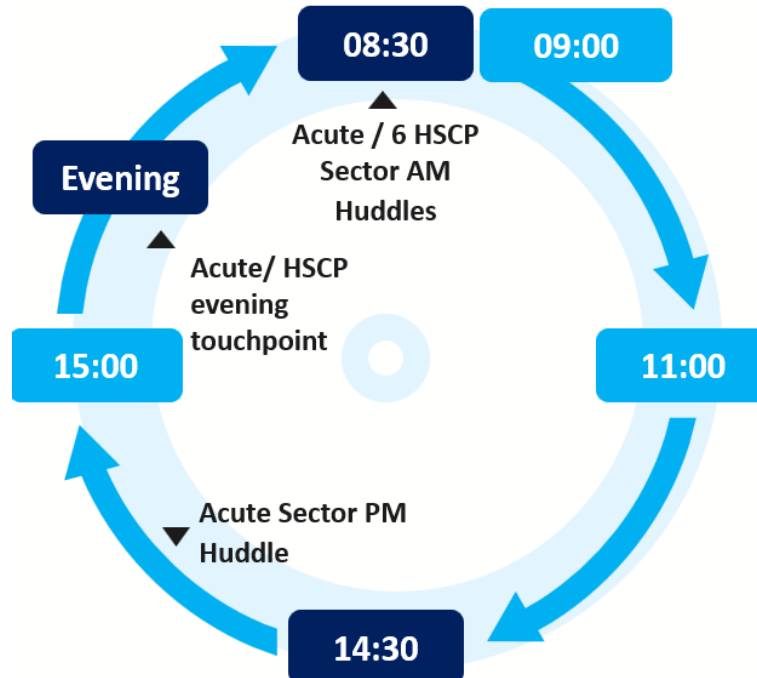
Future state

The new QUEST+ (Quality with Everyone Focusing of Safety and Teamworking) approach will see the FNC+ Plus co-ordinate huddles going forward, with each site playing into this. A senior decision maker will oversee and 'orchestrate' the actions to be taken, working closely with SAS and NHS 24 depending on the level of escalation on a specific site or HSCP.

Using live dashboards of activity, admissions, and discharges, the FNC+Plus team will undertake hourly analysis of live admissions and PDD across the next 48 hours, and use patient portals to support decompression through a collaborative risk based approach.

In time the FNC+Plus team will provide additional mitigations or actions as demands on our system escalate. The aim of this will be to support early

discharge or alternatives to admission using different pathways always focusing on quality and safety.



The FNC+Plus team will maximise use of alternative pathways, with options for decompression including:

- remote monitoring and diagnostics
- remote management
- Hospital @ Home
- specialty specific pathways

Look out for more information on QUEST+ and Whole System Escalation and Decompression Huddles coming soon.

Is it time for a new challenge? New opportunities to join the Interface team

So far as part of our Interface recruitment drive, we have hired 14 new team members including Lead Nurse, Lead ANPs, ANPs, and Registered Nurses.

Want to hear what it's like working in the FNC+Plus? We caught up with Andrew Miller, ANP on what he enjoys about his role.



Current opportunities to join the team

- [Senior Charge Nurse 7 - FNC+Plus](#)
 - Closing date: 18 November 2025
- [Advanced Nurse Practitioner - Flow Navigation Centre B7](#)
 - Closing date: 30 November 2025
- [Clinical Services Manager B8B](#)
 - Closing date: 14 November 2025

Next steps

You'll be hearing more about Interface Care, the Virtual Hospital and FNC+Plus through Team Talk, local updates and intranet features. In the meantime, if you're curious or think your team could link in, speak with your local lead, visit the Interface Care [intranet page](#) or head to the [NHSGGC website](#).

Got a question?

We welcome any questions you might have in relation to Interface Care. Please submit your questions via [this form](#).



Leanne Connell
Chief Nurse
Interface



Lorraine Cowie
Director of
Interface



Neil Ritchie
Chief of Medicine
Interface

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