



Interface Update (12 March 2026, 9:50am)

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[Dive into the data: Virtual Hospital and FNC+Plus](#)

As part of our drive to improve patient flow and access to care, numerous pathways have now come online as part of our Virtual Hospital and FNC+.

Last month, we hit an important milestone, with 200 patients in our Virtual Hospital at a single time. However, this does not represent our admissions and discharges like a typical, physical ward. Over the last 3 months, we have successfully placed **1,400 patients** on alternative pathways, allowing them to be cared for safely at home rather than in a physical bed in our hospitals. Not only does this enhance patient experience, but also improves flow across the entire NHSGGC system.

As for our FNC+Plus, this supports the reduction of attendances at our Emergency Departments for our population by effectively re-routing patients to more appropriate services. Over the last 3 months, we have discharged over **2,100** patients after consultations with our clinical teams in the FNC+Plus. Without this vital service, these patients would have attended one of our Emergency Departments or Minor Injuries Units, increasing pressure on the system.

Our Interface Director Lorraine Cowie said: “We are really starting to see how much our Virtual Hospital and FNC+Plus are supporting access and flow in our hospitals. This is great for our staff, but also our population - and we’re only just getting started.”

NHS24 Paediatric Pilot goes live in the Flow Navigation Centre Plus (FNC+Plus)

This month, the multi-disciplinary team at the Flow Navigation Centre Plus (FNC+Plus) will be joined by paediatric ED consultants, launching a new NHS24 direct call line specifically for paediatric cases.

This will be in addition to the existing NHS24 adult pathway at the FNC+Plus, which already helps to divert some cases away from busy emergency departments and find better pathways for patients.

Now, NHS24 will redirect relevant calls for paedics and adults to the relevant consultant in the FNC+Plus, where they will have a phone call or Near Me call with the patient and/or carer. These patients can then be directed to other services such as MIU, community pharmacy, or to an emergency department if appropriate.

As well as the dedicated paediatric NHS24 line, the paediatric consultants will review NHS24 calls and intercept cases where they can provide specialist advice and support. They are also working with adult ED Consultants, SAS colleagues, and ANPs at the FNC+Plus to offer support with other pathways and patient flow, such as Call Before You Convey (CBYC).

This pilot marks a crucial step in getting patients of all ages the right care in the right place at the right time.

We caught up with paediatric ED consultant Lynsey Johnston on what the trial means for young people across GGC:

<https://vimeo.com/1171850618/ef84bd106e>





[Have your say: Re-name the new home for the FNC+Plus and Virtual Hospital](#)

We're inviting staff to choose the name of the new home for the Flow Navigation Centre Plus (FNC+Plus) and Virtual Hospital.

We have developed a shortlist of names, guided by our values and the purpose of the building, that showcase innovation in healthcare.

Find out more about the candidates [on Staffnet](#) or the [NHSGGC website](#).

Voting will close on Friday 27 March, and you can cast your vote [here](#).

[Pathway Spotlight: Call Before You Convey \(CBYC\)](#)

Call Before You Convey, or CBYC, is a pathway that connects Scottish Ambulance Service staff with the FNC+Plus. This means that paramedics can phone the FNC+Plus to get additional information or advice on a patient's case to make the right decision for their care.

Emergency Medicine Consultant Jill Roche and SAS Advanced Nurse Practitioner Amy MacDonald talk about recent success with the CBYC pathway and encourage SAS colleagues to use the service:

<https://vimeo.com/1171822620/2788cc1bab>



[In Case You Missed It: You asked us anything, here's our answers](#)

In January, our Director of Interface Lorraine Cowie and Interface Chief Nurse Leanne Connell hosted three open sessions where you could hear an overview of the Directorate's priorities and ask the questions that matter most to you.

From how the Virtual Hospital and new pathways will work to patient experience and inclusion to future plans for the FNC+Plus, here's a round-up of all the answers from the sessions.

[Ask Me Anything Responses](#)

Can't access Staffnet? Download answers from the [NHSGGC website](#).

If you're curious or think your team could link in with the work of the Interface team, speak with your local lead, visit the Interface [intranet page](#) or head to the [NHSGGC website](#).

Got a question?

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

Interested in virtual pathways and the benefits that these can bring to patients and staff?

We want to hear from you! You can contact us to register your interest in virtual pathways here: ggc.interfacecare.admin@nhs.scot

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 the [website](#)