



Interface Update (23 April 2026, 3.40pm)

In this edition of the [Interface](#) Update, you'll find:

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So, what is the FNC+ and Virtual Hospital? And why should *you* care?

Over the past few months, you might have noticed us talking about the Flow Navigation Centre, or FNC+, and our Virtual Hospital more across our comms. You might think that this has little impact on your role or department – but this is not the case.

The FNC+ and Virtual Hospital are run by us, the Interface team. We work closely with colleagues across NHSGGC, our HSCPs, SAS, NHS24 and external partners to get patients the care they need, in the right place, at the right time.

Our mission is...



Reduce pressure

Our Virtual Hospital pathways support safe, high-quality care at home. This both protects inpatient capacity for those who need it most and reduces pressure on our wards and emergency departments.

Take our Discharge to Scan pathway for example. This enables patients to be discharged from hospital earlier,

and wait for their scan appointment from home, reducing bed days and promoting a 'home is best' approach.



Streamline access to care

Our work is clinically led, data informed and designed in partnership with frontline teams to get patients the right care, in the right place, at the right time.



Turn unplanned care into planned

Our team at the FNC+ can intercept patients through different pathways across the Board, providing a virtual consultation before a patient attends one of our emergency departments.

This means that we can divert patients away from our front doors where appropriate, redirecting them to other services or booking them in for a scan, blood tests, or face-to-face appointment.



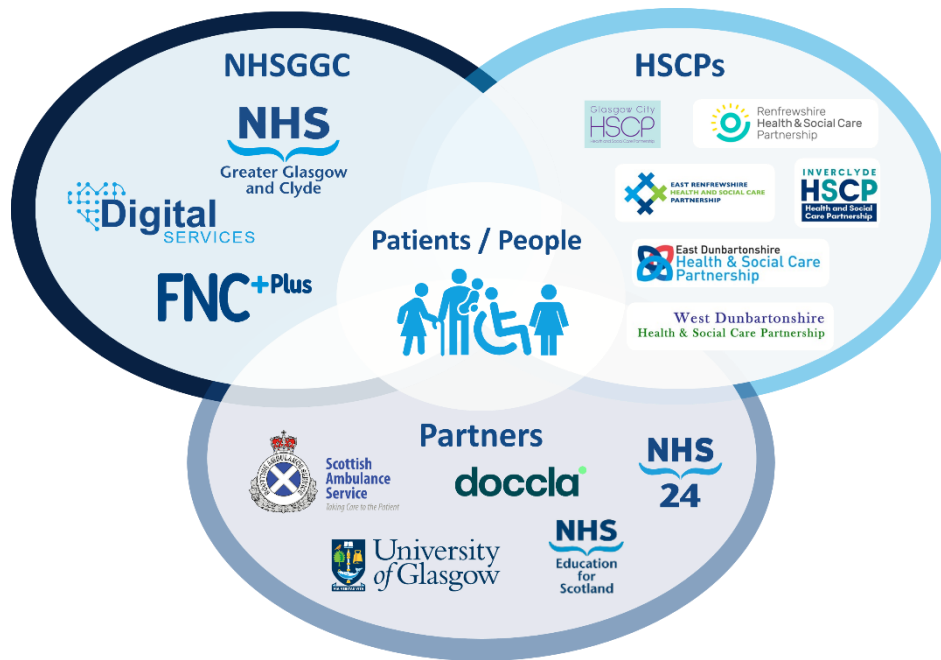
Whole system connection before direction

We help to manage pressure across the system by ensuring patients are clinically reviewed earlier and directed to the right pathway first time.

What does this all mean for you?

Your input is central to the success of the Interface Division as we transform our services together. Your consistent use of new pathways and collaboration with Interface projects will improve access, flow, and experience for patients across the Board.

The only way that we can improve care for patients and people, and improve our experience as staff, is if the whole system works together.



We want to hear from you! Contact us to register your interest in virtual pathways and share your ideas here: gqc.interfacecare.admin@nhs.scot

If you want to find out more about the Interface Division and what we do, head to [Staffnet](#) or the [NHSGGC website](#).

From trainee to ANP: discover how Jen worked her way up into an Advanced Nurse Practitioner role, and how you could do the same

This week, we caught up with Jen Laing, an Advanced Nurse Practitioner who came into the FNC+ as a trainee ANP. She told us about how the programme has helped her develop new skills and contacts across NHSGGC, and given her a mix of hands-on and virtual care. Our Chief Nurse Leanne Connell also gave her insight into how the trainee programme is a great addition to the Interface team and will help to expand the services of the Virtual Hospital.

<https://vimeo.com/1185813544/c2884baa31?share=copy&fl=cl&fe=cj>



Want to apply for a trainee ANP position within the Virtual Hospital?

We have an active role available to join the programme here:

[Trainee Advanced Nurse Practitioner \(Band 7 – Annex 21\) - Flow Navigation Centre](#) – deadline 31 July 2026

Curious about the work of the Interface team? Ask us anything at our upcoming session

Interface and the development of our Virtual Hospital is all about transformation through creating connection – and now it's your turn to connect directly with our Director of Interface, Lorraine Cowie and some of the Interface Leadership Team.

We are offering another session where you can hear an overview of the Directorate's priorities and ask the questions that matter most to you.

Whether you want to understand more about the Virtual Hospital, how virtual pathways will transform care, explore opportunities for collaboration through the FNC+ or simply learn more about the vision, these sessions are designed for open dialogue. Questions can be submitted anonymously during the session, so every voice is heard.

Join us on Teams for the final session in this series:

[Wednesday 29 April 2026 from 7pm.](#)

You can catch up on the staff sessions we ran in January on [Staffnet](#) or the [NHSGGC website](#).

Opportunities to join the team

- [Trainee Advanced Nurse Practitioner \(Band 7 – Annex 21\) - Flow Navigation Centre](#) – deadline 31 July 2026
- [Advanced Practitioner - Flow Navigation Centre B7](#) - deadline 31 July 2027

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



Find previous Interface Updates [on Staffnet](#).

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](#)