

Interface Update
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In this edition of the Interface Update, you'll find:

- Our Virtual Hospital reaches 1,000 beds as more patients receive care closer to home
- One of our first Patch and Go patients gives his take on the new virtual pathway
- What is the FNC+? Fiona Band, General Manager, shares what the team does and the impact they have on patient care
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- New gynaecology pathway launches to give specialised advice to GPs

Our Virtual Hospital reaches 1,000 beds as more patients receive care closer to home

The team has reached a major milestone of supporting 1,000 virtual beds this month, as the Virtual Hospital continues to grow at scale and pace.

From heart patients being monitored remotely after leaving hospital to people returning home after receiving intravenous antibiotics to respiratory patients accessing support to prevent hospital admission, a growing range of services is allowing patients to receive specialist treatment, monitoring and clinical support without an unnecessary hospital stay.

The expansion to 1,000 virtual beds marks a significant step in our drive to change how care is delivered, giving clinical teams more options to provide safe and effective treatment outside a traditional hospital setting while protecting inpatient capacity for those who need it most.

Lorraine Cowie, Director of Interface and Unscheduled Care, said: "The growth of our Virtual Hospital to 1,000 beds demonstrates how this model is becoming increasingly embedded in the way we provide care across Greater Glasgow and Clyde."

“But a virtual bed does not mean that patients are simply being sent home. These are clinically-led pathways where patients continue to receive treatment, monitoring, review and support from NHS teams, with face-to-face care available whenever it is needed.”

“For patients, it can mean less disruption, fewer unnecessary hospital stays and more time recovering in familiar surroundings. For our services, it allows us to turn more unplanned care into planned care and ensure hospital capacity is available for patients who genuinely need it.”

Want to know more about Interface? Visit the Interface Staffnet hub or head to the NHSGGC website.

One of our first Patch and Go patients gives his take on the new virtual pathway

Recently, we spoke with Brian, a patient who came through our Patch and Go pathway. In this video, he talks about how being a patient in the Virtual Hospital enabled him to carry on working from home rather than having to take time off work, and how simple the process was start to finish.



What is the FNC+? Fiona Band, General Manager, shares what the team does and the impact they have on patient care

In this short explainer video, Fiona Band, General Manager of the Flow Navigation Centre Plus (FNC+) gives us an insight into how the team supports colleagues and patients across the Board to deliver the right care, in the right place, at the right time.

For example, did you know that the FNC+ provides virtual consultations directly with patients? Or that the team can accept referrals from GPs, NHS24, care home colleagues, and more?

Watch this short video to find out more:



Interface team scoops awards at this year's Celebrating Success Event

The Interface team was recognised three times at this year's Celebrating Success Event!

Healthcare Support Worker Mary Ebiti won the **Interface Directorate Local Award**, with Fiona McCracken, Lead Nurse saying: “Mary is a pleasure to work with and brings kindness, compassion and positivity to every shift. This award is thoroughly deserved and reflects the difference she makes to our patients, colleagues and service every day.”



Our fantastic team also won two Excellence Awards. Our GP Calls for Medical Assessment Admission (FNC+) won the **Transforming Through Technology** award, highlighted for enhancing GP admission pathways through a multidisciplinary Virtual Front Door, providing rapid senior clinical advice and access to alternatives to hospital admission.



Meanwhile, in the **Nursing and Midwifery** category, our Chief Nurse Leanne Connell was recognised for her work with the Virtual Hospital as well as her contribution to Leading the Way and palliative care strategies.

We also wanted to highlight the Paediatric Hospital at Home Team who won a **Chief Executive Award of Excellence**, who we will continue to work with closely on transforming the way services are provided to children and young people. Congratulations to all the winners!



New gynaecology pathway launches to give specialised advice to GPs

As part of our GP calls service, primary care colleagues can now get specialist advice from a consultant gynaecologist.

This new line enables GPs to access specialist advice or support from a consultant based at our FNC+, gaining valuable insight on a patient's condition, potential treatment plans, or referral to specialist gynaecology services.

This prof-to-prof gynaecology advice line is available to GPs from Monday to Thursday, 1pm - 4pm, via the Consultant Connect switchboard on 0141 451 5466.

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