



January 2026

Better Care

System Reset 2 runs from 17–28 January, strengthening patient flow and improving services for our patients and staff.

Building on learning from Reset 1, teams will prioritise early escalation and timely discharge. FAQs are available [here](#) to support you throughout the reset.

Thank you for your continued teamwork and commitment as we work together to deliver safe, high-quality care.



Russell Coulthard
Deputy Chief
Operating Officer



Better Health

When was the last time you involved patients, service users or the public in shaping your service?

In 2025, the Patient Experience Public Involvement (PEPI) Team supported 110 teams and service areas to capture experiences and involve people through surveys, focus groups, interviews, engagement events, public partner recruitment and more.

Find out how we could help you by filling out our [Support Request Form](#).



Sandra Bustillo
Director of Communications
and Public Engagement



Team Talk – Questions to discuss with your manager



- How does this affect me?
- Where can I find more information?
- How can I get involved?

Please discuss this briefing with your team.

The Quality Strategy Newsletter highlights small acts of Quality across NHSGGC.

These examples are intended to inspire others to adopt or adapt similar practices, creating a ripple effect of improvement throughout the organisation. Discuss with your teams how these examples might inspire you to enhance quality.

Look out for our 'Lunch & Learn' sessions in February.



Angela Wallace
Director of Nursing



Better Workplace

We're transitioning eHealth to Digital Services, reflecting our modern, organisation-wide digital role.

New badges, templates and naming will roll out through a soft, phased launch to ensure consistency and accessibility. This update aligns us with national terminology and strengthens our identity as we support teams across NHSGGC with digital expertise.

Visit the [Digital Services Hub](#) for more info.



Denise Brown
Director of
Digital Services



Do you have a suggestion for Team Talk?



Email: ggc.teamtalk@ggc.scot.nhs.uk