

# Core brief

Thursday, 18 August 2016

## Introduction

This issue of Core brief provides information on developing GP services, the William Cullen Prize and over 600 facilities staff take part in dedicated communications training.

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## Developing GP Services

During 2015 and early 2016 we carried out an extensive engaging and listening exercise to understand the pressures facing GP services and to reach a shared view about what we should do to address those pressures.

A detailed set of actions has now been developed, and will be taken forward in partnership between the Health Board, our six Health and Social Care Partnerships and the Local Medical Committee.

The action plan aims to ensure that GPs and the staff who are aligned to and work with practices can deliver the best care to our patients, and that our GP services are secure for the future. [The full action plan can be viewed here](#) and includes a focus on:

- Workload and demand
- Relationship with secondary care
- Information technology
- Access
- Primary Care and Community teams

Robert Calderwood, Chief Executive, stated that “ The services delivered by GPs and practice staff are the bedrock of the NHS. We know there are real challenges to overcome but we have also heard a positive, consistent message that the endeavour to deliver high quality primary care services remains a compelling one for our GPs who continue to focus on the needs of patients.”

David Leese, Chief Officer, Renfrewshire HSCP and Lead Director for Primary Care, added that “levels of demand and workload pressures are now creating unsustainable pressures; this programme is a commitment from us to focus real effort, energy and commitment to reduce those pressures”

### **William Cullen Prize for medics - have you entered yet!**

These prestigious awards were launched in the [July edition of SN](#) to recognise excellence in teaching and service innovation. For information and details on how to enter visit:

[www.nhsggc.org.uk/williamcullen](http://www.nhsggc.org.uk/williamcullen)

**ENTRIES MUST BE IN BY 5PM, MONDAY 22 AUGUST 2016**

### **Frontline NHS staff put communication first**

Porters, cleaners and receptionists in NHSGGC are pulling out all the stops to help patients who face communication difficulties.

Over 600 facilities staff have taken part in dedicated communications training to help them when dealing with patients and members of the public who, for whatever reason, have difficulty speaking.

[Click here to read the full press release.](#)

**Are your contact details up-to-date? [Click here](#) to check**