

Core brief

Daily update

(21 July 2020, 3.10pm)

Topics in this Core Brief:

- New helpline will provide round the clock service
- Should You Go To A&E
- NHS pay award for medical and dental staff

New helpline will provide round the clock service

All health and social care workers in Scotland will now have access to mental health support 24 hours a day, seven days a week through a new national helpline.

The Scottish Government is funding the wellbeing helpline for those who need further psychological support, including in light of the coronavirus (COVID-19) crisis.

Trained practitioners at NHS 24 will offer callers a compassionate and empathic listening service based on the principles of psychological first aid, as well as advice, signposting and onward referral to local services if required.

The health and social care workforce mental wellbeing support line (0800 111 4191) will be operated by NHS 24 on a 24/7 basis from 10am on 20 July. [Click here to read more.](#)

This new service will be in addition to the services we will continue to provide locally at this time through our Psychology and Occupational Health Services.

Should You Go to A&E

As we continue to emerge from lockdown, a number of campaigns are being delivered to explain how health and social care services are remobilising following COVID-19.

The first of these, *Should you go to A&E?*, launched on 15th July to ensure people continue to get the right care from the right place. The campaign will run until 6 August 2020 and will include press and radio adverts and social media content.

We would be delighted for your support in promoting this campaign and ask you to re-share it through your social media accounts if you can.

For more information visit: <https://www.nhsinform.scot/shouldyougo>

Scottish Government press release
NHS pay award for medical and dental staff

Announcing a pay award of 2.8% backdated to 1 April 2020 for NHSScotland medical and dental staff, general medical practitioners and general dental practitioners, Health Secretary Jeane Freeman said: “This uplift demonstrates that we fully value all our medical and dental staff and the important contribution they make.

“It’s crucial that we continue to not only recruit and build our future NHS workforce, but also retain expertise within NHS Scotland. This will help to ensure that NHS Scotland remains an attractive employment option for medical and dental staff.”

Please keep up-to-date with the latest guidance on our dedicated web pages at:

www.nhsggc.org.uk/covid19. If you have any questions about the current situation please check the [FAQs](#) first. If you have any further questions, please email: staff.covid19@ggc.scot.nhs.uk

Staff are reminded to make sure their [personal contact details are up to date on eESS](#).