

Core brief

Daily update
(17 February 1.10pm)

Topics in this Core Brief:

- Excellence Awards 2021
- Fluid resistant face mask
- Adverse Weather
- Information to support the FFN modules
- The Open University Healthcare Support Worker (HCSW) Pathway



Following yesterday's Core Brief on the Celebrating Success Event, we turn the spotlight on those shortlisted in the next two categories of the Excellence Awards 2021.

Better Health:

West of Scotland Specialist Virology Centre

When COVID emerged in early 2020, the team at the West of Scotland Specialist Virology Service realised they would be at the forefront of testing for this new virus.

The virology lab quickly developed a new test for the virus and has been central to our pandemic response. They have provided quality service that clinicians – and patients – have relied heavily upon.

Tracy Brown

Tracy Brown, Prescribing Support Pharmacist, recognised the needs of a large group of patients in the Govanhill area with chronic pain and set up a Pharmacist Led Pain Clinic, accepting referrals from GP practices, using telephone appointments and online/printed self-help material and all done during the pandemic.

Older People's Mental Health Physiotherapists

As physiotherapists specialising in mental health, the team work regularly with service users who have a diagnosis of dementia.

They developed their own simplified exercise programme for their patients with dementia.

Feedback has been overwhelmingly positive, with word spreading across the world with families and professionals recognising this great example of patient-centred care.

Vaccination Programme

Vaccination has been the buzzword of 2021. Teams across the Board have been pivotal in working together across all aspects of the vaccination programme. The collaboration, flexibility and workload associated with this project cannot be underestimated and formed a key role in the Board's response to the pandemic.

Better Value:

Communications and HR teams – COVID response

One of the significant challenges of the pandemic was the lack of information about the virus, how it should be treated to best effect, and what it meant for our staff, their families and their patients. The Communications and HR teams worked together to deliver rapid, real time employee communications and engagement to ensure that staff could get the information they needed, when they needed it in the easiest possible way. They also established a mechanism for staff to ask questions so they could understand quickly what their ever changing roles were in the midst of a world-wide crisis. So effective was this, that staff from other Boards came to use it too.

Patient Flow Hubs

Patient Flow Hubs were introduced as part of the redesign of urgent care pathways so that people who visit our EDs could be directed appropriately. A key element of the change was the implementation of Flow Navigation. eHealth teams created a project approach to putting in place the necessary call centre accommodation, IT kit, telephony, data analysis and reporting. They worked together to rapidly establish centres and Health Records co-ordinated all of the operational activity, training and support in the new roles to ensure patients were booked in a timely manner 24/7.

Rheumatology AHP Team

Waiting times for rheumatology patients to receive treatment from physiotherapists and occupational therapists were escalating as they couldn't be seen face to face.

A one-stop face to face clinic was set up at the NHS Louisa Jordan so that physios and OTs could assess the patient jointly and resolve several issues in one appointment. This new approach rapidly reduced waiting times and 67% of patients said they were satisfied with the new model of care.

Fluid resistant face mask

A new transparent fluid resistant face mask (TFRM) is being introduced to assist staff, patients and visitors who have communication and other support issues who need to communicate with our staff. The masks may be worn in place of Type IIR fluid resistant surgical masks (as per National Infection Prevention & Control Manual guidance).

A diverse range of individuals may benefit from the use of TFRM and may include those with:

- autism or non neurotypical people
- developmental language disorder (DLD)
- dysphagia (eating, drinking and swallowing disorders)
- hearing impairment or hearing loss
- cognitive impairment
- families in a neonatal or paediatric intensive care unit.

Managers have been sent a Standard Operating Procedure and risk assessment to allow them to access these masks for teams.

Social care staff requirements and care homes will be supplied through National Services Scotland Central Hub and a supporting triage process is being established to support this.

Adverse Weather

The Met Office has issued a wind and snow warning covering central and southern Scotland for Friday 18 February 2022. The joint wind and snow warning is in place on Friday from 3am to 6pm.

The efforts of all employees in making all endeavours to attend work are hugely vital and appreciated in order to ensure continuity of services (all year round, 24 hours a day) to our patients.

Further information regarding adverse weather is available on [HR Connect](#).

Information to support the FFN modules

As part of NHSGGC commitment to the provision of high quality nutritional care a series of five modules relating to food, fluid and nutrition are now available on LearnPro. Further information about the modules can be accessed [here](#).

The Open University Healthcare Support Worker (HCSW) Pathway

Are you a HCSW interested in becoming a Registered Nurse? Stay in your job while you study with the Open University to gain a BSc (Hons) qualification for Adult, Child or Mental Health Nursing.

Application packs for programmes commencing October 2022 are now available and can be requested from Scotland-Nursing-Applications-HWSC@open.ac.uk

Applicants will be required to submit completed application forms and associated documents, by emailing their submission to the above email address between **Monday 28 February and Monday 28 March 2022**

Please see our webpage for further information and eligibility criteria: [NHSGGC: OpenUniversityPathway](#)

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: HR.Support@ggc.scot.nhs.uk.

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

**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 [StaffNet](#)**