

Wednesday 1 February 2023

Cyber security is everyone's business We are aware of the ongoing heightened risk of cyber-attacks, targeting the NHS. Phishing emails are an easy route for cyber-criminals to perform a ransomware attack on NHS Grampian with the potential to put at risk personal data, patient data, and clinical systems. As well as knowing what to look out for in a phishing email – [take the quiz here](#) - we should think about how much information we share about ourselves. Criminals use information about you available online (including on social media sites) to make their phishing messages more convincing. Making sure any accounts you have are as secure as possible is important. This is something you should review regularly, as social media companies update or change their privacy controls.

You should also be wary of any search results (e.g., via Google) which ask you to download a document; this is another method cyber-criminals use to get access to your accounts and data.

[There is a host of helpful advice from the IT Security team available here.](#)

System pressures – what's happening in Emergency Departments? Pressures in health care still dominate the news. Whilst the focus is often on the hospital 'front door', we know this is a symptom of pressure along every part of the pathway. You may have heard Emergency Department attendances across Scotland have reduced over the past week or so. It is difficult to say whether this reflects a genuine reduction in need, a change in public behaviour in response to communication campaigns, or simply the kind of fluctuation in demand we see from time to time. Our ED front door services have had some respite over the past week with a reduction in the number of attendances, but this followed a significant spike in demand in the previous week due to the icy weather. Our 4-hour performance across Grampian was 64.2% for the w/e 29 January, an improvement from 57.5% the week before. Ambulance turnaround times at ARI reduced by 40% over the past week too.

It might be tempting fate to think this improvement can continue as we move into February with so much of the winter period still to go. However, we can hold onto the fact that respiratory infections and hospital admissions are falling, and we are hopeful we are 'over' the flu season.

Dress code Everyone working in a clinical area is reminded we have a 'bare below the elbow' policy, which includes watches and FitBits/other activity trackers. These must not be worn by anyone working in a clinical area as they hinder proper handwashing/hand hygiene technique.

Treatment escalation plans are live on TrakCare Treatment escalation plans are a communication tool used to help guide healthcare teams, patients, their families and carers to make the right decision regarding care and treatment in the event of clinical deterioration. There is good evidence that early treatment escalation planning prevents harm to patients, and therefore its importance is paramount to patient safety. Work has been ongoing with eHealth colleagues to develop this tool which went live on TrakCare today, Wednesday 1st February 2023. View the demonstration of treatment escalation plans on TrakCare by [clicking this link](#). You can also hear feedback from the teams who have been using TEPs by viewing the [video playlist here](#). For further information, you can email the QAIT team at gram.qiat@nhs.scot

HEPMA (Hospital Electronic Prescribing & Medicines Administration) With the successful upgrade of Pharmacy Stock Control (PSC) on 15 January we are one step closer to introducing HEPMA to Roxburghe House, our first early adopter area this month. As a preparatory step many of you will see the HEPMA icon appear on your desktop and within the header of the intranet bar. You do not need to do anything; the HEPMA team will be in touch when it is introduced in your area. If you would like to find out more about the HEPMA project and training available, [you can visit the HEPMA website](#) (intranet link, networked devices only)

HCSW development & education framework & competencies - February information sessions

Two sessions on Teams have been arranged, to support NMAHP healthcare support workers, and their managers, understand the competency framework they are required to work to. Both sessions take place on Friday 24 February, times as follows:

- Managers – 9.30-10.30am
- HCSWs – 11am – 12noon

For more information and to book your place, please contact gram.practiceeducation@nhs.scot

We Care Wellbeing Wednesday

- **Staff Wellbeing Support** - The [Supporting Staff in Distress & Crisis Information Sheet](#) is a compiled list of various support and wellbeing resources available to staff. Please have a look, share with colleagues, or print out for circulation/wellbeing boards. If you would prefer a paper copy, please contact We Care via gram.wecare@nhs.scot. If you are viewing a printed version of the brief, please scan the QR code below to access the leaflet:



- **Online ‘Book Blether’** Reading for pleasure can greatly improve our sense of wellbeing. With this in mind an online ‘Book Blether’ session, with best-selling and prize-winning author Lisa Ballantyne, will take place on World Book Day (Thursday 2 March). Running between 1 – 2pm and open to all Health & Social Care staff in Grampian, Lisa will facilitate a conversation around reading for pleasure. You’ll also have the chance to contribute your views and ideas, so have paper and pen to hand. To book register, please email cornhill.library@nhs.scot. As an extra incentive, there’s a free book for all participants!

How are we doing? Over the last week we have been sharing information on the actions being taken to address current system pressures, but has it helped you? There’s no point us marking our own homework – we want to hear from you. [All you need to do is click this link](#) and answer one question; it should take you less than a minute.

And finally, Some great feedback for the [Perinatal Mental Health Team](#), via Care Opinion:

I have suffered with severe depression and anxiety for most of my life... when I found out I was pregnant, I was referred to the perinatal team and started working with Jen. I can honestly say she is the first professional to have had a positive impact on me and really help. I wouldn't have made it through my pregnancy without her support, I genuinely cannot thank her enough!

Today’s request comes from Pauline and the team at Huntly Vaccination Centre. They sadly lost a dear colleague – Elizabeth – last month. They say she was a vibrant, enthusiastic, and motivating lady, who

left her stamp on all their hearts. They've asked for [Seasons in the Sun](#) as this was a favourite of hers (EP).

If you want to request a tune, follow up on items included in this brief, or suggest an item for sharing, drop us an email via gram.communications@nhs.scot