

Daily Brief...



Monday 11 August 2025

iMatter Action Plans – the countdown is on There's just one week left to complete your team's iMatter action plan. These should be submitted by 18 August, identifying one key action to improve your team's staff experience. Need a little inspiration? Look no further than the City MH&LD & SMS Support Admin Team, who have kindly shared their experience:

"Our iMatter report and the meeting that followed really highlighted that we wanted to strengthen our team relationships. So, we set up a Microsoft Teams Channel for us, making sure it had a dedicated 'social chat' area. We wanted to replicate those informal office conversations, even though we're often working remotely. We also started a monthly, one-hour in-person team lunch, which has been great for physically spending time together. And something we've found incredibly meaningful is our feedback books. Each of us has a book where we record positive feedback. During our team lunches, we pass them around with a specific prompt, like 'What I admire about [name] is,' or 'In 2024, I'm thankful to [name] for,' or 'An attribute [name] brings to the team is.' It's given us a really special way to genuinely show our appreciation for one another and provides us with something positive to reflect back on at times when we maybe aren't having such a good day."

If you have any questions or need a helping hand, don't hesitate to reach out to the iMatter team at gram.imatter@nhs.scot. Let's make this final week count!

Corridor closure, ARI The 'glass corridor' on Level 1 in ARI, linking the Yellow Zone and Purple Zone, will be closed for three weeks from Monday 1 September. This is to allow for replacement flooring to be fitted. There will be no access whatsoever; the diversion will be via the Green Zone/Robertson Family Roof Garden corridor. Signage will be in place and the volunteer team will be supporting with wayfinding. We apologise for any inconvenience and encourage you to make colleagues and patients aware of this upcoming closure.

Lab Newsletters now available The latest Lab Newsletters for [Primary](#) and [Secondary](#) care are now available to view online.

Near Me – Multi-Factor Authentication (MFA) coming soon From 13 August, while there will be no immediate change to how users login to their Near Me (attend anywhere) account, MFA will be available to all users. The National Virtual Consultation Service (NVCS) recommends users enable this feature as soon as possible so it will be changed from from *optional* to *prompted* for all NHS Scotland and HSCP org units later this year. MFA adds an extra layer of security beyond a password, requiring users to verify their identity through a second method. This helps prevent unauthorised access to NHS systems and [this webpage explains more](#) about how it works.

Authentication can be sent via email, or an app approved by your organisation. Email is recommended as the easiest option, as whatever device is used for Near Me should also be able to access the user's

email account. Near Me org admins will also have the ability to enforce MFA for individual org units using [this guide](#).

Once successfully logged in using MFA, the user can choose to trust their device for 15 days, meaning they do not have to use MFA the next time they login. If you anticipate this will cause issues with how your Near Me services operate, for example if you are aware of generic accounts being used to sign in to Near Me, please get in touch with the NVCS to discuss the available options.

Pause for thought The future never asks for permission – it arrives... What or whose permission are you waiting for, and what do you actually need?

Tune of the day We do love a wedding 'round these parts, so we are delighted to wish Pauline Rae (workforce service manager) all the very best for her upcoming nuptials this Saturday. Your colleagues have their fingers crossed for sunshine and have requested [Let's Get Married](#) by The Proclaimers.

We also have a request for [Manic Monday](#) by The Bangles for Heather Campbell of Bydand Medical Centre, Huntly. She works so hard both in and out of work and always has a smile on her face! 😊 (KJ)

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