

Daily Brief...



Monday 17 November 2025

iMatter update - message from Laura Skaife-Knight We have now received the national iMatter report for 2025, which gives us a clearer picture of how we perform compared to other health boards in Scotland.

This benchmarking report - published last week ([and available here for anyone who wishes to read in full](#)) - points to areas we are doing well, and signals where we need to focus our attention moving forward to improve your experience of working here which is far from where we would want it to be.

The headlines:

- Our response rate was 59% (57% national and overall in Scotland)
- Our Employee Engagement Index score was 76 (77 nationally)
- 58% of our action plans were completed in the 8-week deadline (56% nationally)

We were higher than the national average (by 1 point) for 5 out of 30 questions. These questions were: feeling appreciated for the work we do, having sufficient support to do our work, recommending our teams as good ones to be part of, feeling confident that your concerns will be followed up and responded to and feeling involved in decisions related to your job.

That said, our scores have deteriorated slightly compared to the previous year, with NHS Grampian having one of two boards with the largest decline in scores within the My Organisation section with a decline in all components within My Organisation with 'I feel my organisation cares about my health and wellbeing', 'I have confidence and trust in Board members who are responsible for my organisation' and 'I am confident performance is managed well within my organisation' all dropping by 3 points from 2024.

Also of concern is the drop of scores in some key areas, notably NHS Grampian being a good place to work (-2) and that you would be happy for your friends and family to receive care here (-2).

What next?

As we plan for our priorities for the year ahead, we are giving careful thought to the organisation-wide needed to respond to your feedback. These will be discussed at an upcoming joint Grampian Area Partnership Forum and Area Clinical Forum Meeting planned for early December 2025 where we will decide together the highest priorities to focus on after which we will share an update. As we prepare for 2026/27, we know our priorities will include: a new organisational culture programme (with leadership, wellbeing and equality the three strands of this programme), better involving staff in decision-making and transparency of decision-making and improving our appraisal and mandatory and statutory training rates - recognising doing better in all of these vital areas will further improve your experience of working here.

We have seen a significant increase in the number of action plans logged this year, with more than two thirds of teams submitting one. This suggests you are already acting in your teams to tackle local concerns. While we are past the 'official' cut-off date, it's not too late to create an action plan. For help with this, you can contact gram.imatter@nhs.scot.

FraudWeek 2025 All this week there will be a focus on preventing fraud in NHS Scotland; the topic today is leadership and accountability. Fraud undermines public trust and wastes valuable resources. Strong leadership and accountability can counter this. There's much more on the Counter Fraud Services dedicated website, [which you can read by following this link](#). If you are concerned about fraud in NHS Grampian, Julie Anderson is our local fraud liaison officer; she can be contacted at julie.anderson24@nhs.scot or you can call the national fraud reporting line on 08000 15 16 28.

Facilities and Estates – workload update The Estates team is transitioning to a new Computerised Maintenance Management System (CMMS) scheduled to go live in March of next year. This means they heavily focused on data collection and system readiness activities. They are also experiencing a significant increase in calls logged. While requests should be logged as normal, all colleagues should be aware of the following:

- Requests logged in clinical areas, statutory works, and mandatory works have the highest priority
- Immediate responses to non-urgent requests may be delayed as project-critical tasks are prioritised.

Your patience and understanding are appreciated; in the long term the new system will significantly improve how our sites are managed and maintained.

Aberdeenshire community hospitals review Thank you to everyone who made the time to attend recent public events as part of the review of community hospitals in Aberdeenshire. Having heard from the public, the Aberdeenshire IJB is also very keen to hear from you as staff. What is your experience of working in one of these hospitals. [You can share your views by following this link](#). As a reminder, this review is **not** about making cuts; it's about planning for delivery of community-based services in the years to come.

Healthcare Support Worker (HCSW) application and interview prep sessions Are you interested in a role as a HCSW and looking for some support with the application and interview process? The Practice Education team are offering support sessions on Teams, starting from tomorrow (Tuesday). Booking is via Turas, just follow this link: [HCSW Application and Interview Prep Sessions | Turas | Learn](#)

Shared Learning Event The November Shared Learning Event will take place virtually on Wednesday (19 November), 12-1pm via Teams. The guest speaker will be Ines Pereira - nurse consultant in Tissue Viability - to present on documentation improvement. All are welcome to attend. If you would like to join the Shared Learning Teams channel, attend this session, or discuss presenting at future events, please contact gram.qiat@nhs.scot

Pause for thought We must row in whatever boat we find ourselves. In what boat do you find yourself at this point in time? What could you take on board to aid your journey?

Tune of the day Double birthday fun in the tissue viability team; both Kristine Duguid and Kate Watson are celebrating another trip around the sun. Best wishes from all your colleagues, who have asked for [Mountains That We Climb](#) by Tide Lines (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