

Tuesday 19 May 2026

Disruption to IT Remote Access (AOVPN/Direct Access/Bomgar) – tomorrow (20 May) 12-1pm

The internet gateway connection at Aberdeen Royal Infirmary will undergo essential maintenance at the above time. During the maintenance window, access to NHS systems via AOVPN, Direct Access, and Bomgar over the Internet will be **unavailable**. Access to Microsoft 365 services such as Teams and Outlook (NHS email) **will not** be affected, as these services do not rely on AOVPN or Direct Access. Some third-party suppliers who use the Bomgar remote support tool over the Internet (i.e. those without a SWAN network connection) will also be impacted. If you work at home – or are planning to work at home on Wednesday – please consider whether this disruption requires you to be in the office instead.

Connection to remote access services should restore automatically towards the end of the maintenance window. If your connection has not been restored by 1pm, please restart your laptop and try again. If problems persist, please contact the IT Service Desk on extension 54444 (01224 554444) or, preferably, [using this link to the online helpdesk](#). The Digital Directorate apologises for any inconvenience this work causes.

Working together to reduce food waste The importance of good food, fluids and nutrition in patient recovery and experience cannot be overstated. Across NHS Scotland, work is underway to look at how we can reduce food waste while continuing to provide safe, high-quality, person-centred care.

Locally, a Value and Sustainability project is focusing on how food is ordered, used, and supported on our wards. This work is being taken forward through a short-life working group, in partnership with catering, nursing and AHP colleagues, to ensure patients' dietary needs are met while avoiding unnecessary waste. We all have a part to play; think about the following:

- Ordering meals in a person-centred way, based on what patients need and are likely to eat
- Being thoughtful about quantities ordered, to help reduce food waste
- Remembering ward provisions (such as milk, tea, coffee, biscuits, yoghurts, cereals and bread) are provided specifically for patient use

Using patient provisions as intended is good practice and means resources are protected for those in our care. Thank you for your support of this important work.

Reminder: Impact on water supply at ARI Essential maintenance work will take place on Sunday 24 May, between 7.30am and 1.30pm potentially affecting the hot and cold-water supplies across the Purple, Yellow, Orange Zones and Link Building at ARI. [Follow this link to read the full update](#) in this intranet news article (networked devices only).

World IBD Day - today This annual event aims to raise awareness of inflammatory bowel disease, including Crohn's disease and ulcerative colitis. Our local IBD team want to recognise the thousands of people living with IBD. Many symptoms are invisible, but the impact on education, work, mental wellbeing and day-to-day life can be significant. Scotland has the highest rate of IBD in the UK, with over 50,000 people — around 1 in every 103 — currently living with Crohn's or colitis. Today is about improving awareness, encouraging understanding and reducing stigma around these conditions. Want to find out more? [Simply follow this link to the Crohn's and Colitis UK website.](#)

Inspiring Quality Newsletter The latest edition of the Quality Assurance and Improvement team newsletter [is now available to view by following this link.](#)

NHS Grampian Charity Did you know application forms being incomplete is one of the most common reasons for delays when applying to NHS Grampian Charity? The charity funds projects using charitable donations which have been very generously made by the people of Grampian, so it's vitally important we gather all the information asked for on the application form to ensure these donations are spent in line with charity law and the donor's wishes. Please make sure you read the guidance provided for each question when applying. If you are unsure about a question on the form, you can speak to one of our team at our weekly virtual drop-in session before applying. It takes place on Teams every Thursday between 10am and 11am. [There's no need to book, just follow the Teams link available via this link.](#)

Tune of the day A memorial service takes place at St Paul's Cathedral in London today to remember those who lost their lives due to being infected with contaminated blood or their products during the 1970s and 80s. Many of you have supported local patients and their families over the years; today we share [Together We Rise](#), the first song by Silence To Song, a national community choir which brings together the surviving community and their family members.

We also have a request from Karen Brady, who works in Main Theatre Suite and volunteers as a Grampian Hospital Radio Presenter. Karen would like to request [A Sky Full of Stars](#) by Coldplay to mark World IBD Day (see above) as a thank you to senior IBD nurse specialist Jenny Robb and her wonderful team of nurses in ARI ward 406 who care for people with Crohn's and Colitis. Your kindness and care to patients living with this invisible illness on tough days always shines through (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