

Daily Brief...



Tuesday 6 May 2025

Clinical Applications System replacement Effective today, the existing Patient Management & Clinical Systems Registration Service is no longer be available for requesting user access to application systems. Replacement request forms are instead available via [ServiceNow](#). These cover New User Access, Change User Access, and Remove User Access requests. Additionally, new Network/Email Account and On/Off boarding request forms are also now available.

Due to limitations within ServiceNow, there are changes to the process for requesting new applications. The main change is that New and Remove requests **must** now be completed by an authorising manager. Additionally, all service areas are responsible for ensuring staff are provided with the appropriate training materials and must complete all required training.

The [New Access Requests in ServiceNow](#) guide (networked devices only) provides more details around the changes coming.

Hand hygiene – poetry in motion Global Hand Hygiene Day may be over for another year, but clean hands are a vital tool, every single day. Andrew Noble, one of our infection prevention and control nurses, has put his creative muscles to work, writing this poem as a handy reminder for all of us:

Hand hygiene's essential,
So dinna be daft, richt below the elba, an' fit about the watch?

Dinna forget fouks, good hygiene's the best,
For the wee micro beasties, can be a real pest!

There Fitbits an' Garmins an' Apples a plenty,
Jist leave them at hame, nae need to worry.
Use the hospital clocks, there's tons a about,
And if yer coontin' yer steps, in yer pocket will do!

Cyber threats – keep up to date Recent attacks on Marks & Spencer, Co-Op, and Harrods are a reminder of the continued threat cyber criminals pose to organisations of all sizes. We are far from immune so the digital cyber security team [have put together this guide to the current known threats](#). It will be regularly updated, so bookmark the link and keep yourself informed.

Principles of palliative care for doctors The palliative medicine department is running a face-to-face study day at Roxburghe House entitled 'Principles of Palliative Care for Doctors'. This one-day course is open to hospital doctors and GPs at all stages of training and post-CCT. It will include interactive plenary sessions with opportunities for questions and sharing of experiences. 5 CPD points have been approved by the Royal College of Physicians.

An additional date has been added (Tuesday 11 November), with the hope of more days being run in the future. [Places can be booked via Turas](#) (log-in required) and are limited to 25 people per day. In the event of the course being fully booked, names can be added to a waiting list and these people would be given priority booking for subsequent courses.

The art of effective conversation – we need your feedback As part of Putting People First, we want everyone to feel skilled and confident in having empowering and caring conversations. We are currently gathering information on what training is available so we can promote it and ensure it is easy to access.

Examples include, courageous conversations, receiving feedback well, shared decision making, or generative listening skills. That list isn't exhaustive; any training which has helped you have conversations with people which enable caring and empowering dialogue are of interest. Can you help us by letting us know about training you have attended which helped you have good conversations? Please email the name of the training, who delivered it and tell us a few lines about the impact it had on you to: gram.puttingpeoplefirst@nhs.scot

Aberdeen Sports Village Corporate Games – competitors wanted We're on the hunt for participants for the following events:

- Swimming - Looking for males to join the team. Event is Friday 16 May. There are 2 training sessions available: 7 & 14 May
- Diving – three team members needed. You must be able to swim a length and **must** attend at least two of the following training sessions: 8/15/22 May. Event is on 29 May

More info about the games is available here: [ASV Games 2025 FAQs - Aberdeen Sports Village](#). To get involved, email gram.sports@nhs.scot

Pause for thought What have you read recently that has made an impact on you in some way? If you were to speak of it to others, what slant would you put on it?

Tune of the day As a nod to global hand hygiene day, Lady Gaga and [Hold My Hand](#) is one of our tunes of the day; for our fabulous midwives and International Day of the Midwife, [Baby, Baby](#) by Amy Grant.

Charley Leslie rounds out the requests for today; she's about to begin a 6-month career break from her role in community older adult mental health and has asked for [See You Again](#) by Tyler, The Creator (ft Kali Uchis) (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