

Here is the brief for Friday 22 October 2021.

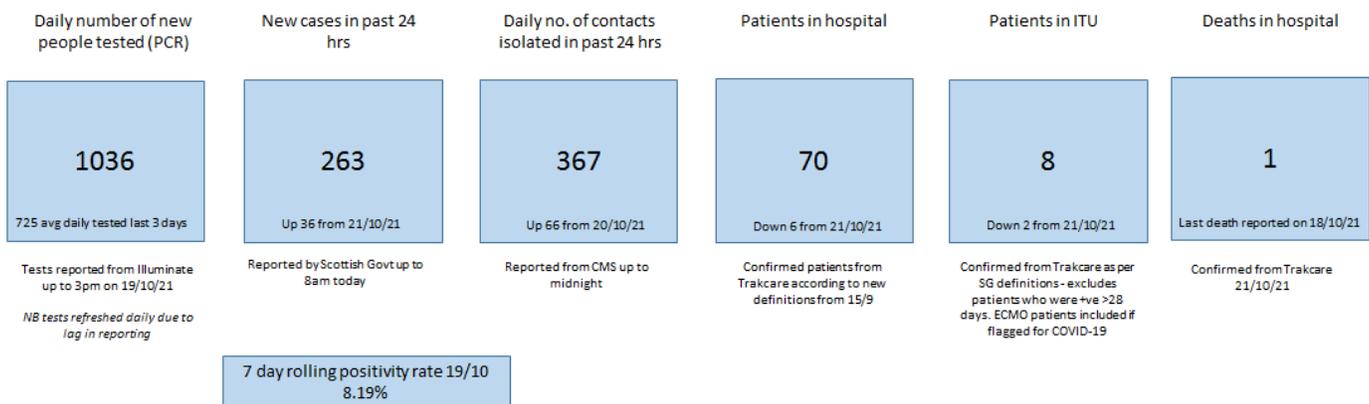
**Support from our Local Authority and Voluntary Organisation Colleagues** Over the last two weeks, colleagues from Aberdeenshire Council, Aberdeen City Council, the British Red Cross, The Royal Voluntary Service and Street Pastors have been coming onto our sites to offer us additional help as this especially busy time. This help has included extra transport being made available to us to aid patient flow at weekends, and also this past Wednesday when it was very busy. It has meant volunteers have provided support in the Emergency Department and some ward areas at ARI - and at Rosewell House - and has also meant some much-valued interactions with, and psychosocial support for our patients. We are extremely grateful to all our partner colleagues and volunteers for the help they have provided so far and will be continuing to provide as part of this pilot over October. You may come into contact with these volunteers and drivers over the next couple of weeks, so if you see them in your area, please give them an especially warm welcome.

**Email security/phishing scams** NHS staff are being targeted with malicious emails trying to steal their passwords. The scams have taken different forms:

- Emails telling you your Office365 password is due to expire (with a link to update password) are fake.
- Email attachments that take you to an Office365 login page (fake) when you attempt to open them are malicious.

If you have opened one of these links/attachments, please change your password as a matter of urgency.

**Grampian data** The local update for today is shown below.



[The Public Health Scotland daily dashboard is available to view via this link.](#)

**Courageous Conversations – and how to have them** The pandemic has seen a whole host of safety measures introduced into our workplaces. Keeping pace with the changes and what you need to do to keep yourself and others safe isn't easy. You may already be aware of the national 'Kind To Remind' campaign. This encourages all of us working in health & social care to support each other and offer prompts on the proper procedures to be followed. This is easier said than done, so as part of the campaign, a guide to having courageous conversations has been produced. This is shared below and we hope you find it helpful.

## Hints and tips: Crucial Conversation lines to control COVID-19

Talking to colleagues about uncomfortable issues is often avoided due to the perception that we might offend someone we work closely with. Awkward conversations can require courage. If you can overcome nerves it can help to create a better outcome for everyone.

### Before beginning a courageous conversation, consider the following:

- Is this an urgent safety situation that requires you to act swiftly?
- What are the consequences if I do nothing?
- Am I willing to accept these consequences?
- If you are unable to speak up immediately, please find a way to flag your concerns as soon as possible

### Keep in mind;

- WHY you want to have the conversation
- WHAT the issue is that you want to discuss
- HOW this issue is affecting you

### Role modelling

Irrespective of your role in an organisation, it is likely that there will be times when you witness a colleague not complying with agreed best practice and this can be awkward to address. Nevertheless, it is important you do.

### A quick helpful framework is Concern Uncomfortable Safe (CUS) model:

I am concerned (or can I clarify)  
I am uncomfortable  
This isn't safe (or I need you to Stop)

Sometimes not  
having a  
courageous  
conversation is  
riskier than  
having one!

EVERY  
ACTION  
COUNTS

**International Infection Prevention Week – splash zones** Stagnation due to lack of flushing can cause fluctuation in water temperature, creating ideal conditions for organisms such as legionella. Remember these key points:

- Report slow drainage of water to estates
- Patients may be exposed to organisms in drains when water splashes from the drain.
- When water splashes some of the biofilm can come away with the water
- Droplets of contaminated water can directly /indirectly come into contact with patients and their wounds
- Keep equipment more than 1 metre away from sinks

**Microsoft Teams – the good, the bad (and the ugly?)** Since Springtime last year Teams has become the ubiquitous way that so many of us now meet and communicate with each other. Did you know that in Scotland during September this year there were 120,000 Teams users? This could represent around 85% of the 140,000 NHS Scotland employees. In reality Teams is used by many non-NHS employees, for example some Local Authority and Scottish Government staff, so the percentage of NHS employees using it will be less than this 85% figure. So, what has it done for us? There were 6 million private chats last month, so on average every user indulged in 25 private chats. This can be a really good way to have a real 'personal' contact with a colleague rather than using the more impersonal e-mails. It's more like popping in to see someone in their office. It has been an amazing tool for those people working from home and, thinking about the current emphasis on CO2 reduction, the use of digital communications in Grampian, just in terms of out-patient consultations, has reduced travel by an amazing 15,000 miles per DAY. The staff use of Teams must have done at least this, so in the past 12 months we may have reduced travel miles by nearly 11 million miles.

On the downside it has made it really easy to put meetings into lots of people's diaries, and once they are there it is really easy to join the meeting, even if it is really not essential that you be there. Last month there were one million meetings! If you were to guess, on average, there were 10 people at each of these meetings then, on average, everyone attended 83 meetings in the month – around four

meetings each working day. We have to question the value of this in conducting our business. Everyone needs to ask, “Am I really essential to this meeting?”

Of course, Teams video calls also provide some light hearted opportunities to pass remarks about people’s appearance (“I love what you’ve done to your hair”) or their surroundings (“I really don’t like that picture on your wall”). We leave it to you to decide if this is the ugly side of Teams or not!

**Tune of the day** Bianca Ebtehadj has selected today’s tune, going for [Changes by 2Pac](#). Bianca says:

“This song is a snapshot of black history in the 90's but the sad truth is, it is still unfortunately, very relevant about the state of inequalities today.”

NHS Grampian has set up an Equalities Network, if you are interested in learning more about this – or taking part – please contact [gram.involve@nhs.scot](mailto:gram.involve@nhs.scot)

We’re also looking for your indulgence, as we say a particular thank you to Iona Dawson, who has provided invaluable support ‘behind the scenes’ to everyone working on this brief, since it started. Iona is off to pastures new and will be very much missed by all of us. We’re dedicating [She’s A Star by James](#) to her!

As we head into the weekend, we wish those of you working a safe shift. If you are not on duty, we hope you get some time to rest, recuperate, and reflect. The brief will be back on Monday.

If you want to request a song for tune of the day, follow up on items included in this brief, or suggest an item for sharing, drop us an email via [gram.communications@nhs.scot](mailto:gram.communications@nhs.scot)