

Thursday 2 March 2023

Do you know who you're talking to? 'Phishing' is a term often used when talking about email, however 'Phishing' can come in other forms such as text messages or phone calls. If someone calls you unsolicited, asking for details over the phone or via text message don't give them any information until you have double checked they are who they say they are.

For example, if someone calls you from IT, asking for information about your username and password or the software you use, its ok to end the call and use a different method to check the caller's identity. You could contact the IT service desk directly, email the caller directly, or use Teams to double check the caller is who they say they are.

Other times, a caller may try to get information about patients or colleagues that they're not entitled to. Remember that it's not ok to give out patient information to third parties unless:

- You're *sure* the person calling is who they say are and;
- Have a power of attorney, guardianship or similar role or;
- The patient has asked that we keep loved ones informed or;
- The patient is very ill, and we need to keep loved ones updated.

If you're not sure who the caller is, tell them you'll call them back and use a known number to do that. Where you're not sure if a patient has asked that someone be kept informed, check with them if you can, or check their notes. It's ok to ask people questions to confirm their identity when you speak to them too.

For more information on Phishing, head over to the Cyber Security sway presentation by [clicking here](#).

Palliative & End of Life Care – Evening Education series There are three events coming up, open to anyone working in – or with an interest in – palliative care. All events take place on Teams and begin at 6pm:

[13 March – Nausea & vomiting](#)

[5 April – Bowel obstruction](#)

[8 May – Terminal agitation](#)

To register, just click on the relevant link above.

International Women's Day 2023 Imagine a gender equal world. A world free of bias, stereotypes, and discrimination. A world that's diverse, equitable, and inclusive. A world where difference is valued and celebrated. Together we can forge women's equality. Collectively we can all #EmbraceEquity, celebrate women's achievements, raise awareness about discrimination and take action to drive gender parity.

Join Aberdeen University for a special International Women's Day hybrid event with inspirational speakers on Wednesday March 8. A networking session will be hosted afterwards where there will be an opportunity to meet other attendees, connect with colleagues and browse stalls.

Find more information and book your place: [International Women's Day 2023 | What's On | The University of Aberdeen \(abdn.ac.uk\)](#)

Are you considering BSc Healthcare Practice Top Up Degree? Study Skills Sessions for those who intend to apply for the next cohort of the Top Up Degree Programme (BSc Healthcare Practice) will take place on 3rd and 4th May from 1.30-4.00pm. Each session will cover a different set of skills and you can find out more and how to register by [clicking here](#).

NEW virtual information sessions on research ethics The NHS North of Scotland Research Ethics Service (NoSRES) will be offering 15-minute virtual appointments via MS Teams on: 28th March, 24th April and 30th May between 11am and 1pm.

What is IRAS? Do I need NHS Ethics? What is the HRA? Who are the NHS North of Scotland Research Ethics team? If you have a question for the ethics team, please email gram.nosres@nhs.scot to book an appointment or to email with any other queries at any time. Visit the [Grampian Research Office website](#) for further details of training sessions offered by NoSRES.

Remote Health Pathways Mapping Event The PIP Programmes Team are running a virtual workshop on Wednesday 15th March 11am – 1pm to help map service and organisational requirements around patient-facing digital tools that can support remote health patient care pathways. The workshop will inform how we shape, prioritise and progress this area of work going forward.

Remote health pathways is a term used to describe digitally supported models of patient care, such as supported self-management, patient education, remote patient monitoring, gathering clinical information asynchronously from patients for triage (e.g. ACRT) or review, or for predictive analytics/intervention alerts. Some examples of such tools currently in use in Grampian include Lenus, Inhealthcare, mydiabetesmyway, Piota, vCreate and Florence, among many others.

We are extending an invite to participate in the workshop if you represent a service that has previously or currently use digital patient-facing remote health pathways tools, or have expressed an interest in using such tools.

The workshop will be virtual using MS Teams and will look to capture from participants:

- Problem Statements & Desired Benefits where digital tools could support service delivery via patient facing Remote Health Pathways.
- The types of Remote Health Pathways there is a business need for (e.g. patient education, self-management, referral triage, review)
- Must/should/could features and factors for the types of desired Remote Health Monitoring services have a demand for.
- SWOT analysis of any Remote Health Monitoring systems or processes already/previously used by services.

Anyone interested in attending the workshop should please email GRAM.connectme@nhs.scot for further details.

Work to replace roof at Jubilee Hospital, Huntly Following months of planning and preparation, work to replace the roof at Rothieden Ward, Jubilee Hospital, Huntly will begin on Monday 6th March. The roof replacement will be a significant project and it is estimated that it will take some 6-9 months to complete. Funding has been secured through the Scottish Government, NHS Grampian, the

Aberdeenshire HSCP and the Friends of Jubilee Hospital. The project will also include the installation of solar panels, internal works to modernise the ward, along with a refurbishment of the fittings. The total amount of money spent on the project is approaching £1m and represents a significant investment in the community hospital. Thank you to all of the fantastic staff teams at Jubilee for all of their hard work and support as this project has progressed.

Brew & a Blether Throughout March, the Welfare Cell will be delivering a 'Brew & a Blether' across a number of venues in Grampian. A 'Brew & a Blether' is a drop-in approach developed to encourage staff to take a break, leave their place of work and speak about their welfare concerns to staff in attendance with a drink voucher on offer. Staff supporting this are the Chief Executive Team, Staff Side, We Care and Psychology.

Session #2 is on Friday 3rd March running in Cornhill Hospital from 10am-12noon with staff in attendance wanting to hear from you. All welcome so please head along for a chat. Next week, sessions #3 and #4 are running on Tuesday 7th March in the ARI Board Room and Thursday 9th March on the 3rd Floor at RACH at the same time.

Tune of the day You don't need us to tell you that today is Jon Bon Jovi's 61st birthday. To celebrate here's today's tune of the day, here's his band's debut single [Runaway](#) (GC). 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