

Daily Brief...



Thursday 6 March 2025

Access to patient information As an organisation, we are trusted with a significant amount of sensitive and confidential patient information. This means you **must** have a legitimate patient care or administrative reason **every time** you access patient information. Accessing data inappropriately can have significant negative consequences for our patients, for NHS Grampian, and for you. It can trigger HR, professional regulatory, or even criminal processes.

Examples of things we must not do include looking at the medical information of friends and family, neighbours, colleagues, or our own medical records. If you're asked to care for a friend or relative, let your manager know so appropriate steps can be taken. If you've any doubts about whether it's ok to access patient data, check with your manager and/or Information Governance - gram.infogovernance@nhs.scot.

Trakcare T2024 upgrade As highlighted earlier this week, TrakCare will undergo an upgrade **and be unavailable on Monday 17 March** between **8pm-1am**. This support pack: [News Articles - TrakCare T2024.5 Upgrade Go Live Support...](#) is available to help all users plan for this downtime. If you have any issues or concerns, please contact the service desk and raise a helpdesk call.

Talking Mats training Talking Mats is a visual framework which uses picture symbols to help people with communication difficulties. It has the potential for use with a wide range of people and is an approach which helps them think about issues and provides them with a way of expressing their views more easily. The Learning Disability Service now have in-house trainers, who have attended the official accredited Talking Mats trainers' training and are rolling out sessions across the service. [Find out more and book a place](#) (networked devices only).

Cryoprotein requesting – change to sample collection Clinical biochemistry will take over the collection of samples from requestors for cryoprotein analysis, from haematology, from this coming Monday (10 March). From this date the request must be discussed and booked in advance with clinical biochemistry by phoning extension 51122 option 2. The request on Trakcare will move from 'Haematology' to 'Specialised Biochemistry' and will now be called 'Cryoprotein Order Set' as it will include the measurement of C3, C4 and rheumatoid factor alongside cryoprotein analysis to aid interpretation.

2023-24 Discretionary Points – applications close tomorrow. We are progressing the 2023-24 Discretionary Points round for all eligible consultants. Eligible consultants should have received an email invite. Applications must be checked for factual accuracy by your medical line manager and returned by email to gram.discretionarypoints@nhs.scot no later than tomorrow (7 March). More information can be found on the intranet here: [Pages - Discretionary Points](#) (networked devices only)

Please secure sharps bins Please ensure lids are securely attached to sharps bins and remind all relevant staff you may be working alongside too. There have been a few incidents recently of lids coming off bins causing the contents, including sharps, to spill out into eurobins. Many of our eurobins are still decanted by hand, and these incidents resulted in loose sharps being found among orange bags while they were being removed. Please ensure lids are securely attached right around the bins before sending for disposal.

Lids / apertures must be placed in the temporary closure position when bins are not in use. Audits carried out by infection prevention and control and waste management teams are coming across too many bins with lids fully open, leaving the contents unsecure and accessible by members of the public.

Putting feedback into practice Our annual Handling & Learning from Complaints and Feedback report is being compiled and we are looking for examples of services' acting following patient and/or relative feedback. [You can see an example from last year's report here](#) (and read the full report here: [nhsg_annualfeedbackreport_2023-24.pdf](#)) We are ideally looking for examples with:

1. evidence of the initial feedback which instigated the change
2. quotes from patients /families after the change has taken place
3. a photo of the change

However, we'd be happy to hear about any improvements which fit with 2 of the 3 points above. If you have something to share – please get in touch with kirsten.dickson@nhs.scot or telephone 07885720267 by the end of the day on Friday 21 March.

ARI nurse shortlisted for national award Our congratulations to Chloe Jackson, who has been shortlisted in the 'Learner of the Year: Post-registration' category at the Student Nursing Times Awards! Winners will be announced at a ceremony in London on Friday 2 May.

Tune of the day It's World Book Day, so if you were caught on the hop last night by children demanding a costume for school today, [Paperback Writer](#) is dedicated to you (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