

Here is the brief for Thursday 21 January 2021.

COVID-19 vaccine programme We have published many updates on the COVID-19 vaccination over the past few weeks. One issue relates to anyone (NHS staff, care home residents, care home staff etc.) who had received their first vaccine in December and were scheduled to receive their second vaccine in early January – this second vaccination was postponed in line with the revised Government Policy. We have received a number of letters, from NHS staff, about this issue and have also had concerns raised through the Area Clinical Forum (ACF) from all NHS professional groups. We made a commitment at the ACF to share a comprehensive response on this issue. The first letter we received, from a professional trade union organisation, was from the British Medical Association (BMA) which set out a series of concerns which reflect the issues which were raised at the ACF. We have replied directly but also, with their agreement, we have attached this reply to the email used to send out today's brief. We believe this provides comprehensive information for all staff and would encourage you all to read it.

Acute sector update The number of people with COVID-19 in ARI remains high, and this is a continued source of pressure on the system. As previously mentioned, the number of hospital admissions appear to be plateauing. We remain at level 2Ai on our TOM plan but have been able to slightly decrease COVID-19 capacity – a position we hope to be able to maintain but this is obviously dependant on whether we see a further surge. Wards 110 and 105 are taking COVID positive admissions, 308 is taking stepdown patients and 111 has moved from being fully COVID to being split between red and amber pathway patients. We had readied ward 309 to take COVID-19 stepdown patient, but at this moment it doesn't seem likely we will now need to stand it up.

Emergency Department performance is at around 85% - which is impressive given the pressures we face as an organisation.

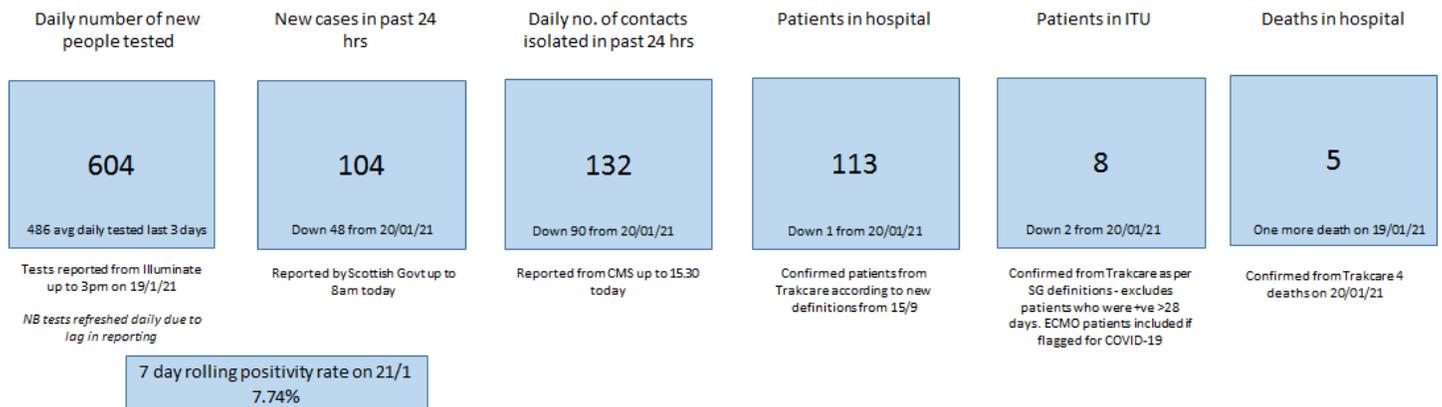
We continue to work to combat bed days lost to delayed discharges – and a lot of work is currently being done around our new Discharge Lounge and the Pick Me Up Project to free up bed capacity. We are looking at the discharge process and how it can be done differently – what are the hold-ups and how can parts of the system change? As part of this, we are developing further the scope of our new Discharge Lounge. We are working with SAS, with its staff now collecting patients from the facility, rather than wards, in many cases. We are also examining the possibility of moving to a system where most patients going home do so through the discharge lounge. There will be further information in the Daily Brief regarding the Discharge Lounge in the coming days.

Ward staffing is in a better position than it has been for some time – although we are still facing many pressures. Both RACH and DGH have good capacity. We are taking advantage of the beds available at DGH by moving Moray patients there, ahead of their discharge on to other community hospitals. AMH had a busy start to the day with four women booked for induction with another 12 inpatients admitted.

£500 bonus payment – action for healthcare staff As highlighted in previous briefs, this payment is offered in instalments over three months **only for those staff who would see Universal Credit payments affected by receiving one lump sum**. Any member of staff/bank worker who, for this reason, wishes the payment to be made in instalments should complete the form attached to the email used to send out this brief and return to the Payroll team no later than **31 January 2021**. Instructions for returning to the Payroll team are noted on the form – please follow these carefully. **Please do not request payment by instalment if you do not receive Universal Credit**. There is no mechanism for

opting out of receiving the payment. The pay circular provides details on eligibility and includes a “question and answer” section. More information is available from the Scottish Government website [here](#). The Payroll team are commencing calculations for payment in February salaries. Please do not contact the Payroll team with queries about the level of payment you may receive. You can read the pay circular on this award [here](#).

Grampian data The local figures for today and the 7 day rolling positivity rate are shown below. The positivity rate is calculated by dividing the number of positive tests in the past 7 days by the number of tests carried out in the past 7 days. Repeat tests are included in both categories, whereas the figures we show you below only record new tests.



If you click [here](#) you can visit the Public Health Scotland website, which includes neighbourhood figures for all local authority areas in Scotland.

Deployment survey – closing soon A huge thank you to everyone who has taken the time to complete our survey on their experiences of deployment during Operation Rainbow – we are very grateful! The survey will close at 12noon tomorrow (Friday), so we would encourage anyone planning to participate to do so as soon as possible. The full results will be shared with the Deployment Cell and we will feedback on the overall themes in the brief next week. The survey is available [here](#).

Netcall Server Upgrade The Netcall Servers are due to be replaced in the next few weeks. Prior to the migration the new servers will be User Acceptance Tested (UAT) for a 2 week period. The Netcall platform provide the following services to staff:

- Messenger+ (Voicemail) - Is utilised by over 2500 users on the Foresterhill Site, Cornhill Hospital, Woodend Hospital, Summerfield House, Denburn Health Centre, Health Village, City Hospital and Dr Grays Hospital (Incl. Elgin HC)
- Interactive Voice Response (IVR / Virtual Operator) - Front ends level 0 calls to the operator (i.e., Contact Portal, What name please?).
- 59R Contact Centre – Supervisors and agents will be contacted separately.
- Confirmer - Mass Alerting Tool for major incidents. Will be fully tested during UAT.
- Result - Used by the Sexual Health Service. Will be fully tested during UAT.

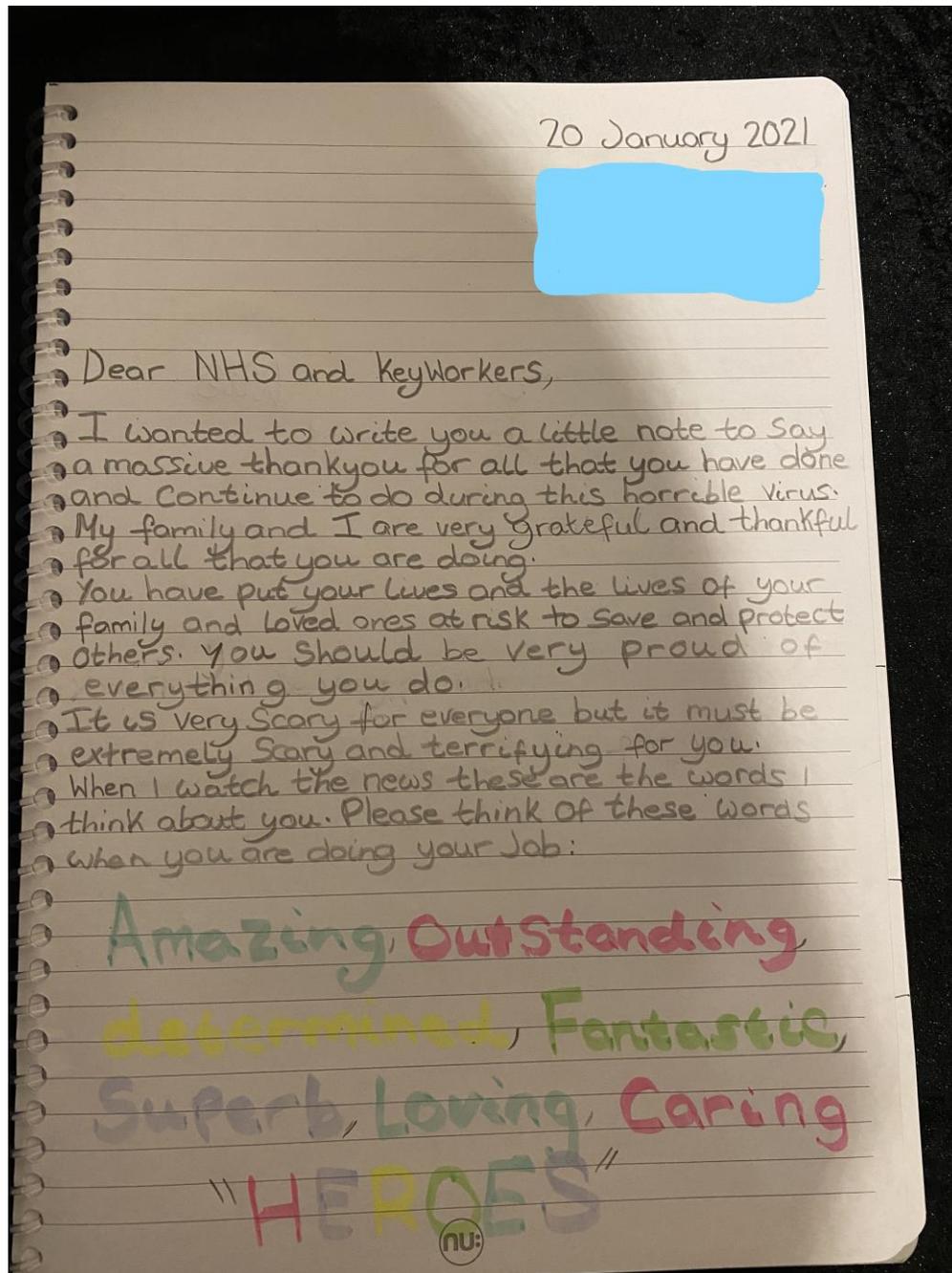
Staff should try and clear out as many messages in their voicemail as possible including any saved messages. No new or saved messages will be migrated to the new servers. Personal greetings of existing voicemails will be migrated. Messages on the old servers will be accessible for a two week period following the upgrade.

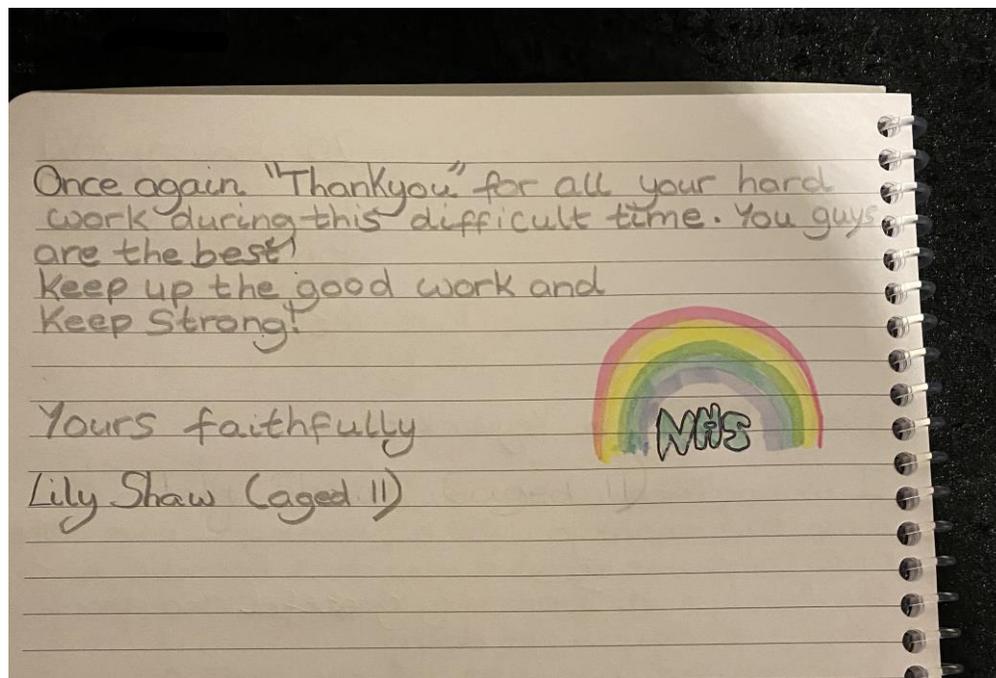
The information the virtual operator uses to contact staff and departments has been updated. Please ensure your Active Directory (AD) information is updated, using this link to update your details <http://adupdate/>. There are a number of systems in NHS Grampian that are reliant on the information that you enter on AD including the new online telephone directory which will be available

very soon. Further information will be provided in due course regarding dates of migration to the new servers and how to access messages on the current system.

Risk Assessment Module This has recently been updated and is now completed 100% online via Turas Learn. There are no prerequisites for the module, and anyone can become a risk assessor. The module is designed to provide the information and signposting to the various tools that are available to support staff in becoming a trained risk assessor. The module should also be used as a refresher for those staff who are already experienced risk assessors. To access the risk assessment module please click [here](#).

Thought for the day We received a letter today from Lily Shaw, aged 11, from Portlethen and written as part of a home-schooling activity. Lily and her teacher, Mrs Lindsay, asked if we could share this with all of you. If you ever have doubt that the work we do is not seen or valued, this will remove those doubts:





Questions to ask? Information to share? If you have particular questions – or are aware of questions coming from friends and family – please share them with us. We may not be able to answer every question and it may take us time to get a proper answer, but we will endeavour to respond and share the answers. You can get in touch with us via gram.communications@nhs.scot. Please also use that email address if you have items for consideration for future briefs.