

Wednesday 1 May 2024

Disruption to telephone services at Foresterhill – Friday 3 and Saturday 4 May Essential work will be carried out on the telephone systems at Foresterhill this Friday and Saturday. Between 9am and 8pm on Friday there will be a rolling programme of work and again between 8am and 4pm on Saturday.

90% of telephones on site will remain in service at any given time, however some extensions will lose service for up to 75 minutes. Critical areas will always have telephone service on one of their handsets throughout the work period. Calls to **2222** (cardiac arrest), **666** (fire) and **747** (violent incident) will not be affected.

The telephone system hosting all alarm extension lines on site will be upgraded between 5-6.15pm on Friday 3 May. During this time, if an alarm is set off, there will still be audible alert, but **no** automatic signalling. The telephone system hosting the emergency alert for all lifts on site will be upgraded between 8-9.15am on Saturday 4 May. Anyone pressing the button in a lift between these times will **not** get connected to the switchboard emergency phone. An audible alarm will still sound. Please be extra vigilant during these times.

If you have difficulty contacting any person or department and it is urgent, please contact the switchboard on "0" which will be unaffected throughout. We apologise in advance for any inconvenience caused. For any queries, please gram.commscentre@nhs.scot

We need your feedback The annual feedback report is being written and we are looking for real life examples of patient feedback. We have had some fantastic examples over the last couple of years (you can read two of those in the links below) and know there are lots more out there to celebrate.

[Providing daily newspapers to reduce isolation – What matters to you?](#)

[Virtual Visiting with a beloved pet – What matters to you?](#)

It's helpful for us to be able to show the direct feedback from patients (what was said) and what happened as a result. If there are examples of the impact of these changes that would be even better - but not essential. Please get in touch via kirsten.dickson@nhs.scot or telephone 07885 720267 by Friday 10 May.

Shared learning event The May shared learning event will take place on Wednesday 15 May, 12-1pm via Teams. The theme this month is tissue viability. Ines Pereira, nurse consultant will discuss the tissue viability service, including how to refer and receive advice. She will also share learning from an adverse event and good practice. Everyone is welcome to attend; please contact gram.qiat@nhs.scot for the join information. If you would like to present some shared learning at a future meeting, please get in touch with aileen.cameron1@nhs.scot or carol.fraser8@nhs.scot

NHS access to Aberdeen City health and social care partnership extranet Connect is the Aberdeen City HSCP extranet site, enabling staff to access resources and make website and social media requests. To access 'Connect' you must be connected to NHS Grampian either locally or through AOVPN. If you currently access the network via Direct Access, you will need to be added to the AOVPN group policy. [You can do this by making a service desk request, using this link](#). Once you have been added to the correct group, you'll get advice on how to update your device. You may also need to restart it. You should then test your connection through AOVPN. Once this is successful you should raise a further request to remove Direct Access.

New professional doctorate programme at Robert Gordon University (RGU) A new professional doctorate programme is being launched at RGU. It is a part-time programme aimed at people with a minimum of 3 years in their profession. There will be a webinar, on Zoom, to explain more on Wednesday 8 May, 12.30-1.30pm. Register for the webinar now by emailing Stuart O'Neill at the Graduate School s.oneill3@rgu.ac.uk

We Care Wellbeing Wednesday

- **Your financial wellbeing** Affinity Connect specialise in supporting your financial wellbeing through education and training on retirement, redundancy and the annual and lifetime allowances. This course will help you gain greater confidence in financial matters by increasing your knowledge of personal budgeting, mortgages and lending, personal taxation, savings and investment, the state pension, workplace pension, and estate planning. The next session takes place on Thursday 16 May (1-2.30pm), over Teams. [You can book via this link](#) (this will take you to the Turas log in page. Once signed in, the booking information will appear).
- **Spaces for Listening** Spaces for listening creates a space for us to come together and share our thoughts and feelings. It is confidential, there is no hierarchy, and we all participate as people. There are 3 upcoming May sessions:
 - 7 May, 12-1pm (contact annsmith1@aberdeencity.gov.uk to book)
 - 27 May, 12-1pm (contact fiona.sharple@nhs.scot to book)
 - 29 May, 8-9am (contact agnieszka.stephen@nhs.scot to book)
- **'Take some breathing space' information session** This will take place on Monday 13 May at 1pm. It aims to increase knowledge and understanding of the Breathing Space phone line and webchat service. The session will take approximately 1 hour, with time for reflections, comments and questions. To book a place on this workshop please send an email request to: gram.hwl@nhs.scot

Tune of the day Pinch, punch, first of the month! We've got a significant birthday to mark today, as Dianne Whyte in procurement hits the big 3-0. Kirsty and the team send their love and have requested Cher and [If I Could Turn Back Time](#). Happy birthday Dianne! (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