

Here is the brief for Thursday 3 February 2022.

CAROLINE: IN CONVERSATION WITH...



“In Conversation” with Caroline Episode #2 – GP Laura Muirhead

Today we are pleased to bring you the second in a series of "In Conversation With..." videos featuring Chief Executive Caroline Hiscox and staff from across Health & Social Care. [In this episode, Caroline has a frank and thought-provoking discussion with Aberdeen based GP Laura Muirhead.](#)

The revealing discussion moves from the dramatic changes to the role of General Practitioner over the last two years, the dynamics between "primary" and "secondary" care, to the public perception of "Call Centre GP's". Perhaps most strikingly, both Caroline and Laura talk about how they don't want to go back to the broken system that was the pre-COVID-19 "normal".

"In conversation with..." is a series of videos designed to hear directly from staff about the challenges they face, raise awareness of their work and, crucially, to get their thoughts on what we need do to make improvements for patients and staff as we move into the future. Like any conversation worth having, the discussion isn't short however we have included links below to key parts of discussion that you may find interesting to allow you to dip in as your time allows:

[01:13](#) Different Roles & Motivation to be a GP.

[08:22](#) Working in COVID Hub on top of the day job.

[12:50](#) Effect of COVID on the relationship between primary and secondary care

[17:40](#) Our greatest strength is also our greatest weakness

[19:23](#) What needs to be different post-COVID?

[21:56](#) Managing patient expectations, media portrayal of GPs during the pandemic, finding sweet spot between virtual and face to face.

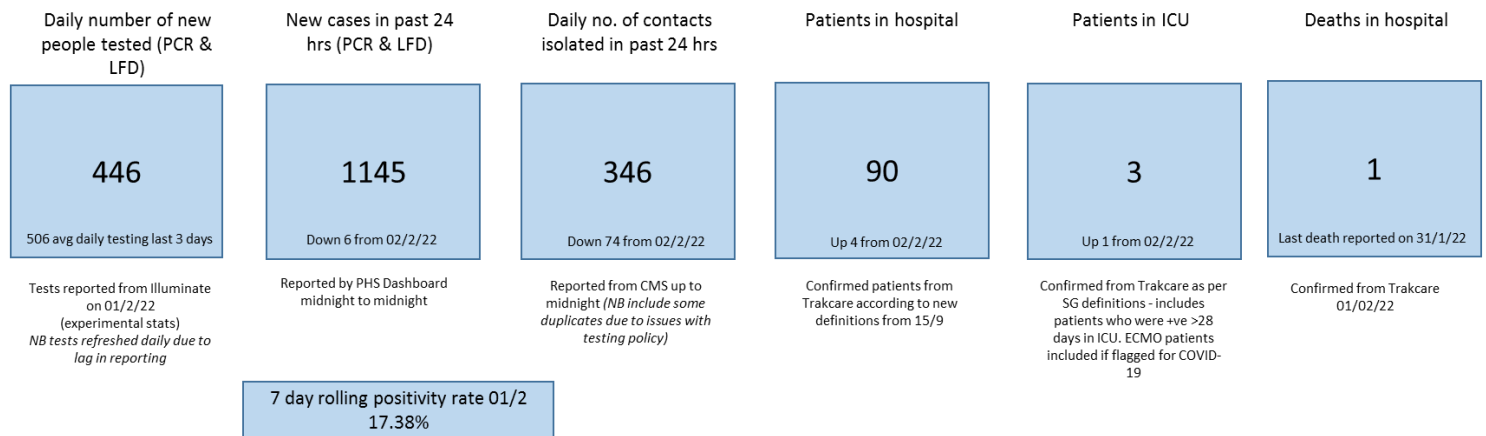
[30:10](#) What makes a good for you as a GP and as Laura

As always, your feedback or questions for Caroline are welcome via <mailto:gram.communications@nhs.scot>

PPE posters There have been lots of requests for posters to demonstrate what is the correct PPE for the direct delivery of care on the Respiratory and Non-Respiratory Pathways. As a reminder to you all, these posters, along with other resources, are available on the following link, [Section 5.25 Resources - Posters.](#)

The NICPM link above is also accessible from the IPC Intranet page (networked devices only) on the "Respiratory Infections (including COVID-19)" tab on the left hand side of the page: [Pages - Respiratory Infections \(including COVID-19\) \(scot.nhs.uk\)](#)

Grampian data The local update for today is shown below. A complete national report, including the option to view cases at a neighbourhood level, [is available via the Public Health Scotland daily dashboard](#).



ICE GP Order Comms – system upgrade Laboratory IT would like to make GP Practices and Direct Delivery Teams aware the ICE GP Order Comms system will be upgraded to ICE v7.1.5 on **Tuesday 8 February** and unavailable between **8am-2pm** while the upgrade is applied. Detailed information on the interim arrangements for GP Practices and Direct Delivery Team staff was circulated via Global email earlier today; [this is also available on the intranet news page \(networked devices only\)](#).

Any queries should be fed back via the Labs IT Admin email box gram.labsitadmin@nhs.scot in the first instance.

We Care – an apology There was an error in the We Care newsletter circulated yesterday; Linda Beaton is the co-chair of the menopause working group, and not Laura Beaton as suggested.

Thought for the day A former boss of mine was very fond of a quote from Maya Angelou:

“I’ve learned that people will forget what you said, people will forget what you did, but people will never forget how you made them feel.”

As I reflect on the experience of (nearly) two years now, that certainly holds true for me. I remember the times I felt supported and valued. I also remember the times I felt humiliated or thrown under the bus. Thankfully, the former far, far outweigh the latter. However, the way we behave towards each other matters. No matter what we are asking of each other, no matter how difficult the situation is, no matter how much both parties know the job needs to be done, the way we handle situations matters. At the end (or perhaps the start) of another working day, reflect on this: how have you been with others? The team you lead, the people you work alongside – how did you make them feel? How did they make you feel? We could all stand to practice more kindness, towards others and towards ourselves.

Tune of the day It’s Time To Talk Day, encouraging all of us to start a conversation about mental health. The campaign is supported in Scotland by SAMH, who have today launched Time for You, a virtual support service for frontline workers, in all sectors, during the pandemic. You can find out more about [Time for You on the SAMH website](#). In the meantime, our tune for today is [Talk Tonight by Oasis](#)

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