

NHSGGC

Core Brief



Daily update
(10 March 2026, 5.05pm)

Topics in this Core Brief include:

- [Listening to our patients](#)
- [Stand up against Hate Crime](#)
- [Have your say on Scottish Government social survey data!](#)
- [Union Street fire](#)

Listening to our patients

Listening to patients, families, and carers, and understanding their experiences of care is central to what we do at NHS Greater Glasgow and Clyde.

Care Opinion is one of the ways we gather feedback to help us achieve this. It is an independent website where patients, families, and carers can share their healthcare experiences: <https://www.careopinion.org.uk>. The feedback we receive through this platform gives us valuable insight into what is working well and where we can improve.

Here are some highlights from **February 2026**. 'Staff' was the most frequently used tag to describe what people valued about our services. The themes shown in the word cloud highlight the friendliness, professionalism and kindness demonstrated by our staff.

- **279** patients, relatives and carers shared their feedback via Care Opinion.
- **69%** of these stories were from patients or service users.
- **81%** of feedback was positive.
- These stories have been viewed **21,489 times** on Care Opinion.

What was good about the care you received?

in future.

The [short survey](#) takes less than 10 minutes to complete and is open until 20 March 2026.

Union Street fire

Following the fire on Union Street, there continues to be disruption to road, rail and public transport services in and around Glasgow City Centre. More information, including links to relevant organisations, is available from [Glasgow City Council](#).

Remember, for all your latest news stories, visit the Staffnet Hub:

[GGC-Staffnet Hub - Home \(sharepoint.com\)](#)



Getting the right care is as easy as ABC

NHS
Greater Glasgow and Clyde

A
Ask yourself
Do I need to go out?
For information on treating minor illnesses and injuries from home, go to **NHS inform** or download the **NHS 24 App**.

B
Be aware
There is help on your doorstep.
Your local **GP, pharmacy, dental practice and optician** offer a range of services.

C
Call 111
If it's urgent, or you're unsure, call **NHS 24** on **111**.
They'll get you the care you need.

Unless it's an emergency - think ABC before visiting A&E.
For more information: www.nhsggc.scot/rcrp



Staff are reminded to make sure their [personal contact details](#) are up to date on eESS.

It is important to share Core Brief with colleagues who do not have access to a computer.

A full archive of printable PDFs are available on [website](#)