

# Core brief

## Daily update

(11 July 2025, 10:50am)

Topics in this Core Brief include:

- Listening to our patients
- Scottish Health Awards 2025
- Warm weather guidance for staff this weekend

## Listening to our patients

Listening to our patients, their families, and carers, and understanding their experiences of care is extremely important to NHSGGC. Care Opinion is one of the feedback mechanisms that helps us achieve this.

Care Opinion is an independent organisation and website where patients, families, and carers can share their feedback about their healthcare experiences (<https://www.careopinion.org.uk>). The feedback we receive provides us with the opportunity to learn from those who use our services, understand what is working well, and identify areas for improvement.

Some highlights from June 2025 are shown below, with 'staff' being the most frequently used tag to describe what was good about our services. The key themes from the word cloud are our staff, the care they provide and their professionalism.

- **256** patients, relatives and carers shared their feedback via Care Opinion.
- **77%** of these stories were from patients and service users.
- **79%** of feedback was positive.
- These stories have been viewed on Care Opinion **18,848 times**.

**What was good about the care you received?**



We offer Care Opinion Responder Training for staff within acute services. This 60-minute session is delivered via Microsoft Teams, with the next session scheduled for **Tuesday 19 August at 10.30am**. If you would like to become a responder on Care Opinion and have approval from your Senior Management Team, you can register here: [CO Responder Training - Aug 25](#)

If you would like more information, please contact the Patient Experience Public Involvement Team for more information: [gqc.patientexperience@nhs.scot](mailto:gqc.patientexperience@nhs.scot).

## Scottish Health Awards 2025

Thank you to those of you who have taken the time to nominate staff in this year's Scottish Health Awards. In just four weeks NHSGGC has received 72 nominations so far.

And there is still time for staff to nominate!



The awards recognise the contribution of frontline health and social care workers but also celebrate those who work so hard behind the scenes in support roles to ensure we have the kind of health and care services that are vital in achieving the highest quality of care.

Nominate today and help celebrate the extraordinary achievements in Scotland's health sector.

You can nominate by visiting: <https://www.scotlandshealthawards.co.uk/>

Entries close on **Sunday 17 August 2025.**

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### **Warm weather guidance for staff this weekend**

With warm weather expected this weekend and highs of 30 degrees, staff are encouraged to stay safe both in the sun and at work in high temperatures.

Our Top Tips for the Weekend:

- **Sunburn and sunstroke** – Always cover up in the sun to protect yourself and your family from burns and heat exhaustion. This includes wearing a high-factor sunscreen, appropriate clothing, and spending time in the shade.
- **Medicines** – Ensure you have over-the-counter medicines available for common illnesses, including paracetamol or ibuprofen, remedies for bites and stings, and antihistamines for allergies.
- **First aid** – Keep a first aid kit in your home with plasters, bandages, and antiseptic wipes for cuts, as well as an ice pack for minor strains or sprains.
- **Food poisoning** – Barbecuing can lead to food poisoning if it is not done correctly. Ensure meat is cooked thoroughly and evenly and keep cooked and raw food separate.

**Dr Emilia Crighton, Director of Public Health, said:** “This weekend is looking like a great time to get outside for warmer weather.

“No matter what you're doing, please enjoy the good weather safely by protecting yourself when in the sun, staying hydrated, and having common medicines to hand.”

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Remember, for all your latest news stories, visit the Staffnet Hub:  
[GGC-Staffnet Hub - Home \(sharepoint.com\)](http://sharepoint.com)

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

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have access to a computer.  
A full archive of printable PDFs are available on [website](#)