

Daily update
(11 November 2026, 8.30am)

Topics in this Core Brief:

- Armistice Day
- Listening to our patients
- Patient Experience and Public Involvement Support Service

Armistice Day

Today, at 11.00am, staff are invited to observe the two-minute silence for Armistice Day.

Wherever you are working, this is an opportunity to pause and remember those who have served and sacrificed, and to recognise the continuing contribution of the Armed Forces Community within NHSGGC.

If you are on site and would prefer to use a quiet or outdoor space, please speak with your line manager where practical. Colleagues working remotely are welcome to take part in a way that is appropriate to their setting.

Thank you for joining this shared moment of remembrance.

Listening to our patients

Listening to patients, families and carers helps us understand what matters most to people and how we can continue to improve care across NHS Greater Glasgow and Clyde.

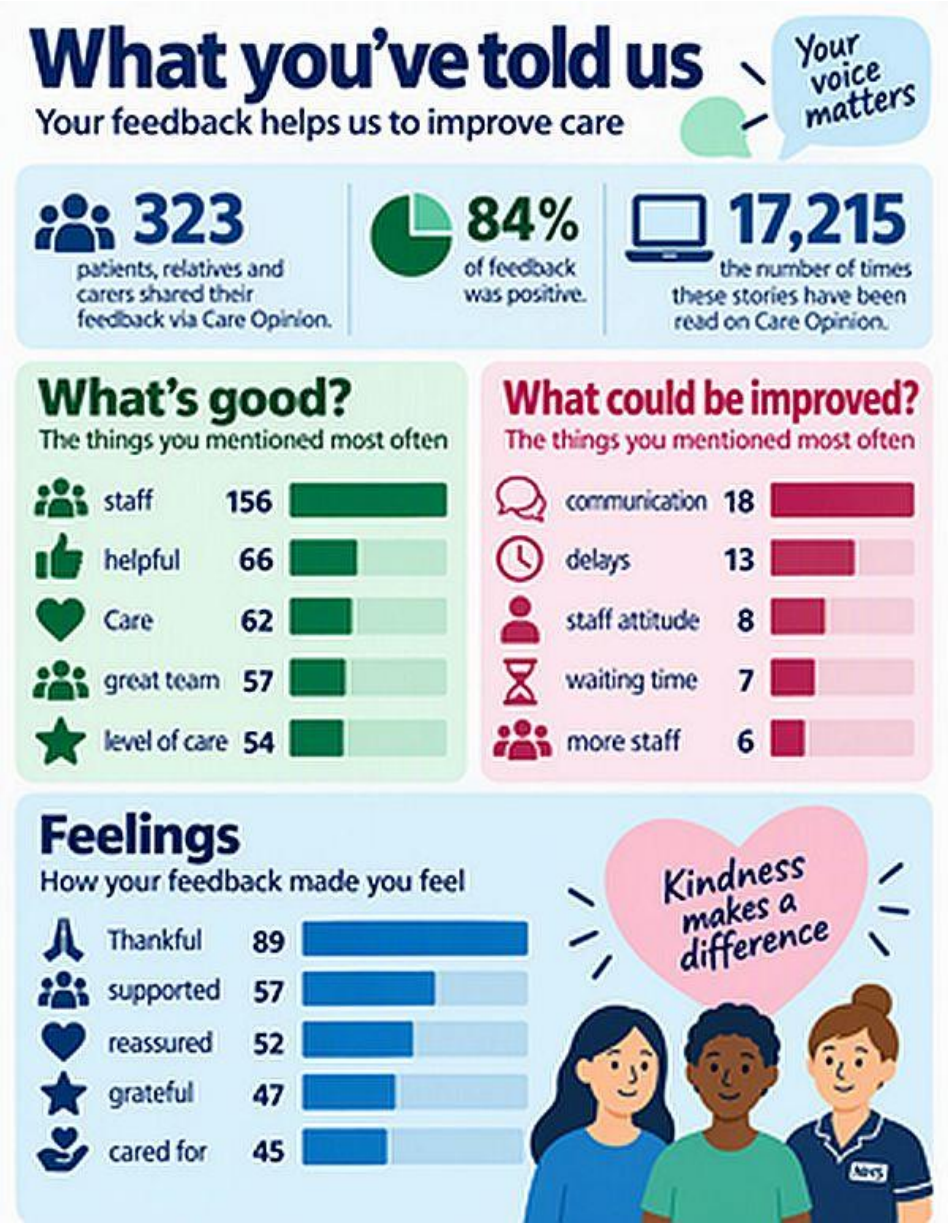
What is Care Opinion?

Care Opinion is one way we gather this feedback. It is an independent website where patients, families and carers can share their healthcare experiences: . Feedback shared through Care Opinion gives us valuable insight into what is working well and where further improvement may be needed.

Feedback highlights and areas for improvement

During October 2026, a total of **323** patients, relatives and carers shared their experiences through Care Opinion. Overall, **84%** of feedback was positive, and stories were read **17,215** times. Positive themes highlighted helpful staff, great teams and the

quality of care, with people expressing gratitude and feeling supported, reassured and cared for. Areas identified for improvement included communication, delays, staff attitude, waiting times and staffing levels.



Become a Care Opinion Responder

We offer a 60-minute Care Opinion Responder Training session for staff within Acute Services, delivered via Microsoft Teams. The next session is scheduled for **Wednesday 10 February 2027 at 1.30pm.**

If you would like to become a responder on Care Opinion and have approval from your Senior Management Team, you can register here: Care Opinion Responder Training Feb 27

For further information, please contact the Patient Experience Public Involvement Team: ggc.patientexperience@nhs.scot

Patient Experience and Public Involvement Support Service

Are you ready to turn patient feedback into action? Whether you're routinely gathering feedback or involving patients, carers and local communities in planning a change or improvement, the Patient Experience and Public Involvement (PEPI) team can help.

Watch our Support Request Service video to discover the information, advice and practical support available. Then complete our Support Request Service Form below to arrange a friendly chat and get your engagement plans moving!

Form: [Patient Experience Public Involvement Support Request Service]



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

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