

Daily update (12 June 2025, 12.15pm)

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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 (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 **May 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, their helpfulness and the care they provide.

- 278 patients, relatives and carers shared their feedback via Care Opinion.
- 72% of these stories were from patients and service users.
- > 79% of feedback was positive.
- These stories have been viewed on Care Opinion 19,501 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: ggc.patientexperience@nhs.scot.

Staff Parking Reminder – Bus stops and bus lanes

Parking at all our sites can be challenging and finding a space in time for the start of a shift can be frustrating. We would like to thank all our staff for their patience and consideration.

However, we would like to remind people that our sites are working healthcare environments, with emergency vehicles, pedestrians and public transport requiring access round the clock, and ask them to think twice before parking.

Public transport can be a quick and easy way to avoid issues with parking, and buses are used by thousands of people every day to get to our sites.

However, parking in dedicated bus lanes or at bus stops can significantly impact services and prevent passengers getting on and off the bus, which can be a particular issue for wheelchair users, people who have challenges with mobility, the elderly and parents with buggies.

As well as affecting services and inconveniencing passengers, parking at bus stops and in bus lanes increases the risk of road traffic collisions, so we would ask that

people consider the impact of parking at, or near, bus stops before leaving their cars.

We encourage staff to car share where practical and possible. Car sharing can help you reduce your daily travel costs while helping to reduce CO₂ emissions at the same time. More information on car sharing is available from Staff Parking at NHSGGC - NHSGGC

More information on the different initiatives available to make it cheaper, easier and more environmentally sustainable to travel to and from work, and between sites, is available from the <u>Travel Plan Office</u>.

Celebrating Volunteers' Week: A tribute to dedication and impact

Volunteers' Week, held from 2-8 June, provided a wonderful opportunity to recognise and celebrate the remarkable contributions of hundreds of volunteers who support NHSGGC's patients, families, and staff. Throughout the week, we shared inspiring stories of individuals like Tony, Sandra and Mary, and Sophie, who give their time each week to enhance the experience of patients, families and staff in our acute hospitals.

A highlight of the celebrations was the Civic Reception at Glasgow's City Chambers, hosted by the Depute Lord Provost. Around 150 volunteers attended, and the Deputy Chief Executive and AHP Director expressed their heartfelt appreciation for the invaluable work volunteers do:



During the event, NHSGGC reaffirmed its commitment to volunteering by becoming a <u>Volunteer Charter Champion</u>. This aligns with our refreshed Volunteering Policy, which includes welcoming volunteers from all backgrounds, removing income barriers, providing robust support, training, and development, and creating meaningful roles that complement the work of our paid staff.

For more information about volunteering, please visit our website: <u>Volunteering - NHSGGC</u>

If you are interested in exploring volunteering opportunities in your area, please email ggc.voluntary.services@nhs.scot.

Green 14 commuting challenge

The Green 14 Commuting Challenge is a two-week challenge (starting soon!) to see which specialty/department can rack up the most active commuting miles – whether by bike, foot, or wheels – all in the name of fun, health, and sustainability. The challenge will be the 14 days from 30 June until 13 July. There are prizes and pride on the line!

To kick things off, we'll be teaming up with the Dr Bike and Travel team at a stand in the QEUH atrium on 12 June. Come along to find out more, pick up some goodies, and learn how to join the challenge via our sign-up page and Strava group.

Each specialty will compete for glory, with a leaderboard based on distance commuted – so rally your team and get moving!

To sign up to the challenge please complete this form, which will show you how to log your miles: https://forms.gle/szAMJ6gGSZWMM29G9

If you'd like to be your specialty's representative or help out with the campaign, please get in touch by emailing: green14challenge@gmail.com (looking for team members from all specialties, a great way to get involved with leadership or a quality improvement project).

If you have any questions, email: green14challenge@gmail.com.

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