

# Core brief

## Daily update

(12 June 2025, 12.15pm)

### Topics in this Core Brief:

- Listening to our patients
- Staff Parking Reminder – Bus stops and bus lanes
- Celebrating Volunteers' Week: A tribute to dedication and impact
- Green 14 commuting challenge

### 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](http://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?**



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 CO<sub>2</sub> 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 [Travel Plan Office](#).

### **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 [Volunteer Charter Champion](#). 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: [Volunteering - NHSGGC](#)

If you are interested in exploring volunteering opportunities in your area, please email [ggc.voluntary.services@nhs.scot](mailto: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](mailto: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](mailto: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](#)**