

Core brief

Daily update

(12 September 2023, 12.10pm)

Topics in this Core Brief:

- Involving our patients

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Involving our patients, their families and carers, through active listening to and learning from their experience of care is extremely important to NHSGGC. Earlier in 2023 teams across NHSGGC and the six Health and Social Care Partnerships shared how they have involved people in their work. In July, we published the Engagement and Involvement Overview report.

To help shine a light on the excellent work carried out by these teams, the Communications and Public Engagement Directorate have developed a new section of the [NHSGGC.scot website](https://www.nhsggc.scot.nhs.uk/). Within this, you will find case studies and examples of some of the great work taking place across the organisation.

Some of the examples are summarised below, followed by figures relating to engagement and involvement in NHSGGC, you can find more in-depth information within the [full report](#).

Occupational Therapy East Dunbartonshire HSCP: Themed Family Events

- Carried out themed family events through the year to allow children to lead and connect with parents and carers. This allowed the team to explore a range of important topics while building community links and relationships.

Care at the Centre for Integrative Care: Evaluation of Services

- Invited patients and carers to participate in a survey focusing on their experiences, receiving 262 overwhelmingly positive responses. The team used the feedback to identify potential improvements, including longer appointment times and quiet room access.

Flow Navigation Centre (FNC): Evaluating Care via NHS Near Me

- The FNC offers a Virtual Care Pathway to provide health advice and avoid unnecessary physical visits. The team to embedded an evaluation into the Near Me platform, receiving 577 responses in the first few months.

- 7,561 People involved directly to help shape the services described in the report
- 42 Examples from across NHSGGC and Partnerships provided for inclusion in this report
- 2,057 People shared feedback on top of planned engagement and involvement projects
- 414 Staff supported through Lunch Time Learning sessions held throughout 2022/2
- 2,124 Views of staff learning and support resources on NHSGGC.scot
- 81 Teams and Services supported by the PEPI team to involve people

If you would like more information about how you can get help with an involvement project, or how to share your project for inclusion in next year's report please get in touch. You can reach the Patient Experience Public Involvement Team at public.involvement@ggc.scot.nhs.uk or for help and advice get us through our [contact form](#).

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](#)