



Daily update
(13 October 2025, 11.15am)

Topics in this Core Brief include:

- Data Security Spotlight – Be aware of Remote Access Cyber Attacks
- Power App – Procurement
- Allied Health Professions Day: Tuesday 14 October 2025
- Listening to our patients

Data Security Spotlight – Be aware of Remote Access Cyber Attacks

Remote Access Cyber Attacks happen when a hacker attempts to contact staff working remotely and requests access to their device for support purposes. When you are using remote access, NHSGGC IT Support will never:

- Request that you click on links or download software
- Ask you to go to a website in order to remotely access your device
- Ask for any sort of personal details other than your device asset tag and XGGC username.

Power App – Procurement

The new way to request help and support from the Procurement team is via our new Office365 Power App - [Paragon](#)

Please navigate to the app by clicking the link above and click '**Create New Ticket**' then select '**Procurement**' and choose the appropriate form to complete.

We no longer utilise the Zendesk platform. All of the Zendesk email addresses have been phased out although we have retained recent ticket history in case of any retrospective queries. Please now visit the Paragon app to get in touch with the Procurement team for all support queries.

Allied Health Professions Day: Tuesday 14 October 2025

This Week, we proudly recognise the incredible contribution of our Allied Health Professionals, who play a vital role in delivering compassionate, person-centred care every day.



From improving patient outcomes to driving innovation and supporting our communities, AHPs demonstrate dedication, expertise, and resilience across all settings. Thank you for your unwavering commitment to making a difference – your work truly transforms lives and strengthens the future of healthcare.

Allied Health Professions (AHP): art therapists, podiatrists, dietitians, occupational therapists, prosthetists and orthotists, paramedics, orthoptists, physiotherapists, diagnostic radiographers, therapeutic radiographers, speech and language therapists.

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 **September 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 **level of care** they provide and their **helpfulness**.

- **306** Patients, relatives and carers shared their feedback via Care Opinion.
- **72%** of these stories were from patients or service users.
- **78%** of feedback was positive.
- These stories have been viewed on Care Opinion **28,385** 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 **Wednesday 22 October at 10:30 AM**. 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 October 25](#)

If you would like more information, please contact the Patient Experience Public Involvement Team for more information: ggc.patientexperience@nhs.scot

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](#)