

# Core brief

**Daily update**  
**(14 March 2024, 11.30am)**

Topics in this Core Brief:

- Involving our patients
- Let's talk about... Staff Wellbeing Webinars

**Remember, for all your latest news stories, visit our new Staffnet Hub:**  
[GGC-Staffnet Hub - Home \(sharepoint.com\)](https://sharepoint.com)

## **Involving our patients**

Meaningful engagement with patients, their families, and caregivers is a core aspect of service delivery in NHSGGC. By working with these groups, we can use their invaluable experiences to shape and enhance our services together. In 2023, various teams across NHSGGC, along with our six Health and Social Care Partnerships, came together to highlight their efforts in engaging communities. This collaboration culminated in the publication of the Engagement and Involvement Overview report in July.

From this report we have extracted short case studies to help shine a light on the excellent work being carried out across the board, throughout the year, in the hope of providing a source of inspiration for future initiatives. These can be found on the NHSGGC.scot website for sharing internally and externally.

Below, you'll find a selection of these projects. For those looking for a more comprehensive view of the projects captured, you can view the full report.

### **Chronic Pain Service: Engaging Black and Minority Ethnic Communities**

The NHSGGC Chronic Pain Management and Diabetes services, in collaboration with the Equalities and Human Rights Team, embarked on a targeted engagement initiative to improve service accessibility for BME communities.

- Through interviews and group discussions involving 39 participants from BME backgrounds, the services gathered valuable feedback on barriers to access and understanding of the services offered.

- This led to significant improvements in service delivery, including enhanced multi-language support and more accessible, easy-to-understand systems.

### **Glasgow Royal Infirmary Dietician Service: Pictorial Care Evaluation**

In an innovative approach to gathering patient feedback, dieticians at Glasgow Royal Infirmary undertook a trial using abbreviated pictorial care measures.

- This trial focused on simplifying the feedback process for patients on the major trauma ward, receiving 20 pieces of feedback.
- The initiative showed a creative method for capturing patient experiences, contributing to the ongoing improvement of patient care and staff development.

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](mailto:public.involvement@ggc.scot.nhs.uk) or for help and advice get us through our [contact form](#).

### **Let’s talk about... Staff Wellbeing Webinars**

The *Let’s talk about... Staff Wellbeing* webinar series continues to focus on various topics which we know are important to personal health and wellbeing and are delivered in a format that allows colleagues to take away top tips and share with others.

We would like to thank colleagues for your very positive feedback.

All NHSGGC and HSCP staff are welcome to come along. Webinars are open to all staff with easy booking access for the sessions you are interested in.

<b>Date</b>	<b>Time</b>	<b>Webinar</b>	<b>Booking</b>
20 March 2024	2.30pm – 2.50pm	Let’s talk about... peer support	<a href="#">Book here</a>
25 April 2024	12.00pm – 12.30pm	Let’s talk about... alcohol and drugs	<a href="#">Book here</a>

All pre-recorded webinars can be watched on SharePoint: GGC - Let's talk about... [Staff Wellbeing Webinars - Home \(sharepoint.com\)](#).

Please share this information with your colleagues/teams/services to support all staff wellbeing.



\*\*\*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](#)