

# Core brief

## Daily update

(15 April 2025, 5.30pm)

Topics in this Core Brief:

- NHSGGC Confidential Contacts – We are recruiting!
- Listening to our patients
- Quality Strategy Newsletter
- Do you have money worries?

## NHSGGC Confidential Contacts – We are recruiting!

If you are interested in becoming a Confidential Contact, please submit a short statement highlighting why you would like the role to [ggc.whistleblowing@nhs.scot](mailto:ggc.whistleblowing@nhs.scot) by **18 April 2025**. The Whistleblowing Champion and Corporate Services Manager – Governance will undertake a review of statements on 25 April 2025 and provide feedback shortly thereafter.

## Time commitment:

It is difficult to quantify the time commitment of a confidential contact. The selection process is random and at the discretion of the colleague raising the concern. The onus is on the confidential contact to keep up to date with current policies and procedures, attend local Forum's for one hour on a quarterly basis as well as the national Speak Up Network, when invited (normally 1-2 times per year).

## What the role involves:

Confidential contacts are expected to:

- Provide non-judgmental and empathetic support over the telephone, via MS Teams, email or face-to-face to employees who have concerns
- Have sound knowledge of our Once for Scotland policies and procedures and relay correct information to employees who contact them
- Signpost employees to relevant sources of further support and information or advice
- Maintain their knowledge about whistleblowing, dignity at work, equality and diversity, and a range of other subjects through completing relevant LearnPro modules

- Complete and return an anonymised template to the Corporate Services Manager – Governance after each contact
- Maintain confidentiality at all times.

The tenure of the post is 12 months with a view to extending to 24 months. This is in addition to your substantive role.

## 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 **March 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.

➤ **290** patients, relatives and carers shared their feedback via Care Opinion.  
 ➤ **77%** of these stories were from patients and service users.  
 ➤ **80%** of feedback was positive.  
 ➤ These stories have been viewed on Care Opinion **22,213** times.

## What was good about the care you received?



If you would like more information about Care Opinion, interested in becoming a responder, or to enquire about responders in your area please contact the Patient Experience Public Involvement Team: [ggc.patientexperience@nhs.scot](mailto:ggc.patientexperience@nhs.scot)

## Quality Strategy Newsletter

Welcome to the fifth issue of our newsletter for the implementation planning phase of Quality Everyone Everywhere.

In this edition:

- Launch of Quality Everyone Everywhere
- Mapping your service to the Quality Strategy

[Click here to read the newsletter.](#)

## Do you have money worries?

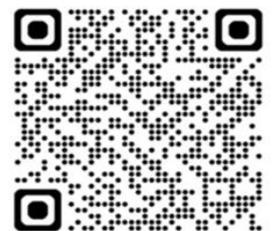
Money Advice Scotland is an online website that can offer information and advice.



The site offers information on cost of living resources, available funds, financial wellbeing, e-learning modules as well as resources tools and guides to support you through money and debt management and much more.

As an accredited Living Wage employer, NHSGGC is committed to paying all staff including contractors a rate of pay that is calculated on the cost of living. However, the cost of living increases has impacted everyone, and some of us more than other. Now more than ever it is important to support staff who may be experiencing worries about money. This may apply to you, your colleagues, or those you line manage.

To visit the Money Advice Scotland website <https://www.moneyadvicescotland.org.uk/> or scan the QR code right.



For more money advice and information please visit the 'All about money' NHSGGC staff support webpage [All About Money - NHSGGC](#) or scan the QR code right.



Or visit the Support and Information Service at: <https://www.nhsggc.scot/hospitals-services/services-a-to-z/support-and-information-services/>, email: [sis@ggc.scot.nhs.uk](mailto:sis@ggc.scot.nhs.uk) or call **0141 452 2387**.

Please play your part by sharing with staff the supports that are available to them and by printing this information and leaving in staff areas for those staff who do not have regular access to PC/laptops.

Remember, for all your latest news stories, visit the Staffnet Hub:  
[GGC-Staffnet Hub - Home \(sharepoint.com\)](#)



**Getting the right care is as easy as ABC**

**A**  
**Ask yourself**  
Do I need to go out?  
For information on treating minor illnesses and injuries from home, go to **NHS inform** or download the **NHS 24 App**.

**B**  
**Be aware**  
There is help on your doorstep.  
Your local **GP, pharmacy, dental practice and optician** offer a range of services.

**C**  
**Call 111**  
If it's urgent, or you're unsure, call **NHS 24** on **111**.  
They'll get you the care you need.

**Unless it's an emergency - think ABC before visiting A&E.**  
For more information: [www.nhsggc.scot/rcrp](http://www.nhsggc.scot/rcrp)



\*\*\*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](#)