

NHSGGC

Core Brief



**Message from Chief Executive, Jann Gardner
(15 October 2025, 3.30pm)**

Staff Shoutout - Care Opinion heroes

For this Staff Shoutout, we're looking at our Care Opinion feedback to celebrate colleagues who have shown a positive impact on our patients' lives.



Beth and Katie ran the classes really well along with the rest of the team. They made sure everyone was ok and knew everyone on first name terms. The service was outstanding.

Cardiac Rehab
New Stobhill Hospital

Cardiac Rehab, New Stobhill Hospital

"Attended Stobhill Hospital following my heart bypass operation. I found the programme really worked for me. Not only did it improve my fitness but it also helped with my mental health. It gave me reason to go out and talk to people following my surgery."

Beth and Katie ran the classes really well along with the rest of the team. They made sure everyone was ok and knew everyone on first name terms. The service was outstanding."

Medical Assessment Unit, Royal Alexandra Hospital

"I was admitted to hospital for ongoing tests, I just want to thank one nurse in particular, Deborah MAU ward RAH Paisley. She was on night shifts and she made me feel at ease, she was respectful, kind caring compassionate and very on the ball, nothing was a problem to her."

This is an experience I will remember from the hospital. Be kind, treat people how you would like to be treated or your family member.
Thank you Deborah."

Orthotics, Glasgow Royal Infirmary

“My uncle for whom I have POA is in a care home. He needs new orthotic shoes from Greater Glasgow Health Board. They arranged a video call with my uncle which I was to join.

My uncle and care home forgot about the appointment, so a member of staff phoned me and asked if the appointment was still needed. She and I then had a discussion regarding the requirements and she was happy with that.

However, she then tried multiple times to get hold of my uncle and eventually managed to do so. I think that her persistence should be duly noted. It is great to see someone going over and beyond the normal boundaries to help a patient.”



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Learning Disability Health Check Team
East Renfrewshire HSCP

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“My daughter who has Downs syndrome would not let nurses or Doctors take her blood, which should be monitored ever year for thyroid.

My daughter was invited for a medical overview by the learning disability team who are based in Barrhead health service but travel to other health centres for this check up.

This service I knew nothing about but staff were great and told me that my daughter could be referred to the service for bloods. My daughter had a one to one in her own home with what I can only say was an angel, Steph was terrific with my daughter and so patient with her. After a couple of weeks she got bloods from my daughter with no distress, no drama, as she totally trusted Steph and knew exactly what was going on.”

Ward 54, QEUEH

“My Husband was admitted to ward 54 at the Queen Elizabeth University Hospital in Glasgow.

He was there for a number of days due to being unwell and contracting covid. I have so much praise for the high level of care he received from the doctors and nurses.

The nurses followed all health and safety procedures during all visits to check on him. The senior charge nurse, Victoria even took the phone down to my husband so I could speak to him. Nurses Diana, Jesusa, Joan and Emma all contributed to his care and were happy to answer any questions I had.

I am so very grateful to them all. We are so lucky to have such a dedicated team of people to look after us.
Thank you.”

Burns and Plastics, Glasgow Royal Infirmary

“Everyone we met was very helpful particularly because we turned up late and in the wrong place initially.

Once we arrived in plastic surgery outpatients, everyone was very understanding, and the nurse practitioner took the time to explain things to my Dad, who lives with dementia, and put everyone at ease about the procedure. Post care instructions were very clear.

Must say that Marie (I think that's her name) was an absolute star keeping me and my Mum right who were a bit frazzled by the time we got there!”

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Staff are reminded to make sure their personal contact details are up to date on eESS.

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