

NHSGGC

# Core Brief



**Daily update**  
**(16 October 2026, 9.20am)**

Topics in this Core Brief:

- [Listening to our patients](#)
- [Attention dental staff and students: SALUD Dental Charting Project at Glasgow Dental Hospital](#)
- [For World Menopause Day: An introduction to treatments for perimenopause symptoms](#)
- [Black History Month 2026: Honouring Our Communities through Connection, Pride and Belonging](#)

## Listening to our patients

Listening to patients, families and carers helps us understand what matters most to people and how we can continue to improve care across NHS Greater Glasgow and Clyde.

## What is Care Opinion?

Care Opinion is one way we gather this feedback. It is an independent website where patients, families and carers can share their healthcare experiences: <https://www.careopinion.org.uk>. Feedback shared through Care Opinion gives us valuable insight into what is working well and where further improvement may be needed.

## September 2026 Highlights

**334**

patients, relatives and carers  
shared their feedback via  
Care Opinion.

**81%**

of feedback was positive.

**18,129**

the number of times these  
stories have been read on  
Care Opinion

**What was good about the care you received?**

The most frequently used tag was 'staff', reflecting the importance patients, families and carers place on the people involved in their care. The word cloud below highlights common positive themes from the month, including helpfulness, kindness and level of care.



**Become a Care Opinion Responder**

We offer a 60-minute Care Opinion Responder Training session for staff within Acute Services, delivered via Microsoft Teams. The next session is scheduled for **Tuesday 3 November at 10.30am.**

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 | Join meeting in Teams | Microsoft Teams](#)

For further information, please contact the Patient Experience Public Involvement Team: [gqc.patientexperience@nhs.scot](mailto:gqc.patientexperience@nhs.scot)

**Attention dental staff and students: SALUD Dental Charting Project at Glasgow Dental Hospital**

We are moving to a new digital dental charting system. The system, called SALUD, is being introduced across Glasgow Dental Hospital and School and will replace the current paper-based dental charting and clinical documentation on **Monday 19 October 2026**.

This project represents a significant step forward in the digital transformation of dental services. By introducing a modern dental charting solution,

the project will reduce reliance on paper-based dental records and support our wider Electronic Patient Record (EPR) strategy by providing secure, integrated digital dental charting, treatment planning and clinical workflows.

#### What do dental staff and students need to do?

- Ensure you have **login details** to access the NHSGGC desktop by the end of today, Friday 16 October 2026. If you have not yet received login details, please contact your Clinical Lead or Tutor.
- Training has now been delivered to clinical staff across Orthodontics and Restorative services, as well as Undergraduate Dental Students. If you have any **outstanding training requirements or require additional support**, please contact your Clinical Lead or Tutor.
- Access and familiarise yourself with **training resources** here: [Clinical Applications - SALUD](#)



Find more information and resources [on the NHSGGC website](#), or by scanning the QR code above.

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### For World Menopause Day: An introduction to treatments for perimenopause symptoms

**20 October | 12.30pm | Online**

There are many ways to manage perimenopause symptoms, but knowing which options are right for you can feel overwhelming.

Join Dr Karen Morton and Adora Co-founder Ann O'Neill for an evidence-based session exploring the treatments available, including HRT, non-hormonal medications and lifestyle approaches.

This webinar will cover:

- Why symptoms occur during perimenopause
- Common symptoms and treatment options
- HRT: types, benefits, risks and suitability
- Non-hormonal treatments
- Nutrition, movement, sleep and stress management
- Preparing for a GP appointment
- Trusted sources of information and support.

There will also be a live Q&A.

[Register here](#)

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## **Black History Month 2026: Honouring Our Communities through Connection, Pride and Belonging**

As part of Black History Month 2026, the NHSGGC BME Staff Network is encouraging colleagues to take time to reflect on this year's theme, **"Honouring Our Communities."**

For BME Staff Network Co-Chairs Sue Silva and Owolona Ogbe, the month is both a celebration and an opportunity to create understanding, connection and positive change across NHSGGC.

Black History Month recognises the achievements, contributions and experiences of Black communities while providing an opportunity to learn from history, celebrate cultural heritage and highlight the voices and experiences of Black colleagues across our organisation.

Speaking about the importance of Black History Month, Sue said: "Black History Month is important because it provides an opportunity to recognise and celebrate the many contributions Black communities have made, and continue to make, in our workplaces, communities and society. It is also a time to listen, learn and better understand the experiences of others. For many of our members, seeing their stories, cultures and achievements recognised helps create a stronger sense of belonging and inclusion."

Owolona added: "For our members, Black History Month is more than a celebration. It is an opportunity to come together, share experiences and take pride in our heritage and identities. It gives us space to highlight positive role models, challenge misconceptions and inspire future generations. The theme 'Honouring Our Communities' reminds us that our strength comes from the people around us and the support we give one another."

The Co-Chairs also highlighted the role that the BME Staff Network plays throughout the year in supporting colleagues, amplifying diverse voices and helping to foster a workplace where everyone feels welcomed, respected and valued.

Sue said: "Our network creates opportunities for connection, support and shared learning. Black History Month allows us to showcase the talent, resilience and achievements of our members while encouraging colleagues from across NHSGGC to engage in conversations about equality, diversity and inclusion."

Owolona concluded: "We want all colleagues to feel part of Black History Month. Whether that means attending one of our information stands, coming along to our celebration event or simply taking time to learn something new, every conversation helps build understanding. Together, we can create a workplace culture where everyone feels they belong and where diversity is truly celebrated."

Throughout October, colleagues will have opportunities to meet members of the BME Staff Network at information stands across NHSGGC sites and are invited to take part in the annual Black History Month Celebration event on **Saturday 24 October 2026** at **Roystonhill Community Hub**. Sign up for the event at: [Registration for Black History Month Event](#)

The BME Staff Network looks forward to welcoming colleagues to this year's events as we come together to celebrate, reflect and continue **Honouring Our Communities**.

**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 the [website](#)**