

NHS Greater Glasgow and Clyde **Core brief**

Message from Professor Jann Gardner, Chief Executive
(16 September 2025, 11:40am)

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.

Here are some patient stories highlighting our incredible, compassionate staff and the care they provide.



Queen Elizabeth University Hospital – Older People's Services

"My mother-in-law is in her 90s and was admitted to Queen Elizabeth Hospital in Glasgow due to her being very unwell. She was transferred to ward 51 in the Langlands Building.

During her time there she was treated with the best staff that you could wish for. They were so professional, kind and offered a great support to the family.

Unfortunately, my mother-in-law passed away and the staff were so kind and caring to all of the family. One of the nurses, Ali, came over to me and

offered his condolences and gave me a hug which was very comforting at this sad time for me.

We couldn't thank the staff enough, they went above and beyond treating my mother-in-law and including the family in all decisions of her care. Thank you so much from all the family."



Royal Alexandra Hospital - Gynaecology

"Due to abnormal cells being found through my recent smear test, I had 2 options. Either get a biopsy taken or go through with the preventative treatment. Both were explained in detail by an amazing consultant. She and the team of ladies helped me relax and kept my spirits up through moments of discomfort and uncertainty. The procedure took less than 30mins."

Inverclyde – H North and HDU

"I was admitted to H North for a planned operation on my colon in early August. From the beginning to the end of my stay there. The care I received was first class. Mr Bollin and his team were amazing and compassionate. The theatre staff were so calming and reassuring, I was a nervous wreck. The care in HDU and then on H North was second to none. I am so grateful to everyone and appreciate everything that was done for me The NHS at its very best. Thank you everyone."



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Inverclyde
H North and HDU

Royal Hospital for Children – Outpatient Department

This story is from a child treated at the RHC:

“When I got here with my two sisters, they checked our weight and height, then we were told to wait on one of the chairs provided. We got called in; the nurse asked a few questions and we answered. After that the nurse told us to wait and someone will called us. We entered, and we got told they were going to take some of our blood for tests. My younger sister felt a little nervous and cried a little, I didn’t feel scared because I knew how it felt like already, so it didn’t feel strange. When it was my youngest sister's turn, the nurses and the children playing instructor did a brilliant job in distracting her when her blood got taken out, and it all went smoothly. We're now waiting for the taxi to take us home.”

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[GGC-Staffnet Hub - Home \(sharepoint.com\)](#)

Staff are reminded to make sure their [personal contact details are up to date on eESS](#).

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