

Daily update (17 January 2023, 11.50am)

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William Cullen Prize

The William Cullen Prize is back this year for a clinician or team of clinicians who have made a significant contribution to local service innovation or teaching.

If you are a clinician and have made a significant contribution to service innovation, it's time to get your entry submitted for this prestigious prize.

As in previous years, the teaching prize will be selected from the top performers from our own recognition awards for medical teaching, based on performance in the national trainee and student surveys.

The winners of each prize will receive a framed print of a William Cullen letter, which will be selected from the Royal College's archive.

So don't delay, get your entries in now, simply complete the online application form, visit: <u>www.nhsggc.scot/williamcullen</u>.

The closing date is 19 February 2023.

Care Opinion

Listening to our patients, their families and carers, and hearing about their experience of care is extremely important to NHSGGC – Care Opinion is one of the feedback mechanisms that allows us to do this.



Care Opinion is an independent website, where patients, families and carers can share their feedback about their healthcare experiences (<u>www.careopinion.org.uk</u>). The feedback we receive provides us with the opportunity to learn from people that use our services on what is working well, and identify any areas of improvement.

- From the 1 April 2022 31 December 2022, we have received over 1,000 stories from patients, relatives and carers on their experiences of our services and the care provided.
- 290 members of staff have subscribed to Care Opinion. This means they receive an email whenever Care Opinion publishes a story which is relevant to their service.
- 69 members of staff have attended Care Opinion Responder Training this year with a total of 210 staff across NHS Greater Glasgow and Clyde Care Opinion Responders.

Through the feedback we have received this year, our staff and how they deliver care are the strongest positives reflected in responses. What was mentioned most in these posts were 'kindness', 'professionalism' and staff going 'above and beyond'. This word cloud highlights what people thought was good about NHSGGC, with our staff being the biggest asset.



If you would like more information about Care Opinion, or are interested in becoming a responder please go <u>Staff-resources - care-opinion</u> or contact the Patient Experience Public Involvement Team: <u>PatientExperience@ggc.scot.nhs.uk.</u>

Quality Improvement Fundamentals LearnPro Module 2023

In these sometimes challenging times maybe you would find it useful to be able to spot opportunities for realistic improvements to your service and know how best to put them into action? If you think this could apply to you, in 2023 why not take NHSGGC LearnPro module 109 on Quality Improvement Fundamentals.

This popular session will provide you with an awareness and basic understanding of the importance, methods and successes of Quality Improvement (QI) within NHSGGC.

The module is useful for staff who have no or little previous experience of QI, in any specialty or job within NHSGGC, and who want to learn more about QI, either as a standalone basic, or as a precursor to applying to start one of our more advanced QI courses.

To access the course, visit <u>https://nhs.learnprouk.com</u> and type 'GGC 109' in the 'Search All Courses' box – or select the 'Quality Improvement and Patient Safety' course category and find the module there.

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 <u>StaffNet</u>