

Daily update (19 November 2024, 3.45pm)

Topics in this Core Brief:

- Listening to our patients
- Social media reminder

Listening to our patients

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 helps us do this.

Care Opinion is an independent organisation and 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.

Some highlights from **October 2024** 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, the level of care they provided and their professionalism.

- 294 patients, relatives and carers shared their feedback via Care Opinion (our highest number of stories in a month)
- 78% of these stories were from patients or service users
- 76% of feedback was positive
- These stories have been viewed on Care Opinion 28,554 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: <u>ggc.patientexperience@nhs.scot</u>

Social media reminder

It has been highlighted in recent weeks, a number of NHSGGC staff social media posts are publically available. These social media posts include those which have been 'posted' or uploaded whilst members of staff are on duty on our hospital sites.

All staff are reminded of their responsibilities under NHSGGC's Use of Social Media Policy, and NHSGGC's Codes of Conduct and relevant Regulatory Bodies.

The main principle behind NHSGGC Use of Social Media policy is that 'conduct online should be judged against the same high standards of behaviour which NHSGGC expects of its employees. Employees should think carefully about what they post on the internet and be aware that individual privacy settings are not always sufficient to stop others seeing your content/distributing your content.

All employees are responsible for any information they make available online whether this was posted during work hours, during breaks or when not at work. The Board considers employees to be responsible and accountable for information contained on their social networking page or blog.

Employees need to be aware of what is posted/uploaded to sites they control and that they would be expected to manage any inappropriate material responsibly.

Any breaches of this policy may be subject to the Board's Disciplinary Policy and other associated policies such as Dignity at Work.

NHSGGC Use of Social media can be accessed at: Social Media and Personal Workplace Relationships - NHSGGC

> Remember, for all your latest news stories, visit the Staffnet Hub: <u>GGC-Staffnet Hub - Home (sharepoint.com)</u>



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>website</u>