

Core brief

Daily update

(22 August 2023, 12.30pm)

Topics in this Core Brief:

- Care Opinion Annual Report 2022-2023

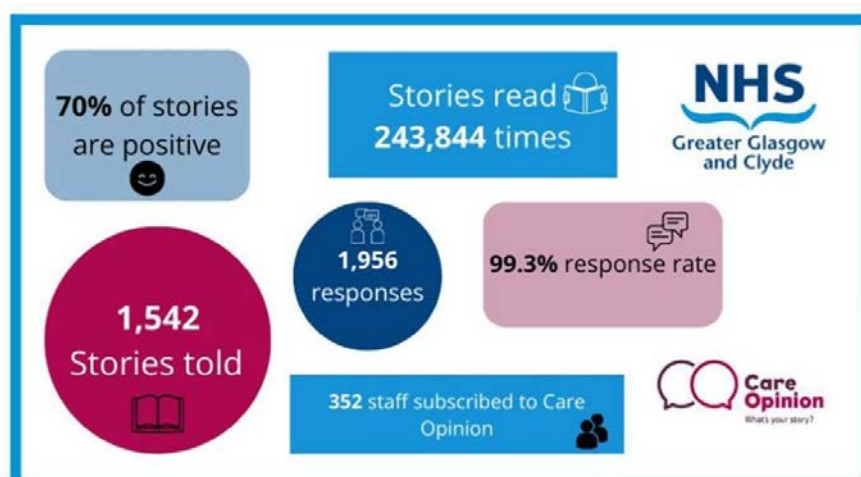
Have you seen the latest stories on our [Staffnet Hub](#), including:

- [Latest Big Conversation newsletter NOW available](#)
- [New Director of Public Health](#)

Care Opinion Annual Report 2022-2023

Care Opinion have, this month, published their annual report for 2022 - 2023 and we are delighted to announce that we have received the highest number of stories across Scotland. For the third year in a row we have also seen an increase in feedback shared in relation to NHS Greater Glasgow and Clyde. Some highlights include:

- A **69%** increase in the number of stories received by NHSGGC compared to the previous year
- **70%** of stories were positive
- Our stories have been read **243,844** times.



When people were providing feedback much of what they valued related to the staff with words used such as 'professional', 'compassion', 'friendly' and 'communication'.

We thank all our patients, carers and visitors who have shared their experiences via Care Opinion, and to our staff who promote, respond and act on feedback. If you would like more information about Care Opinion, or are interested in becoming a responder please go [Care Opinion - NHSGGC](#) or contact the Patient Experience Public Involvement Team: PatientExperience@ggc.scot.nhs.uk.

To view the full report, visit: [Annual review of stories told about NHS Scotland Services in 2022-2023.pdf](#).



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 [website](#)