



Daily update
(27 April 2026, 11.20am)

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Share examples of work shaped by patient and public views — NHSGGC Overview Report 2025/26

Have you asked patients, carers, families or communities for their views – and done something with what you heard?

The Patient Experience and Public Involvement (PEPI) team is pulling together examples of engagement and involvement activity from across NHSGGC and our Health and Social Care Partnerships for this year's Engagement and Involvement Overview Report.

Your example doesn't need to be a big or formal project. Small pieces of work matter just as much as large-scale engagement. If feedback from patients or the public helped shape, improve or influence your service in any way, we want to hear about it.

Examples could include:

- Changes made following patient or carer feedback
- Involvement of patients or communities in service design, testing or review
- Co-design activity with service users or third sector partners
- Engagement that informed decisions, priorities or next steps

You can see last year's report [here](#) if you want some inspiration.

How to share your example by the 08/05/26

- Complete a short online form (takes around **5 minutes**) [\[Share your example here\]](#)
- If you already have a report, slide deck or document, you can share it directly with paul.hayes2@nhs.scot

Please submit examples by 8 May 2026

Not sure where to start or want to talk it through first? Get in touch with the Paul Hayes in the PEPI team at paul.hayes2@nhs.scot

Last chance to have your say on kindness and civility at work in our quick survey

Thank you to everyone who has already completed our Civility Survey. There is still time to take part and let us know your experiences of kindness, support, and appreciation at work.



The survey takes under two minutes to complete and contains 8 quick questions, with an optional section to share your ideas, things your team are doing to engage with Civility Saves Lives or to promote kindness, and your personal positive or negative experiences at work.

We ran this survey for the first time last September and have based our work and projects on **your** responses.

You said...

Simple acts of kindness are important to you and our workplace is generally respectful and positive. However, you told us that you still experience incivility at work, you want to feel more appreciated by NHSGGC, and many of you are not sure where to go to access support in dealing with a rude colleague.

Since the last Civility Survey in September 2025...

- We trained a further 300 Civility Champions between September and February to raise awareness of Civility Saves Lives in local areas
- We are developing new resources including information leaflets to help you find the support you need
- We are increasing positive staff stories and recognition across our internal communications to celebrate your fantastic work across NHSGGC
- We increased communications of the Civility Saves Lives campaign, including new campaigns for World Kindness Day and the Six Week Kindness Challenge, and promotion of Random Acts of Kindness Day to encourage simple acts of kindness

Now, it's time to have your say to shape the year ahead.

Complete the survey and help us to promote civility and kindness:

[Civility Pulse Survey April 2026 – Fill in form](#)

Deadline: This Sunday, 3 May.

Week 5 - Catch Your Breath Sessions

As **Stress Awareness Month** comes to a close, it's a good time to check in with yourself.



Small actions like pausing for a few minutes to slow your breathing can support your wellbeing and help manage stress during busy days.

oin our **final 'Catch Your Breath' session** this month.

Week 5 – Thursday 30 April, 2.00pm – [Book Here](#)

Take ten minutes to pause, breathe and **Be the Change** for your wellbeing.

Find the link and further wellbeing resources on [Staffnet](#).

If you have not been able to join our sessions, you can also access breathing exercises through our [Looking After Yourself and Others sessions](#) (once on the site scroll down to level 1) or through our elearning module on Learnpro (search for GGC 227 Looking After Yourself and Others) or [Staff Mindfulness](#) or our [recorded wellbeing webinars](#).

The Patient Experience Public Involvement Team - Bitesize Videos Focus Groups

The Patient Experience Public Involvement (PEPI) Team supports staff to plan and deliver meaningful feedback, engagement and involvement activity with patients, service users and the wider public.

The Tools and Resources webpage brings together practical guidance and learning materials to support staff at every stage. Resources include short videos on our Support Request Process, using tools such as Care Opinion and approaches to engaging with patients, service users, alongside bitesize Lunchtime Learning sessions.

One of these sessions includes Focus Groups, where we describe what focus groups are, when you would use them and how to go about establishing your own focus groups:



If you would like advice or support with engagement or involvement activity in your service or team, you can contact us via our Service Support Request Form - [PEPI Service Support Request Form](#)

World Hand Hygiene Day 2026

Join the Infection Prevention and Control Team (IPCT) in the atrium of the Queen

Elizabeth University Hospital on Wednesday 29 April 2026 (11.30am – 2.30pm) to promote and celebrate World Hand Hygiene Day (Tuesday 5 May).

Meet members of the IPCT and join in the fun with our spin-the-wheel game and Infection Control crossword. See if you can win a prize. Short on time? Pop your IPC question into the Ask it Basket and we'll make sure you get an answer.

Remember, for all your latest news stories, visit the Staffnet Hub:

[GGC-Staffnet Hub - Home \(sharepoint.com\)](https://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 [website](#)