

Core Brief



Daily update
(28 December 2023, 10.30am)

Topics in this Core Brief:

- Involving our patients

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

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

Involving our patients

Actively engaging with patients, their families, and care givers to learn from their experiences is a fundamental aspect of NHSGGC's ongoing commitment to delivering care excellence. Earlier in 2023, teams from across NHSGGC and its six Health and Social Care Partnerships collaborated to share how they have been involving people in their work. In July, the Engagement and Involvement Overview report was published.

To help highlight the efforts of these teams, and better showcase their work throughout the year the Communications and Public Engagement Directorate introduced a dedicated section on the [NHSGGC.scot website](#). This section features concise case studies that aim to provide a glimpse into the work happening across the organisation and hopefully act as inspiration for future projects.

Outlined below are brief summaries of some of these initiatives, accompanied by engagement and involvement figures specific to NHSGGC. For a more detailed understanding, please refer to the [full report](#).

West of Scotland Mother and Baby Unit: Evaluating their MDT approach

- Worked with patients to better understand how they found current MDT meetings, with an overall aim of increasing the person-centeredness of care provided to mothers in the region
- The team used the feedback as a catalyst for positive changes in service delivery, ensuring that patient voices remained central to MDT conversations.

NHSGGC eHealth: Developing a Citizens Reference Group

- The development of a Citizens Reference Group for the eMedicines Programme marked a significant step towards incorporating direct citizen input into various eHealth initiatives
- Direct engagement with citizens not only shed light on current patient experiences with medicines processes but also served as a way to ensure any approaches were person centred.

If you would like more information about how you can get help with an involvement project, or how to share your project for inclusion in next year's report please get in touch. You can reach the Patient Experience Public Involvement Team at public.involvement@ggc.scot.nhs.uk or for help and advice get us through our [contact form](#).



Getting the right care this winter is as easy as ABC

<h2>A</h2> <h4>Ask yourself</h4> <p>Do I need to go out? For information on treating minor illnesses and injuries from home, go to NHS inform or download the NHS 24 App.</p>	<h2>B</h2> <h4>Be aware</h4> <p>There is help on your doorstep. Your local GP, pharmacy or optician offer a range of services.</p>	<h2>C</h2> <h4>Call 111</h4> <p>If it's urgent, or you're unsure, call NHS 24 on 111. They'll get you the care you need.</p>
---	--	--

Unless it's an emergency think ABC before visiting A&E.
For more information: www.nhsggc.scot/rcrp



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 the [website](#)