

NHSGGC

Core Brief



Message from Chief Executive, Jann Gardner
(30 October 2025, 9.45am)

Staff Shoutout - Care Opinion heroes

For this Staff Shoutout, we're looking at our Care Opinion feedback to celebrate colleagues who have shown a positive impact on our patients' lives.



In this edition:

- [NICU at Princess Royal Maternity](#)
- [The Beatson](#)
- [Respiratory Medicine at Gartnavel General](#)
- [Ward 39 at the GRI](#)
- [Dermatology at the RAH](#)
- [Community Diabetes Specialist Team – Inverclyde Centre for Independent Living at Inverclyde HSCP](#)



The staff at Princess Royal Maternity are nothing short of outstanding, the care and compassion received will always be remembered by me.

NICU
Princess Royal Maternity

NICU, Princess Royal Maternity

“The staff at Princess Royal Maternity are nothing short of outstanding, the care and compassion received will always be remembered by me.

My little girl is still currently receiving care in the NICU ward. I just want to say how hard working and caring all the staff are. They explain everything in great detail and make sure your happy.

Always involve you in the care given to the baby so a massive well done to each and every one of the staff there are earth angels for sure.”

The Beatson

“Three years of treatment and appointments concluded with a discharge from the Beatson.

Nothing but professional care, advice and support from all the staff at the Beatson especially Dr Mackay. Michelle and Rebecca Clinical Nurse Specialists. Even the lady cleaning the corridors asked how you were!

We are very lucky to have such an asset in Glasgow.”

Respiratory Medicine, Gartnavel General

"I attended Gartnavel to have a new drug administered for my asthma. The nurses were kind and polite and explained everything I needed to know. They made me feel at ease and were very welcoming. Now they have showed me on 2 occasions how to administer the drug at home going forward and I feel properly educated in order to do it myself in the future."



This has been the best time I have ever stayed in hospital and I thoroughly enjoyed it. The nurses even sang happy birthday to me, and it made me want to cry. The staff were all just perfect.

Ward 39
Glasgow Royal Infirmary

Ward 39, Glasgow Royal Infirmary

"The ward was number 39 and the staff, nurse and doctors and even the person serving the tea were absolutely splendid. There were 11 beds on the ward. This has been the best time I have ever stayed in hospital and I thoroughly enjoyed it. The nurses even sang happy birthday to me, and it made me want to cry.

The staff were all just perfect. They explained everything to me, and it was a thoroughly enjoyable stay in the hospital this time."

Dermatology, Royal Alexandra Hospital

"I was seen within the RAH Paisley Dermatology department. Nurse Alec greeted me with a warm smile and made a very nervous situation a whole lot better. Dr Kenneth was exceptional and provided informative yet compassionate care. During the procedure Alec was reassuring, humorous and made the whole experience feel like a catchup rather than something that has been daunting for a number of weeks. I left feeling reassured, calm and positive regarding the forward steps. The nursing team are a credit to their service and I can not commend them enough on the care I received."

Community Diabetes Specialist Team – Inverclyde Centre for Independent Living (Inverclyde HSCP)

"Linsey and Doreen were a fantastic help for me in my diabetes journey. I've always been judged by medical professionals about my weight and starting something new fills me with dread as I always feel I'll be judged or lectured. Linsey and Doreen immediately made me feel relaxed, spoke to me like an adult and offered advice rather than criticism. They were available for any questions I had and did weekly and monthly check ins with me.

"I was really happy with the service I received and could not fault it. They have really helped me become healthier and I will be forever grateful for that. Not only great at their job but all round genuinely lovely people. From the bottom of my heart thank you both."

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](#)