

NHSGGC

# Core Brief



**Message from Professor Jann Gardner, Chief Executive**  
(30 September 2025, XXXpm)

## **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.



Here are some patient stories highlighting our incredible, compassionate staff and the care they provide.

**Staff  
Shoutout**

**Care Opinion  
Heroes**

## **New Stobhill Hospital - Minor Injuries Unit**

"I sustained a hand injury at work. This was dressed at work, however my wife is a nurse and on checking the injury - renewed the dressing and advised it may need sutured.

We attended the Minor Injuries Clinic at Stobhill Hospital. We were prepared for a wait, so that was ok.

Once I was seen - David couldn't have been more professional, respectful and kind - especially as I was a little squeamish. The wound was assessed, examined and cleaned thoroughly - I was also sent for an X-ray. Wound was steristripped, dressed and splinted, and robust advice given re the care of my injury. I wanted to commend all of the unit for their professionalism and care - working in such a busy environment."

Thank you again to our wonderful NHS.

## **New Victoria Hospital – Day Surgery**

"Admitted for surgery (possible get home same day). From the moment on the ward, I was so well looked after and kept informed of every step of procedure.

The nursing staff were just fantastic. Doctors/surgeons were kind/understanding and first class.

I was at ease at all times.

It was decided an overnight stay would be best for me and once again the nursing staff were fantastic.

can't praise them enough. Thank You the New Victoria Hospital, Glasgow."



### **Vale of Leven – Pre-Operative Assessment Clinic**

"I was to attend the Vale of Leven hospital for a pre assessment before I attended for my biopsy for suspected throat cancer at Queen Elizabeth hospital in Glasgow.

The nurse who dealt with me was called Alice. I had been seen to by Alice once before at Rhumatology. So I knew of her. I can honestly say she was one of the nicest kindest people I have ever met.

We filled out all the pre op forms. She sat down with me. She asked me how I was feeling. Answered any of my queries. Just couldn't be nicer.

When was in Hospital for my biopsy, she phoned to see how I was on my mobile. She had been telling me she had been a nurse there for 40 years. I can understand why she had been there so long.

She has a fantastic personality and during my fear of going through cancer. I can honestly say I have never laughed so much so I had a stitch in my side. Wonderful lady."

### **Glasgow Royal Infirmary – Surgery**

"I had gallbladder removal surgery in GRI.

The staff were outstanding, put a very nervous patient at ease! In particular Rebecca & Lyndsey - you should have a hospital full of these ladies! The care, kindness & compassion was second to none!

I brought along my Gary Gallbladder teddy & gave them all a good laugh!



Honestly couldn't have had better care if they tried! Also big thank you to my surgeon Mr Forshaw who removed the gallbladder safely!"

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

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



**Getting the right care is as easy as ABC**

**NHS**  
Greater Glasgow and Clyde

**A**  
**Ask yourself**  
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**.

**B**  
**Be aware**  
There is help on your doorstep.  
Your local **GP, pharmacy, dental practice** and **optician** offer a range of services.

**C**  
**Call 111**  
If it's urgent, or you're unsure, call **NHS 24** on **111**.  
They'll get you the care you need.

**Unless it's an emergency - think ABC before visiting A&E.**  
For more information: [www.nhsggc.scot/rcrp](http://www.nhsggc.scot/rcrp)



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