

# Core brief

**Daily update (5 September 2025, 1.40pm)**

Topics in this Core Brief include:

- Listening to our patients – Care Opinion August update
- Keep you and your patients' data safe - Digital security labels
- Equality, Diversity, and Inclusion training for managers
- Cultural awareness and humility – resources and staff training

## **Listening to our Patients – Care Opinion August update**

Listening to our patients, their families, and carers, and understanding their experiences of care is extremely important to NHSGGC. Care Opinion is one of the feedback mechanisms that helps us achieve this.

Care Opinion is an independent organisation and website where patients, families, and carers can share their feedback about their healthcare experiences ([www.careopinion.org.uk](http://www.careopinion.org.uk)). The feedback we receive provides us with the opportunity to learn from those who use our services, understand what is working well, and identify areas for improvement.

Some highlights from **August 2025** are shown below, with "staff" being the most frequently used tag to describe what was good about our services. The key themes from the word cloud are our staff, the care they provide and their helpfulness.

- **318** Patients, relatives and carers shared their feedback via Care Opinion.
- **73%** of these stories were from patients or service users.
- **78%** of feedback was positive.
- These stories have been viewed on Care Opinion **22,592 times**.

**What was good about the care you received?**



We offer Care Opinion Responder Training for staff within Acute Services. This 60-minute session is delivered via Microsoft Teams, with the next session scheduled for **Wednesday 22<sup>nd</sup> October at 10:30 AM**. If you would like to become a responder on Care Opinion and have approval from your Senior Management Team. You can register here: [Care Opinion Responder Training October 25](#)

If you would like more information, please contact the Patient Experience Public Involvement Team for more information: [gqc.patientexperience@nhs.scot](mailto:gqc.patientexperience@nhs.scot)

## Keep you and your patients' data safe - Digital security labels

Managing records appropriately is key to keeping our information and our patients' information safe.

Everyone has a part to play in making sure information is stored securely, used properly, and is easy to find. It's our collective responsibility.

To help manage our information we are all about to start using Digital Security Labels.

This means you will need to label emails and documents before sending or saving them.

When this is being rolled out to you, you will receive 3 emails in advance with more information and links to training and support. We will also check in with you once it is done.

In the meantime, please visit our [Support Hub](#) which will tell you more about Digital Security Labels.

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## **Equality, Diversity, and Inclusion training for managers**

The Learning and Education team is offering an online training course to help our new and experienced people managers promote and achieve the highest ED&I standards.

As part of the [People Management Programme](#), this course was designed in partnership with the City of Glasgow College and is about getting the best performance from our teams by valuing the diversity across our workforce.

This training is available to the following groups:

- [Senior Managers \(Band 7 Plus\)](#)
- [Middle Managers \(Up to Band 6\)](#)

For any enquiries, please contact the Learning and Education Support Team on 0141278 2700 (Option 3).

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## **Cultural awareness and humility – resources and training**

The Medical Wellbeing Group has shared useful resources on cultural awareness and humility for staff:

- A short video by Professor Mo Al-Haddad, focusing on inter-cultural competences and working in multi-cultural teams: [watch on YouTube](#)
- Cultural Humility LearnPro module for anyone wanting to know more: [Cultural humility | Turas | Learn \(nhs.scot\)](#)

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

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



\*\*\*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](#)