

Core brief

Daily update
(6 September 2023, 12.30pm)

Topics in this Core Brief:

- Listening to our patients

Listening to our patients

Listening to our patients, their families and carers, and hearing about their experience of care is extremely important to NHSGGC. Care Opinion is one of the feedback mechanisms that helps us do 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). The feedback we receive provides us with the opportunity to learn from people that use our services on what is working well, and identify any areas of improvement.

Some highlights from August are shown below, and consistently our staff and the care they deliver is highlighted so positively in people's experiences. Mentioned the most from this, and highlighted in the word cloud is the care, kindness and professionalism shown.

- 194 Patients, relatives and carers sharing their experiences and feedback through Care Opinion this month
- 72% of feedback received highlighting positive experiences
- 57% of feedback praising staff attitude and behaviour in the treatment and care received
- 277 Staff responding to Care Opinion feedback across the organisation

