

NHSGGC

Core Brief



Daily update
(7 August 2026, 2.10pm)

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Safe Information Handling and Training

As employees of NHSGGC we all have access to personal data associated with our roles within the organisation. As such, we are ALL responsible for protecting personal data of both patients and staff. We do this by ensuring data is shared appropriately, and by following NHSGGC policies and procedures, data protection legislation and other laws on privacy.

Training is important to ensure staff understand their responsibilities and the support available to them. This is achieved through initial training at induction and the two statutory Once For Scotland modules which staff are required to complete annually, as set out below,

Module OFS Safe Information Handling - this e-learning module explains the core concepts of safe and appropriate handling of personal data and other information and describes the strategies and skills required to safely manage information.

Module OFS Cyber Security - this e-learning module will ensure all staff will be able to take practical steps to promote a positive data security culture within their own workplace and reduce security breaches

All staff are encouraged to complete these modules or raise any questions in the first instance with your line manager

In addition to mandatory training, the IG Team will continue to issue regular communications to staff as a reminder of their responsibilities and the support available as well as to publicise any new information or changes which have been posted on the IG hub: [Information Governance Knowledge Hub](#).

Please also consider any refresher or specific tailored training which you believe would be beneficial to you or your department e.g. managing subject access requests or handling data breaches and get in touch with the IG team to discuss these by contacting: gqc.dataprotection.generic@nhs.scot. Please also contact the team for any general guidance or questions relating to data protection.

Primary Care Peer Supporter Training Day

Help shape the future of staff wellbeing across primary care.

Working in primary care can be incredibly rewarding, but we also recognise the unique pressures and challenges colleagues can experience in this busy environment.



Developing a co-ordinated peer support initiative to support primary care independent contractor and HSCP staff health and wellbeing is a key workforce priority within the [NHSGGC Primary Care Strategy 2024-2029](#).

We are excited to launch our first **Primary Care Level 2 Peer Supporter Training Day**, creating a new Primary Care Peer Support Hub as part of the wider Peer Support Network.

Peer Support provides a safe, confidential space for colleagues to talk, reflect and feel supported by someone who understands. By becoming a Peer Supporter, you will join more than 1,000 trained colleagues across NHSGGC and our HSCPs who are helping to build a more compassionate and connected workplace.

About the training

This full day, in person training will help you to:

- Build confidence supporting colleagues through work and life challenges.
- Develop skills in listening, empowering and having supportive conversations.
- Understand the role, boundaries and principles of Peer Support.
- Safely signpost colleagues to further support when needed.
- Connect with others and help shape Peer Support across primary care.

Who is this for?

This training is for colleagues who work in, support or regularly connect with Primary Care services and want to help create a more supportive workplace. This includes those working directly within Primary Care Improvement

Programme (PCIP) workstreams - Vaccination Transformation Programme, Pharmacotherapy Services, Community Treatment and Care Services, Urgent Care Advanced Practitioners, GP Advanced Practice Physiotherapists and Community Link Workers - as well as colleagues who work alongside these teams.

If you value colleague wellbeing and are willing to listen and support, we would love you to join us and be part of something that supports colleagues, strengthens health and wellbeing and helps build connections across Primary Care.

Training details

Book Your Place

Thursday 8 October, 9.30am - 4.30pm

Lecture Theatre, Gartnavel General Hospital

[Book Here](#)

Prior to booking staff should speak to their line manager to confirm permission.

Accessing Peer Support

If you would like to access confidential Peer Support yourself:

Email ggc.peer.support@nhs.scot and we will connect you with a trained Peer Supporter.

Want to know more about our Peer Support Network visit [Peer Support Network - NHSGGC](#) or [Peer support in the workplace: putting theory into practice - National Wellbeing Hub](#) or contact the team at ggc.peer.support@nhs.scot.

iMatter 2026: Turning Feedback into Action

A huge thank you to everyone who has taken the time to discuss their iMatter results and start planning improvements with their teams.

We're delighted to share that more than **1,100 team action plans** have already been created in the iMatter system. With each team identifying up to three improvement actions, that's the potential for **over 3,000** actions underway across NHS Greater Glasgow & Clyde (NHSGGC), alongside **more than 1,100 team strengths** being celebrated.

Action planning is the most important part of iMatter. The reports provide valuable insight, but real change happens when teams come together to

discuss their feedback, celebrate what's working well, and agree practical actions for improvement.

If your team has not yet had the opportunity to review its report, there is still time. Use an existing team meeting to discuss the findings, agree your priorities, and record your action plan in the iMatter system. Every conversation matters, and every action plan helps ensure that staff feedback leads to meaningful change. Further guidance, resources and support are available on [HR Connect](#).

Over the coming months, feedback from teams across the organisation will also help shape the next NHSGGC Board Staff Experience Action Plan, ensuring that organisation-wide themes identified through iMatter are translated into actions at Board level.

Every voice matters. Every conversation counts. Most importantly, every action helps make NHSGGC an even better place to work.

Listening to our patients

Listening to patients, families and carers helps us understand what matters most to people using our services. Their feedback gives us valuable insight into the quality of care we provide and helps us identify opportunities to learn, celebrate good practice and make improvements across NHS Greater Glasgow and Clyde.

Care Opinion

Care Opinion is one of the ways we collect and respond to feedback. It is an independent website where patients, families and carers can share their experiences of health and care services: <https://www.careopinion.org.uk>. The stories shared through Care Opinion help us understand what people value, where we are making a positive difference and where further improvement may be needed.

July 2026 highlights

July 2026 saw the highest number of Care Opinion stories received to date. The most frequently used tag was 'staff', reflecting the importance patients, families and carers place on the people involved in their care. The word cloud below highlights common positive themes from the month, including the care, helpfulness and kindness shown by staff.

- **357** patients, relatives and carers shared their feedback via Care Opinion.
- **75%** of these stories were from patients or service users.
- **81%** of feedback was positive.
- These stories have been viewed **18,604** on Care Opinion.

What was good about the care you received?

Many people described the positive impact of staff who were kind, helpful, supportive and compassionate. These comments are important because they help teams recognise what is working well, acknowledge the difference staff make every day and share examples of good practice across services.



Feedback Friday videos

Staff and teams across the Board have been sharing how Care Opinion feedback has supported their work. These stories show how feedback is being used to highlight good practice, encourage learning, and recognise the positive impact on staff morale. The videos are shared on social media to celebrate teams and showcase the excellent work taking place across NHSGGC.



You can also hear from other teams as they share how they are using feedback to support learning and improvement at : [Patient Experience](#)
If you or your team would like to showcase your feedback, and shine a light on your work, please contact us at ggc.patientexperience@nhs.scot

Become a Care Opinion Responder

Staff working within Acute Services are invited to attend a 60-minute Care Opinion Responder Training session, delivered via Microsoft Teams. The next session will take place on **Thursday 20 August at 1.30pm**.

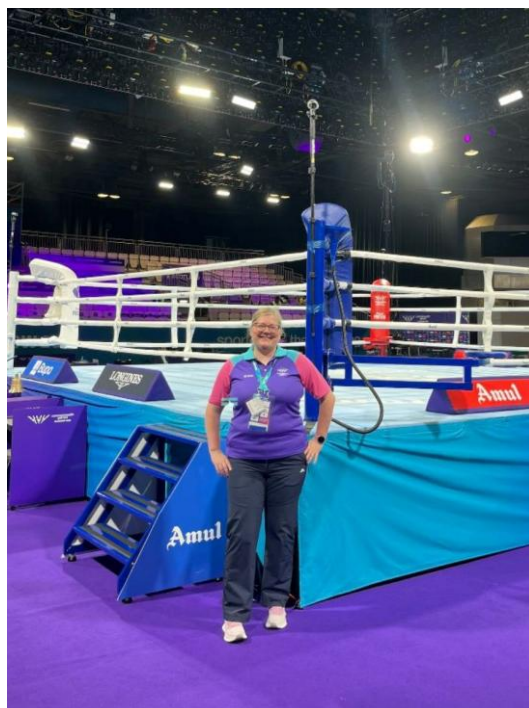
If you would like to become a Care Opinion responder and have approval from your Senior Management Team, you can register by visiting: [Care Opinion Responder Training Aug 26](#)

For further information, please contact the Patient Experience Public Involvement Team at: ggc.patientexperience@nhs.scot

Your stories from the Commonwealth Games - part two!

In another edition of your tales from the Commonwealth Games, we share volunteer stories from Laura (and her dog Digger!), Heather, Anna, and Elaine, as well as Christine who shares how her daughter competed for the first time at the Games.

You can find their stories [on Staffnet](#).



Remember, for all your latest news stories, visit the Staffnet Hub:
[GGC-Staffnet Hub - Home \(sharepoint.com\)](https://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 the [website](#)**