



**Daily update  
(7 July 2026, 9.45am)**

Topics in this Core Brief:

- [Data Protection Complaints Procedure](#)
- [Nominations for the Excellence Awards 2026 are open](#)
- [Listening to our patients](#)

## **Data Protection Complaints Procedure**

The implementation of the new Data Use and Access Act 2025 requires all organisations who process personal data to develop and publish a Data Protection Complaints Procedure. The procedure provides definitions of what is considered to be a data protection complaint and information and guidance on how to handle complaints received about the processing of personal data by NHSGGC. The Procedure does not affect or change complaint handling for any other areas. The procedure can be found on the Information Governance Knowledge Hub here [Data Protection Complaint Procedure V1.0](#) and all staff should take the time to read the document and be familiar with the new process for handling complaints received about data protection issues.

If you have any questions on the procedure or anything relating to data protection including requests for training, please contact the IG Team at [ggc.dataprotection.generic@nhs.scot](mailto:ggc.dataprotection.generic@nhs.scot)

## **Nominations for the Excellence Awards 2026 are open**

The refreshed NHSGGC Excellence Awards feature a new range of categories designed to showcase the exceptional work taking place across our organisation every day - don't miss your chance to recognise outstanding colleagues and teams.



The awards recognise excellence in patient care, innovation, leadership, sustainability, staff wellbeing, volunteering and tackling health inequalities, creating more opportunities to celebrate the individuals, teams and initiatives making a real difference across NHSGGC.

The award categories are:

- **Chair's Award of Excellence** – Celebrating teams that deliver exceptional achievements, innovation and improvements for patients, communities and colleagues.

- **Chief Executive's Award of Excellence** – Recognising individual staff members who consistently demonstrate outstanding commitment, professionalism and impact.
- **Fairer Health Award** – Honouring work that helps reduce health inequalities and improves health and wellbeing across our communities and workforce.
- **Nursing and Midwifery Award** – Celebrating nurses and midwives who demonstrate excellence in care, leadership and service improvement.
- **Outstanding Care Award** – Recognising individuals and teams who go above and beyond to deliver exceptional care and improve patient outcomes.
- **Supporting Our People Award** – Highlighting initiatives and leadership that create a positive, inclusive and supportive workplace for staff.
- **Sustainability and Value Award** – Celebrating projects that improve efficiency, reduce waste and support sustainable, high-quality services.
- **Transforming through Technology Award** – Recognising innovative use of digital technology to enhance care, improve experiences and increase efficiency.
- **Volunteer Award** – Honouring volunteers, patient representatives and community contributors who make a lasting difference through their dedication and support.
- **People's Choice Award** – Giving our communities the opportunity to recognise an individual, group or team whose contribution inspires others through a public vote.

If you know an individual or team whose dedication, innovation or compassion deserves recognition, now is the perfect time to submit a nomination.

More information about the award categories and the nomination process can be found on the [website](#).

The closing date for entries is midday on Friday 24 July 2026.

We look forward to celebrating the incredible people and teams whose commitment helps make NHSGGC a great place to work and receive care at the Celebrating Success Event on 30 October 2026.

## Listening to our patients

Listening to patients, families and carers helps us understand what matters most to people and how we can continue to improve care across NHS Greater Glasgow and Clyde.

## Care Opinion

Care Opinion is one way we gather this feedback. It is an independent website where patients, families and carers can share their healthcare experiences:

<https://www.careopinion.org.uk>. Feedback shared through Care Opinion gives us valuable insight into what is working well and where further improvement may be needed.

## June 2026 highlights

In June 2026, 'staff' was the most frequently used tag to describe what people valued about our services. The word cloud highlights positive themes such as kindness, professionalism and helpfulness showing the difference compassionate interactions can make to people's experiences. The visual below summarises the words and themes most commonly reflected in patient feedback during the month.

