

Core brief

Daily update
(8 August 2025, 3.00pm)

Topics in this Core Brief include:

- Listening to our patients
- Team Talk Survey
- Staff Health and Wellbeing Survey 2025 – coming Monday
- M8 Junction 25 Westbound slip road; 11 – 22 August 2025

Listening to our patients

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). 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 July 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, their helpfulness and the care they provide.

- **299** patients, relatives and carers shared their feedback via Care Opinion.
- **22%** of these stories were from parents/guardians, relatives and carers
- **78%** of feedback was positive.
- These stories have been viewed on Care Opinion **25,770** 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 **Tuesday 19 August at 10.30am**. If you would like to become a responder on Care Opinion and have approval from your Senior Management Team You can register here: [CO Responder Training - Aug 25](#)

If you would like more information, please contact the Patient Experience Public Involvement Team for more information: ggc.patientexperience@nhs.scot

Team Talk Survey

Following the launch of Team Talk last year, we are keen to hear your feedback.

Please take a few moments to let us know what you think by filling out our short survey [here](#).

Your feedback will help shape future editions and improve Team Talk for everyone.

[Click here](#) to read the latest edition of Team Talk.

All editions are available on the [website](#).



Staff Health and Wellbeing Survey 2025 – coming Monday

As part of our drive to be a Better Workplace we firmly believe that the health and wellbeing of our workforce is key. We know the last few years have been challenging and while there has been a range of wellbeing initiatives and support mechanisms introduced during this time period, we want to do even more moving forward.

The new Workforce Strategy contains a safety, health and wellbeing pillar with key actions aimed at enhancing support available to staff. As well as helping to ensure support is there when you need it, this pillar will also contain proactive actions to help promote staff health and wellbeing. The actions will evolve over time therefore its essential that we hear from you. We must continually improve our approach and need your input to do so. We will incorporate where possible, any suggestions you make to strengthen our approach for the future.

Please take time to complete this questionnaire and help us shape and develop services and support for staff health and wellbeing in the future.

The survey will launch on Monday 11 August.

M8 Junction 25 Westbound slip road; 11 – 22 August 2025

Amey, on behalf of Transport Scotland, is undertaking essential improvement works to the retaining walls on the M8 westbound carriageway at the Junction 25 off-slip (Berryknowes and QEUH) from Monday 11 August until Friday 22 August 2025 between 20:00 and 06:00 each weeknight.

This work will also require overnight closures of the M8 Junction 24 westbound on-slip and the M8 Junction 25 westbound off-slip. Local diversions will be in place. More information is available from [Amey](#).

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](#)**