

**Daily update
(8 January 2026, 3.40pm)**

Topics in this Core Brief include:

- [Have Your Say - Shaping our Internal Communications and Employee Engagement Strategy](#)
- [Listening to our patients](#)
- [M8, Hillington Interchange – Major Bridge Refurbishment](#)

Have Your Say - Shaping our Internal Communications and Employee Engagement Strategy

NHSGGC is committed to ensuring staff receive communications that meet their needs and have opportunities to share their views.

As we develop a new three-year strategy to be agreed in 2026, we want your input. How can we improve communications and engagement for you and your team? Have you seen great practice we should adopt across NHSggc?

Join one of our Collaborative Conversations and help shape the future of staff communications. The more voices we hear, the stronger our new strategy will be.

Any feedback you provide at these sessions will be entirely anonymous and will be used to develop our new strategy.

You can sign up via one of the links below:

- [Wednesday 21 January at 11.00am](#)
- [Tuesday 27 January at 10.00am](#)
- [Thursday 5 February at 3.00pm](#)

Or if you would prefer, you can also drop us an email with any ideas or suggestions at ggc.staffexperience@nhs.scot

Listening to our patients

Listening to patients, families, and carers – and understanding their experiences of care – is central to what we do at NHS Greater Glasgow and Clyde.

Care Opinion is one of the ways we gather feedback to help us achieve this. It is an independent website where patients, families, and carers can share their healthcare experiences: <https://www.careopinion.org.uk>. The feedback we receive through this platform gives us valuable insight into what is working well and where we can improve.

Here are some highlights from December 2025. 'Staff' was the most frequently used tag to describe what people valued about our services. The word cloud themes reflect the kindness, care and friendliness of our staff – qualities that make a meaningful difference every day.

- 266 patients, relatives and carers shared their feedback via Care Opinion.
- 74% of these stories were from patients or service users.
- 77% of feedback was positive.
- These stories have been viewed on Care Opinion 14,570 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 **Thursday 22 January 2026 at 2.00pm**. 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 | Meeting-Join | Microsoft Teams](#)

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

M8, Hillington Interchange – Major Bridge Refurbishment

Amey, on behalf of Transport Scotland, is undertaking a major bridge refurbishment project, including rail and slip road upgrades, on the M8 at Junction 26 (Hillington Interchange). These essential works will be delivered over five phases from September 2025 until Spring 2026 and include significant repairs and upgrades to four key bridge structures, addressing vehicle parapets, structure waterproofing, safety barriers, and

carriageway surfacing.

Phase 3 commenced on 5 January 2026. These works will cause delays on the M8 and on diversion routes, particularly at peak times, so please allow additional time for travel. More information on the current status of these works is available from [Amey](#).

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



Getting the right care is as easy as ABC



A

Ask yourself

Do I need to go out?
For information on treating minor illnesses and injuries from home, go to NHS Inform or download the NHS 24 App.

B

Be aware

There is help on your doorstep.
Your local GP, pharmacy, dental practice and optician offer a range of services.

C

Call 111

If it's urgent, or you're unsure, call NHS 24 on 111.
They'll get you the care you need.

Unless it's an emergency - think ABC before visiting A&E.

For more information: www.nhsggc.scot/rgrp



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](#)