

Core brief

Daily update
(8 May 2024, 1.40pm)

Topics in this Core Brief:

- Listening to our patients

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

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 **April 2024** 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 **staff, friendliness and nurses**.

- **264** Patients, relatives and carers shared their feedback via Care Opinion
- **73%** of these stories were from patients or service users
- **80%** of feedback was positive
- These stories have been viewed on Care Opinion **19,923 times**

What was good about the care you received?



If you would like more information about Care Opinion, interested in becoming a responder, or to enquire about responders in your area please contact the Patient Experience Public Involvement Team: PatientExperience@ggc.scot.nhs.uk

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/rcrp



NHS Greater Glasgow and Clyde

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](#)