

# Core brief

## Daily update

(9 October 2023, 11.20am)

Topics in this Core Brief:

- Listening to our Patients

### 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](http://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 September are shown below, and consistently our staff and the care they deliver is highlighted positively in people's experiences. Mentioned the most from this, and highlighted in the word cloud relate to **'staff'**; **'professionalism'** and (staff being) **'helpful'**.

- 158 Patients, relatives and carers shared their feedback via Care Opinion in September 2023.
- These stories have been viewed on Care Opinion 9,644 times.
- 79% of feedback received was positive.
- We currently have 276 members of staff who are Care Opinion responders.

