



NHSGGC Engagement and Involvement Overview Report

2024 - 2025

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Introduction

Throughout 2024-2025, NHS Greater Glasgow and Clyde (NHSGGC) continued to work with patients, service users and communities to listen and learn from their experiences to improve how we deliver our services. Further supporting this work was the Board approval of the NHSGGC Communications and Engagement Strategy providing a robust basis for future engagement and involvement activities.

This report recognises and celebrates the efforts of our teams to involve people and communities in care delivery, providing a high-level overview of engagement at strategic, organisation-wide and local service levels, highlighting both large-scale initiatives and person-centred projects that have shaped health and care delivery across NHS Greater Glasgow and Clyde and the Health and Social Care Partnerships.

Key statistics

Teams across NHSGGC continued to blend targeted digital engagement, mixed method approaches and in-person engagement within both the health and care setting and the communities we serve. This blend of approaches ensures staff across NHSGGC are able to reach a large number of people while ensuring those who are less connected digitally and socially, or who need additional support can still be reached and involved in developing care.



Patient Stories

NHS Greater Glasgow and Clyde shares patient stories at each NHSGGC Board meeting highlighting quality care and person-centred approaches to delivering services. This helps staff to listen, learn, and act upon patient feedback, fostering a culture of empathy and continuous quality improvement driven by the Quality Everyone Everywhere strategy engaged on during 2023/24. Below is a list of those stories produced for each Board meeting in 2024/25 which can be clicked on to view.

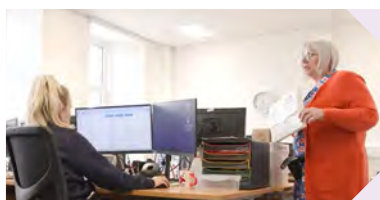
2024

April 2024



Partnership working between NHSGGC and the Defence Medical Welfare Service

June 2024



Naloxone Peer Mentor Programme - NHSGGC Prison Healthcare Service

August 2024



Supported mealtimes within NHSGGC

October 2024



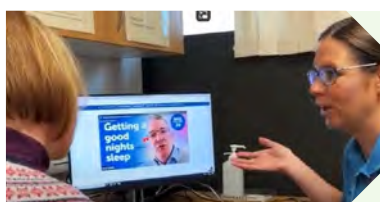
NHSGGC Musculoskeletal Oncology Service

December 2024



East Dunbartonshire Health and Social Care Partnership Community Specialist Respiratory Physiotherapy Service

February 2024



NHSGGC Long Covid Service

For more information please visit: www.nhsggc.scot/about-us/patient-stories

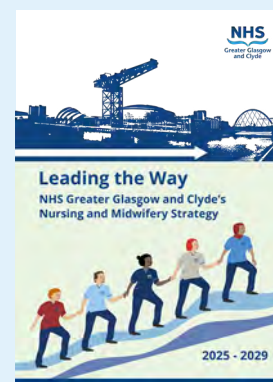
Strategy and Policy Involvement

Engaging and involving people in strategy development is crucial to ensure that we create healthcare policies and strategies that truly meet the needs of all our communities. Services across NHSGGC continue to build on learning from previous strategy engagement to continue incorporating the insights, and experiences of our communities, to produce strategies that reflect their needs. Below is a selection of strategy engagement activities from the past year.

NHSGGC Nursing and Midwifery Strategy

The 2025-2029 **Leading the Way** strategy is a celebration of the contribution staff across the organisation make to care and services every day. A "Big Conversation" approach was used to facilitate participation and inclusion across all levels of the organisation, with **over 200 members** of the public contributed their experiences to shape the strategy.

The work highlighted five key themes: Workforce wellbeing, patient care, quality, professional identity and culture. These will help ensure NHSGGC delivers high-quality, compassionate care while ensuring staff are respected, valued, and nurtured.



Infection Prevention and Control Strategy

The **Infection Prevention and Control (IPC) Strategy** focuses on reducing healthcare-associated infections (HCAIs) and embedding infection prevention in everyday practice to maintain the safety of patients, staff, and visitors.

The development team heard from over **500** members of the public, with their insights and perceptions around this aspect of healthcare helping to shape the strategy. Alongside the impact on the strategy, the IPC Quality Improvement Network (IPCQIN) greatly valued the insights shared using them to further enhance how they communicate their work to the public and improve accessibility and transparency of IPC information.



A Fairer NHS Monitoring Report

To help understand how NHSGGC was fulfilling legislative responsibilities under the **Equality Act 2010** the Equalities and Human Rights Team undertook engagement activity to reach across all our communities. **Over 500** stakeholders helped NHSGGC to shape and inform key areas where they felt we could improve our approach to delivering accessible inclusive healthcare.

NHSGGC's commitment to fair and equitable service delivery is evident in its progress in meeting equality legislation requirements and engaging stakeholders effectively. Continuous engagement and specific measurable actions ensure NHSGGC fosters an inclusive, supportive and evolving environment for all.



West Dunbartonshire Engagement and Participation Strategy

In August 2024, West Dunbartonshire Health and Social Care Partnership held a series of public engagement sessions to inform the refresh of its **Engagement and Participation Strategy** to support their Strategic Plan. Areas of focus included strengthening relationships with staff and communities, enhancing transparency and supporting community involvement in decision-making.

Third sector partners hosted community focus groups, while informal drop-in sessions were held across the area to support involvement. Feedback was anonymised and used to shape the strategy, which was approved and published in November 2024. A 'You Said, We Did' summary was shared with participants and partners on the outcome of this work.

Transforming Together

Innovation and transformation in healthcare are key to support the evolving needs of our communities. By fostering partnerships and engaging with the public, NHS Greater Glasgow and Clyde strives to test and deliver an effective and inclusive health and care service in collaboration with the public, using their voice to ensure services meet the needs of communities across NHSGGC.

Engagement on transformational change

Throughout 2024 NHS Greater Glasgow and Clyde continued its programme of public engagement to support the development of new care pathways to support transformational change. People told us that they broadly supported the principles of transformation and innovation, but wanted to hear more from us on how new ways of working are improving health and care services in Greater Glasgow and Clyde now, as well as in the future.

In July 2024, we introduced our 2035 Healthcare Vision Statement and Clinical Roadmap, setting out the steps required to deliver the transformational change needed. Throughout July and August, we sought feedback on the vision and clinical roadmap hearing from **285** people, with further engagement occurring across focus group sessions delivered by our Deputy Medical Directors. The engagement provided the opportunity to explore the challenges of delivering change, as well as enabling us to highlight and discuss perceptions around transformation that are already underway and delivering results for patients and communities. While all of the examples shared through this report contribute to the Board's transformation and reform strategy, below are some focused examples outlining new ways of working and engaging.

Flow Navigation Centre

This **virtual care pathway** led by specially trained nursing staff captured feedback from **4,031** patients using the service in 2024/25, with **98%** reporting they would use the service again, with patients finding their needs were met by this new way of accessing care.

The ongoing feedback continues to support the service as they move towards expanding their model.

Virtual Reality use to improve wellbeing

The **West of Scotland Innovation Hub** undertook a study to explore how virtual reality (VR) can support the emotional wellbeing of sarcoma patients. **Eleven** participants aged 18–70, all receiving medical support took part. They used VR headsets offering relaxation, videos and medical hypnosis as a supportive tool in cancer care. All participants found the VR tool easy to use and expressed interest in using it again ongoing to understand how to tailor approaches to patients.

Allied Health Professionals

The **Connecting People Connecting Support** programme engaged with over **400** people to test awareness and experiences with Allied Health Professionals. Findings highlighted varying awareness and access which informed a follow up event with staff, patients, carers and the third sector to highlight key areas. Next steps include enhancing early intervention and improving information shared with third sector organisations.



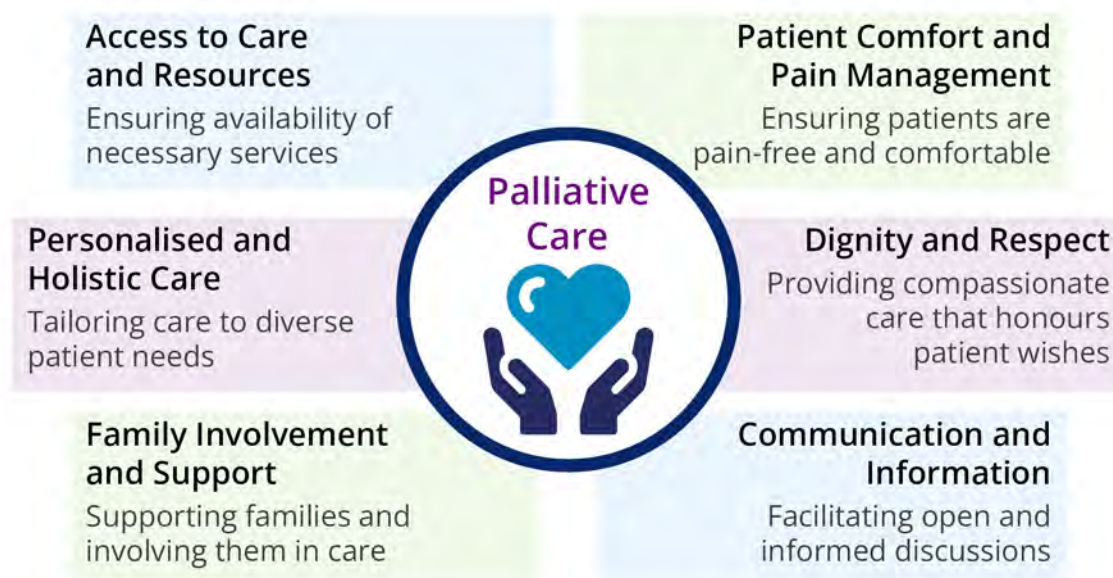
Palliative and End of Life Care Involvement

In early 2025 NHSGGC began the next stage of its journey towards improving palliative and end of life care within NHS Greater Glasgow and Clyde. Key to this being active engagement and involvement with a wide range of stakeholders culminating in an Accelerated Design Event (ADE) aimed at reflecting on current experiences of services and identify how we develop our services for the future.

Lived Experience Volunteers played a key role both before the event, and on the day, contributing invaluable insights from adult and paediatric services. Their perspectives shaped the discussions on how NHSGGC should deliver palliative care. To ensure the event was well-informed, a period of engagement was conducted across NHSGGC prior to the event to discuss and capture the experiences of people. During this time, stories of palliative care from carers and families were collected, shedding light on the patient and family viewpoints.

Over **200** stories were shared, offering those involved in developing the ADE a deeper understanding of how palliative and end-of-life care was experienced. Additionally, **eight** individual interviews were conducted, which helped inform case studies shared during the event.

The key themes identified for adult services included the necessity for pain-free end-of-life experiences, dignity for patients, and support for families from healthcare professionals throughout the process. These themes underscored the importance of ensuring patients are fully informed, involved, and considered in their care, receiving adequate pain relief to allow them to die with dignity and respect in their preferred location.



As the narrative unfolded, the collective efforts and shared insights of the volunteers, stakeholders, and community members painted a vivid picture of the future of palliative care within NHSGGC, aiming to improve health and wellbeing and reduce health inequalities across Renfrewshire and beyond.



That the end comes pain free and with care and dignity and family have support of professionals throughout that process.”



It is important that patients are fully informed, involved, considered and given enough pain relief to allow them to die where they want with dignity and respect.”



Digital Healthcare Innovation

NHSGGC has made significant strides in digital healthcare engagement, developing and refining several key initiatives to enhance patient experience and service delivery. By engaging individuals early, healthcare providers can ensure that new tools and systems are tailored to meet the needs of our communities, fostering trust and encouraging use. Listening to a wide range of experiences from all our communities helps ensure we can simplify access, address potential barriers, and maximise use in new healthcare pathways.



Right Decision Service

NHSGGC Library Services have been supporting the roll out of the **Right Decisions Service** (RDS) engaging users to gather detailed feedback on the design and functionality of the RDS digital tools, which aim to provide high-quality, approved information to support health and care decisions

The Right Decisions Service (RDS) worked with over **100** members of the public to explore how we develop digital tools designed to support health and care decisions. The valuable insights shared by the public helped address concerns about digital exclusion and improve signposting of RDS tools among health staff and the public.



Patient Hub

The **NHSGGC Patient Hub** is a digital platform aimed at streamlining communication between patients and healthcare providers. It enables patients to access their medical letters and appointment information online, reducing paper use and speeding up information delivery.

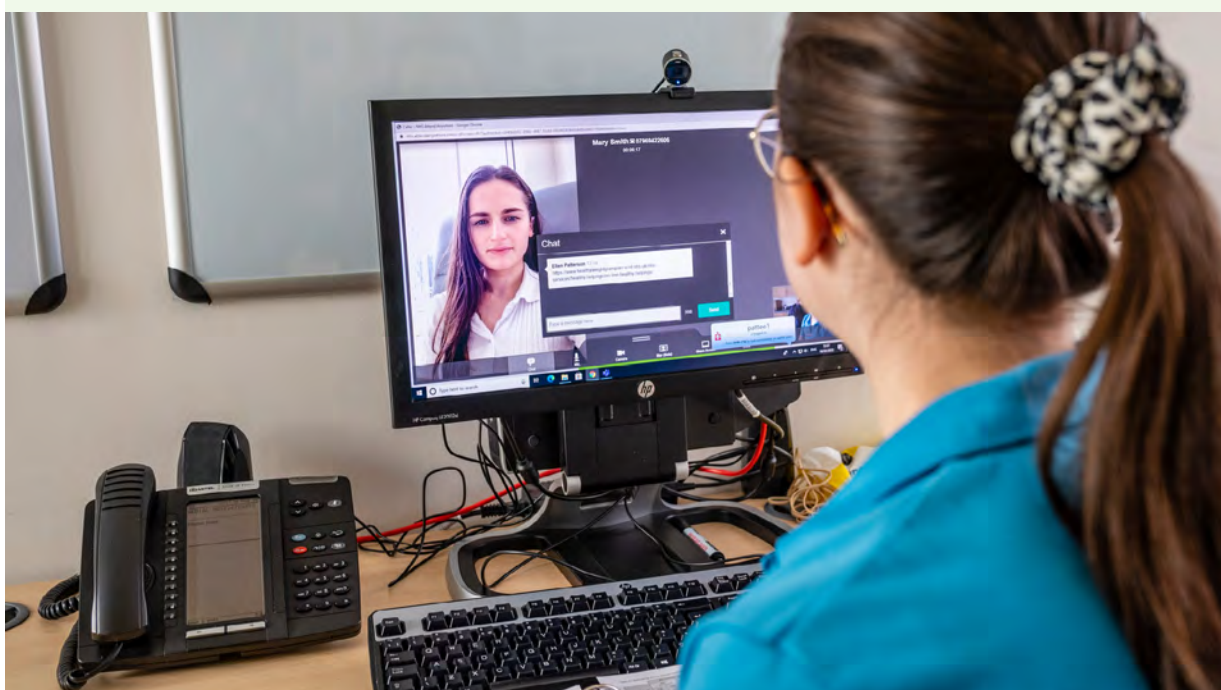
The PEPI team supported the engagement of both patients who had engaged with the Patient Hub system and those who received a paper letter. In total **640** people provided feedback on this digital platform that enables patients to access medical letters and appointment information online. **84%** of users expressed satisfaction with their experience, with smartphone access being the preferred method.

Patient engagement is pivotal in the successful rollout of new digital tools providing invaluable insights that guide enhancements and reassures patients that their needs and preferences are prioritised.

Virtual Consultations

700 participants from the Involving People Network shared their perceptions of **virtual healthcare consultations**. Feedback revealed general optimism about the approach but highlighted the need for clear explanations about how virtual consultations work, including both advantages and limitations.

The public suggested the improvement of information around the benefits of virtual consultation while being open around any limitations. Moving forward, our eHealth team is committed to incorporating this feedback to refine virtual healthcare as it evolves. This engagement work underscores the importance of clear communication and patient support in the successful implementation of virtual healthcare services. NHSGGC aims to provide a healthcare experience that meets the community needs and expectations, fostering a sense of reassurance and trust in these new digital platforms.



Mental Health Strategy Inpatient Bed Redesign

A key workstream of the refreshed NHSGGC Mental Health Strategy (2023-28) includes a proposed implementation plan for enhanced community mental health service provision and a related reduction of mental health inpatient beds to support this. Patient, service user, carer and public feedback and engagement is being undertaken to help inform how the implementation plan is taken forward, in line with NHSGGC's Stakeholder Communications and Engagement Strategy and national guidance, Planning with People.

A phased approach saw the Board undertake public engagement in March-April 2024 to understand awareness and experience of mental health services and support. **500** people shared their views virtually, telling us what matters most to them when thinking about mental health services now, and in the future.

People told us that:

- They felt they had a good awareness of existing mental health services and support
- There are challenges with access, particularly concerning long waiting times
- There is a need for better communication and support for carers and families
- People said their highest priority was having access to community-based mental health services.

This was followed by a programme of **23** in-person engagement sessions held between August and October in community locations across the Board area, with an online evening session for people who couldn't attend in person sessions was also held. We saw over **200** people attend these local sessions. Engagement activity undertaken to date has provided valuable insight into what's important to people accessing and receiving care through our mental health services. The engagement work has been widely reported internally and at NHSGGC Board level.

Mental health service users were involved in reviewing the feedback received during this process and highlighting any gaps. People told us that, when considering future arrangements for the provision of mental health inpatient services issues such as accessibility, environment and quality of service provision were the most important criteria. They also highlighted the need for the provision of integrated care models, particularly for older adults and people with complex health needs, as well as services that emphasise the importance of compassionate, person-centred care. This work is continuing, with engagement progressing through 2025-2026. More information can be found on our website at [Mental Health Services Engagement - NHSGGC](#)

Unscheduled Care Insights

Effective engagement with the public and stakeholders is essential to ensure patients can navigate the services best placed to help them, which are not always GP Surgeries or Accident and Emergency. Engagement efforts span a broad spectrum of care services, from acute Accident and Emergency (A&E) departments and Minor Injuries Units to Primary Care services and General Practitioner Out-of-Hours (GPOOH) services. Using these insights, we can design communications to support people to make the right decision. Services can also improve access, satisfaction, and ensure that care is efficient and responsive to people's needs.



GP Out of Hours (GPOOH) Understanding Experiences

The **GPOOH service** in NHS Greater Glasgow and Clyde has been actively seeking feedback from patients to understand their experiences and improve the service. Over the past three years, the service has conducted ongoing evaluations to directly capture feedback from those using our A&E Departments. This feedback has been instrumental in shaping the enhanced service model that is now being delivered. In 2025, the service reached out to service users receiving **848** responses. The feedback provided significant positive feedback highlighting that **92%** of respondents felt their needs were met, and **87%** rated the care received positively.

Additionally, feedback was gathered from users who received telephone advice and home visits. For telephone advice, **87%** of respondents felt their needs were met, and **82%** rated the care as excellent or good. For home visits, **100%** of respondents felt their needs were met, and **99%** rated the care positively. The GPOOH service continues to demonstrate a commitment to listening to patients and using their feedback to continually improve the service and meet the needs of its users across NHSGGC.



Unscheduled Care Right Time Insights


Over a 12-month period PEPI supported the capture of over **2,000** patient insights from recent users of **A&E**. This capture was carried out every three months throughout the year. By reaching patients directly through tailored surveys, valuable insights are gathered on patient preferences, behaviours, and challenges faced in accessing unscheduled care.

The engagement findings have helped shape communication messaging and strategic thinking across workstreams within NHSGGC. It is hoped moving into 2025-26 that this approach will lead to more targeted and effective community conversations and local in-person engagement around healthcare access.

It's as Easy as ABC

Across 2024/25, NHSGGC continued to promote its **ABC campaign** aimed at improving awareness of healthcare options in communities. While we worked to understand the campaign reach, we also took the opportunity to further understand patient awareness and behaviours regarding accessing healthcare services for various conditions. Engagement reached **1,375** people across NHSGGC across two periods, with both providing valuable insights into patient decision-making.

Surveys highlighted an increase in ABC messaging awareness from **32%** to **57%** over the winter alongside a rise in awareness of Minor Injuries Units as a source of unscheduled care. This data helps ensure effective patient communication and helps the Board understand the impact of targeted public awareness campaigns.




The poster is titled "Getting the right care this winter is as easy as ABC" and features the NHS Greater Glasgow and Clyde logo. It is divided into three sections: A, B, and C. Section A, "Ask yourself", includes a house icon and text about NHS inform and the NHS 24 App. Section B, "Be aware", includes a location pin icon and text about local services. Section C, "Call 111", includes a telephone icon with "24" and text about NHS 24. A footer section contains a QR code and the website www.nhsggc.scot/rcrp.

Getting the right care this winter 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 

Realistic Medicine

Realistic Medicine aims to improve patient care by focusing on shared decision-making and personalised treatment. It encourages consideration of the patient's perspective, preferences, and values, ensuring that medical interventions are reflective of individual needs. By involving the public in conversations about their healthcare, NHSGGC has been able to empower individuals to make informed decisions and actively participate in their treatment plans.

Reducing Medicines Waste and Overprescribing

NHSGGC continues to build on feedback and engagement with the public to raise awareness of the financial and environmental impact of **medicines waste and overprescribing**. In November 2024 public engagement work undertaken by the Board was recognised at the Scottish Practice, Pharmacy and Prescribing Advisor's Association Conference, taking first prize in their poster competition. In the summer, the Board ran a public awareness campaign across our communication channels, focussing key messages on what people told us were the biggest issues for them.

In March 2025 a second public survey was carried out to evaluate the impact of the campaign and identify any gaps or opportunities for further public engagement. Over **1,750** people shared feedback on the campaign and made suggestions for future areas of focus. Further targeted engagement is planned throughout 2025.



Wrong!

If I don't use my meds, I can return them for someone else to use... **Right?**

Medicines returned to the pharmacy cannot be reused or recycled and are sent for destruction.

Destroying medicines waste creates ?? tonnes of CO2 every week. That's the equivalent of ?? extra cars on the road.

To find out about the small steps you can make visit: www.nhsggc.scot/url



Maybe!

I've been taking these for years. I must still need them... **Right?**

If anything has changed with your health, you may not need them anymore.

It's ok to ask, so contact your GP or pharmacy team for a medication review.

Small steps, big impact:
Working together to support our planet and our NHS

To find out about the small steps you can make to reduce medicines waste, visit: www.nhsggc.scot/url

Awareness of Shared Decision Making

Over **600** people across NHSGGC shared their awareness of **realistic medicine**. We were able to see awareness increased by **9%** over a 12-month period. Many respondents also felt more confident and empowered to discuss their health. Respondents indicated they would now ask more questions, challenge healthcare professionals politely when necessary, and be more proactive in diagnostic discussions.

Podiatry Motivational Interview Skills

The **podiatry service** in Renfrewshire has invested in embedding the aims of realistic medicine to enhance patient engagement and satisfaction. The service engaged over **350** people to develop key improvements to the patient triage process, alongside the spread of motivational interviewing skills to further support shared decision-making.

In addition to these immediate changes, a network of peer support has encouraged staff to openly discuss feedback and reflect and learn from patients and each other.

Neonatal Intensive Care Unit Research

The **RHC Neonatal Team** initiated a project to integrate research and innovation projects into their service. They engaged parents of neonatal patients, to understand how to discuss the importance of research in a sensitive manner, while providing space and time to consider participation. This inclusive engagement led to a **50%** increase in research activity, while reassuring clinical staff about the acceptability of broaching the topics of research.



Community Involvement in Services

Learning Disabilities

People with learning disabilities encounter significant barriers in accessing healthcare services, these barriers often create undue stress for individuals and their carers, impacting their willingness to engage with services and affecting overall health outcomes. Communication difficulties and complex health needs often lead to symptoms being overlooked or misinterpreted, resulting in undetected conditions until they reach advanced stages.

Recognising the need for change, NHSGGC committed to a programme of work supporting informed participation in screening for individuals with learning disabilities.

Values Into Action Scotland (VIAS) conducted evaluations with carers, parents, and individuals with learning disabilities to understand their knowledge of and experiences with screening programmes. Engagement and feedback from individuals with learning disabilities and their carers reached by VIAS have been crucial in evolving screening services. Key areas of involvement were around expanding health screening questions, in partnership with patients and the Learning Disability Health Check Team to ensure patients were encouraged to have deeper conversations around screening. Alongside staff training and development to embed these new practices a collaborative video project aimed at raising screening awareness was developed and shared widely to enhance health literacy within the community.

Community Falls and Osteoporosis Team

The service has been working with service users to review and improve **exercise materials** to ensure they meet patient needs. The project was carried out in partnership between acute and community physiotherapy teams alongside colleagues from the Live Active Team. Patient experiences and insights allowed the team to ensure that the booklet was fit for purpose and met the needs of the target audience. The feedback from patients and carers was instrumental in shaping the new resource. The team will continue to work closely with users to ensure the resource remains relevant and accessible.



Inverclyde Awareness of Vaccination and Healthcare Access

In Spring 2024, **Inverclyde vaccination clinics** gathered patient feedback from people across the HSCP area. Engagement was on a range of topics included awareness of vaccinations, digital billboard effectiveness, NHS Inform, and preferred communication methods. From **138** interactions the majority (**91%**) felt well-informed about health access. Alongside this wider spread of information insights were shared with Board-wide colleagues on the need for more detailed information and promoting shingles information via leaflets and digital boards.



The Big Lunch, East Renfrewshire

The **Big ER Winter Lunch 2024** brought together **97** attendees for a day of community connection, information sharing, and engagement. Highlights included a round robin of service providers, interactive discussions on East Renfrewshire's health and wellbeing priorities, and a marketplace of support organisations.

Attendees contributed to shaping the HSCP Strategic Plan. Feedback underscored the value of networking, learning, and having a voice in local care decisions. The event fostered meaningful dialogue, and strengthened collaborative ties across the community.

Developing in Partnership

Over the course of 2024/25 several community-focused initiatives were taken forward to address specific needs and improve healthcare access for diverse populations.

Glasgow City Safer Drug Consumption Facility pilot

Glasgow City has engaged over **500** stakeholders through a phased, city-wide engagement strategy to support the implementation of the **Safer Drug Consumption Facility** (SDCF) pilot. This included face-to-face sessions, online discussions, media appearances, and social media outreach. Phase one focused on understanding the thoughts of stakeholders and community groups geographically closest to the facility. This included the local community, elected members, community councils, area partnerships, registered social landlords, and local businesses. Phase two of engagement in 2024 expanded the reach to include a wider group of stakeholders across the city. The Communications and Engagement Group developed a detailed action plan to inform the public and understand any concerns or anxieties.

Key themes included operating procedures, crime and policing, service model, and community impact. Engagement with people with lived and living experience of drug use was central to shaping the service design. Feedback from all engagement activities was used to inform implementation and ongoing evaluation of the pilot.

Gypsy Traveller Healthcare Project

This initiative, supported by the **Scottish Government and MECCOP** (the national gypsy traveller charity), introduced community health workers recruited from within the gypsy traveller community strengthening relationships with this community through ongoing conversations. These workers have had over **700** contacts with community members, conducting health needs assessments, health fayres, one-to-one support, and group work.

Fairer Renfrewshire

This programme addressing poverty and inequality reached over **1,000** people through surveys, street engagement, events, and community interactions. A targeted **Community Needs Assessment in Gallowhill** provided valuable insights into local challenges and opportunities, while the **Fairer Renfrewshire Panel** offered deeper understanding of Health and Wellbeing Survey outcomes. Together these voices have helped shape and develop approaches to service provision in the area.



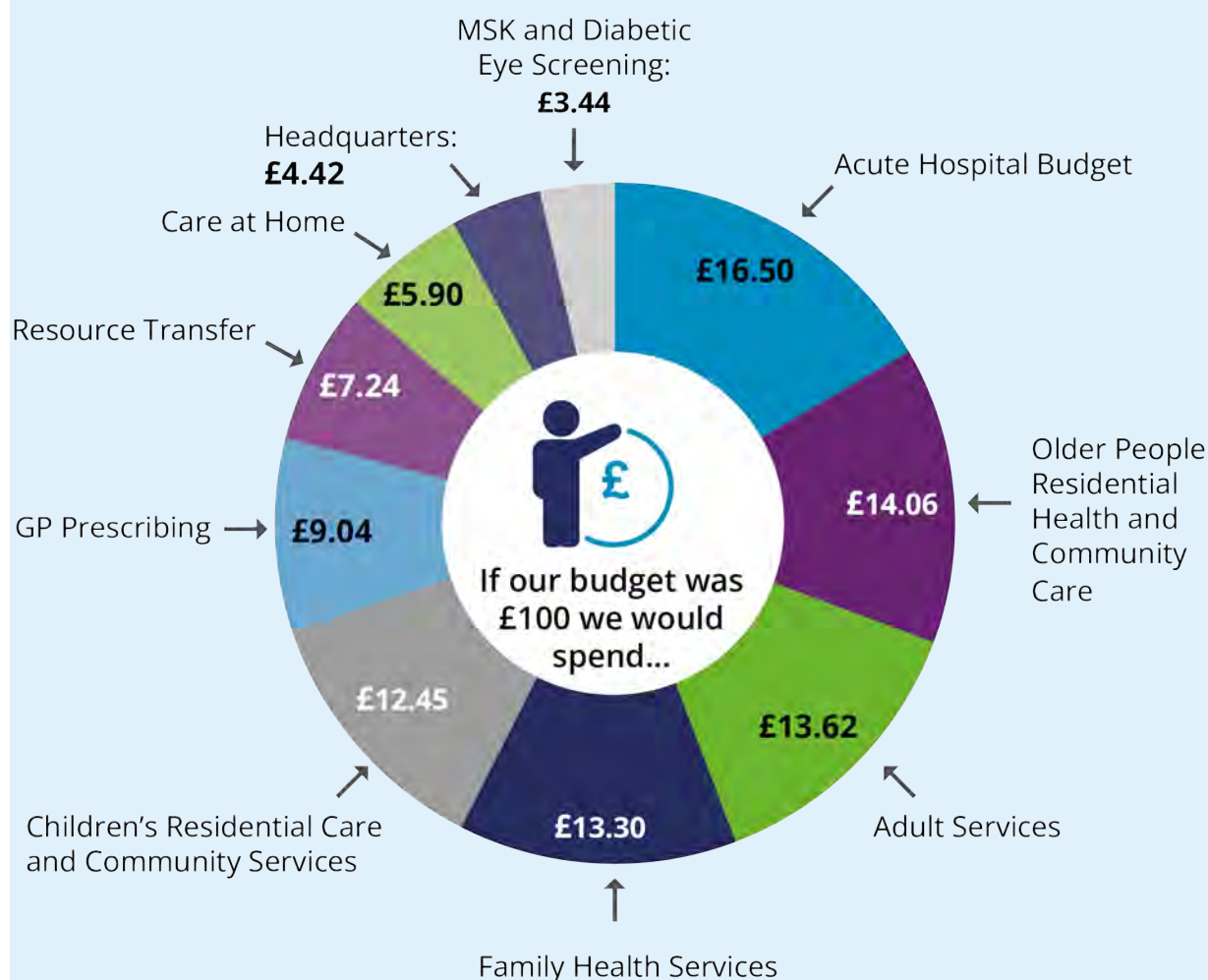
Trauma-Informed Environments

East Dunbartonshire HSCP worked with over **40** people to create a more trauma-informed environment at Kirkintilloch Health and Care Centre. Collaboration with GRACE (Group Recovery Aftercare Community Enterprise) resulted in beautiful artwork adorning walls and the painting of clinic rooms in calming, trauma-informed colours. These changes to the environment have resulted in a more accessible and friendly space providing a calming environment for people to access care in.

Involvement Across NHSGGC/HSCPs

West Dunbartonshire Budget Engagement

In December 2024, West Dunbartonshire HSCP launched a **budget engagement initiative** to explore community priorities ahead of the 2024/25 financial year-end. Engagement was widely shared via social media, third sector partners, and local venues like libraries. To simplify complex budget topics, engagement used a visual “if our budget was £100...” format, supported by local data and explanatory text. It asked residents to prioritise services and suggest ways to modernise areas such as social care, mental health, and addiction support within the budget scope. The engagement ran from December 2024 to January 2025. To boost participation, pop-up stalls were held in Clydebank, Dumbarton, and Vale of Leven, engaging around **80** people, with results presented to the Integration Joint Board.



Engagement across Regional Services

Regional Services have undertaken a number of initiatives aimed to capture feedback and improve services based on patient and carer experiences. Feedback was captured through various methods, including Care Opinion, What Matters to Me boards, informal conversations, patient stories, surveys, questionnaires, conversations with groups of patients (support groups, reference groups, focus groups), interviews with patients, and listening events. Hundreds of patients and carers have been engaged through these methods. The engagement activities have provided valuable insights into patient and carer experiences, leading to several improvements, with the sector working to build on this work to support the review of their clinical model through a series of open engagement sessions.

- **The Beatson** has recently completed a patient engagement project to support the redesign of the Haematology Oban Clinics hearing the experiences of **61** patients to help shape the service
- **The Macmillan Day Care Unit** carried out a Quality Environmental survey in December 2024, with **100** responses being shared by patients about their experiences and potential improvements
- **Phlebotomy services** undertook engagement to understand experiences of their service. Patients helped identify areas for improvement for further scoping and action by the service.

Dementia Experiences in East Renfrewshire

Following the launch of Scotland's new 10-year Dementia Strategy, Everyone's Story, East Renfrewshire HSCP undertook early engagement to understand challenges faced by people, both before and after diagnosis. The HSCP explored what support is currently available and how well organisations are working together to meet the needs of people living with dementia and those who care for them. Engagement to date has helped capture a wide range of valuable insight into what is working well and where improvements can be made. This initial engagement acts to support early thinking and provide a foundation for future contributions to help co-develop a strategy over 2025/26 that reflects the real needs and aspirations of our community.



Assurance and Service Improvement

Complex Mesh Surgical Service

The **National Complex Mesh Surgical Service** (CMSS) continues to gather feedback and patient experience from women who have used the service. The service shared their fifth patient experience survey in January 2025, inviting women coming for their first appointment, and a return appointment to discuss treatment options (including surgery) and those attending after having surgery to share their experiences. A total of **60** women completed the survey either online, via a paper copy sent to their home or via a telephone interview with a member of the PEPI Team.

Quality of pre-appointment information was rated as very good or excellent by **81%** of patients. Positive examples of person-centred care, staff sensitivity and good communication were also shared. Improvements that were introduced following previous patient feedback were welcomed, such as providing a pre-appointment telephone call to help patients prepare for their appointment and offering virtual appointments where appropriate. The service also captured several areas of improvement, with waiting times an area of concern as well as a desire to see improvements to follow-up care by local health services. The CMSS continues to use learning from patient feedback to identify where and how changes or improvements can be made. The impact of changes on patient experience is then captured, measured and reported in future cycles of feedback.

Respiratory Physiotherapy

In Spring 2024, **East Dunbartonshire HSCP** introduced a new community-based respiratory physiotherapy service to support people with COPD at home. To ensure the service met the need of patients ongoing evaluation was undertaken. Patients and families have described feeling more confident, informed, and reassured in managing the condition enhanced quality of life and their relationship with the care team.

Dialysis Engagement

The **QEUH Dialysis Service Team** initiated a quality improvement project aimed at enhancing patient experiences with PICC line fitting, with patient experience a core measure to track improvements.

They collaborated with the PEPI Team to develop existing materials to better capture patient insights into actionable and trackable data. The team then used an iPad to allow patients to provide feedback during their dialysis sessions, ultimately aiming to gather more accurate and timely insights to evidence improvement overtime.



Audiology Services Engagement

NHS Greater Glasgow and Clyde Audiology Services heard from **355** people sharing their insights into the service. Engagement aimed to understand patient perspectives and identify areas for improvement and was co-designed with third-sector partners to ensure inclusivity. Based on this feedback, the service aims to create a stronger partnership with patients, ensuring their voices continue to shape and enhance audiology services.

Maternity Service Involvement

Following public involvement in shaping the Maternity and Neonatal Strategy, NHSGGC Maternity services continues to recognise the vital importance of ongoing engagement with women accessing their services. The value of listening to and learning from women has led to the development of multifaceted engagement approaches to ensure that our maternity care remains responsive, inclusive, and is continually improving.

Ongoing Maternity Engagement

Maternity services have built on the Continuity of Carer Engagement work by developing a bi-annual feedback mechanism that captured the experiences of over **2,400** women in 2024/25. These surveys are conducted virtually and aim to understand women's maternity journey, ensuring inclusivity by offering the surveys in multiple community languages. A key part of this engagement survey was the invitation for women to get further involved in maternity services.

Maternity Voices Partnership

From these women interested in further engagement NHSGGC launched a **Maternity Voices Partnership** in 2024, this partnership brings together service users, healthcare professionals, and community representatives. It provides a space to co-produce maternity services that are responsive to the needs of women and families. Initial meetings focused on enhancing communication, improving continuity of care, and discussing wider information sharing and the future development of the group.

Maternity Third Sector Network

To further enhance collaborative working in maternity service, NHSGGC brought together a **Third Sector Partnership**. This initiative was aimed at ensuring that third sector organisations had a dedicated space to discuss and shape maternity care based on the real-world experiences of their staff and the individuals they support. This meeting provided a platform for fostered a cooperative environment where a range of perspectives were not only heard but able to influence service development. The emphasis was on creating responsive and inclusive maternity services that truly reflect the needs and experiences of the community.

The ongoing engagement and involvement initiatives have provided significant insights and helped colleagues deliver positive outcomes in maternity care at NHSGGC, with the initial focus of engagement being mental wellbeing, visiting approaches, maternity information and digital resources and tools.

Listening to Young People and Families

By listening to children and incorporating their unique insights, NHSGGC strives to develop services that respect their rights, address their needs, and empower them as active participants in their healthcare journey. The process not only improves service quality but also nurtures trust, confidence, and a sense of ownership among young service users and their families.

Specialist Children's Services Engagement

The PEPI Team supported engagement with service users of the **Specialist Children's Services (SCS)** to gather feedback from parents, carers, and young people. This engagement aimed to better understand patient perceptions of SCS support, their experience of the service and what they would like to see improve and change over time. Engagement materials were available in multiple languages, with **553** responses captured, including **36** from young people.

Insights gained from this engagement underscored the desire for clearer communication, particularly around appointment objectives and expectations. This engagement is step one in a longer journey to develop new, sustainable approaches to public involvement with patients and their families. This initial engagement has identified **335** people interested in ongoing involvement around service improvements. Alongside this snapshot engagement the capture of ongoing service user feedback is a crucial piece of the puzzle for understanding patient needs and enhancing service quality. The ongoing Experience of Service Questionnaires (ESQs) ensure that feedback directly informs decision-making, leading to improved service delivery across various healthcare services with over **600** responses collected, providing valuable insights into patient and caregiver experiences.

Improving Paediatric Feeding Tube experiences

The **Royal Hospital for Children Radiology Team** undertook a review of patient records and feedback highlighting concerns around delays and distress caused by unscheduled paediatric feeding tube changes. To better understand family experiences and identify improvements, telephone interviews were conducted with parents and carers. Feedback revealed that unplanned tube failures often led to hospital admissions and anxiety. In response, a regular schedule for image-guided feeding tube changes was introduced. Families have reported high satisfaction with the new approach, and no complaints have been received since the change. Ongoing evaluation continues to ensure the service remains responsive and person-centred.

Neonatal Care Engagement – Greater Glasgow and Clyde

Neonatal Teams at the Royal Hospital for Children (RHC) and Royal Alexandra Hospital (RAH) are actively involving parents in shaping care through regular HUG focus groups and the PEC (Parents' Experiences of Communication in Neonatal Care) survey. At RHC, feedback led to the creation of a virtual unit tour to support parents during transfers. At RAH, survey results showed high satisfaction with care and communication, with all respondents likely to recommend the unit. Improvements such as exploring virtual ward round attendance are underway, reflecting a strong commitment to family-centred neonatal care.



Co-designing with the Public

Volunteer Involvement in Facilities Inspections

Looking for ways to support ongoing service improvement, the **NHSGGC Facilities Department** sought to involve public partners, and in 2024 recruited a small number of peer review volunteers to participate in reviews and audits of our domestic services (cleaning) arrangements in hospitals across the Board area.

Training was delivered on-site in January 2025 for an initial cohort of **eight** volunteers. Their role is to act as independent observers and, by contributing to the quality assurance process help ensure that audits and reviews are being carried out to appropriate standards. During the review volunteers are involved in randomly selecting the wards and areas to be reviewed, observing the review process and actively contributing to the discussion and reporting of outcomes at the end of the process. Jayne Jones, Assistant Director for Facilities and Production said;



Working proactively with public partners helps us better understand the impact that our services have on patients, families and visitors when they come to our sites. Understanding what we are doing well, and what we could do differently or better is an essential part of our improvement journey, and we are delighted to have such committed and enthusiastic volunteers on board.👏👏

Renfrewshire Nursery Day Programme

Renfrewshire HSCP have captured a range of experiences to explore the best way to implement and tackle change and improvement to nursery service access. Engagement took place across January and February 2025, with additional discussions carried out with the Fairer Renfrewshire Panel Members to provide independent insights around this topic.

Primary Care Public Partners

Public partner involvement is crucial to improving primary care services within NHSGGC, providing an independent perspective, ensuring public interests are prioritised in decision-making. Their contribution spans a range of topics, aiding in the development, implementation, and review of standards, clinical governance, and primary care initiatives. Public partners have significantly enhanced decision-making and policy outcomes, fostering public trust and accountability.



Rheumatology Patient Initiated Follow Up

The **Rheumatology Department** gathered feedback from **53** patients on their Patient Initiated Follow Up (PIFU) pathway, designed to give people with stable conditions more control over their care. Respondents strongly agreed they were clearly informed about the pathway, could ask questions, and knew where to get help.

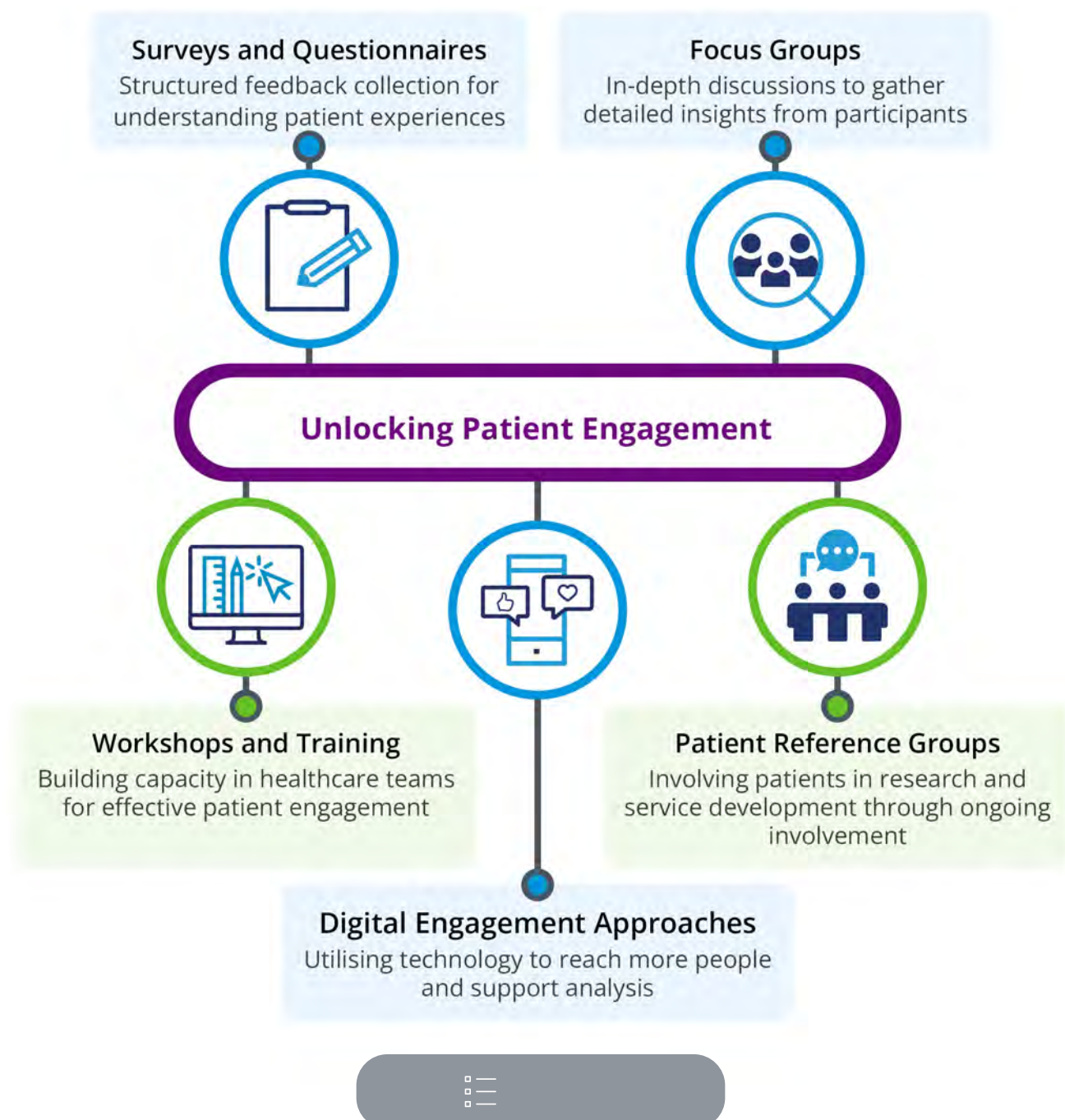
Involvement Skills Development

Introduction to Public Involvement and Engagement


The Patient Experience Public Involvement (PEPI) Team support staff to engage with patients, families, and the wider community to deliver better service delivery, and improve health outcomes.

In 2024/25 this support included:

- **128 completed support requests**, building the capacity of staff to listen, learn and act on public insights.
- **A programme of 16 Lunchtime Learning Sessions** attended by **369** staff building capacity to engage using a mix of methods.
- **Care Opinion responder training** increasing the number of staff directly responding to patients to **353**.



Support Request Examples

 AI Cancer diagnosis Recruit public representatives	 Older Peoples Services, GRI Involve service users and families
 Cataracts service Implement patient feedback process	 Pain Management Physiotherapy Gather feedback on web app
 North East Primary Care Mental Health Team Capture feedback from patients	 CTAC Community Treatment and Care Team Develop a feedback survey
 Children's and Young People's Diabetes Service Evaluate patient and family experiences	 West of Scotland Adult Cystic Fibrosis Team Develop a feedback survey
 Radiology Services, GRI Improve patient feedback tools	 Endocrine Nurses Medical Day Unit Access patient experience
 Biochemistry Laboratory, Clyde Sector Capture patient feedback	 Glasgow City HSCP, Children and Families Develop a feedback survey
 GCHSCP Community Nursing Explore options for gathering feedback	 Clinical Research Facility Plan a PPI event
 South Sector Older Peoples Services Present survey information	 RHC, Women and Children's Services Use MS Forms for developing surveys
 Speech and Language Therapy Develop a feedback survey	 Older Adults and Stroke Services Capture feedback from relatives
 Paediatric Respiratory Develop a feedback survey	 Community Treatment Bus Gather patient feedback

Supporting Good Engagement into 2025/26

Looking ahead to 2025/26, the PEPI Team is set to further enhance its support for teams through the development of new programmes aimed at supporting senior management decision making. These programmes will focus on service improvement and public involvement in service change, equipping leaders with the tools and confidence to drive meaningful change. Alongside this, the team aims to further refine existing guidance and processes to ensure public engagement in service changes is conducted in a timely and supportive manner.

Improvements to Service Change support

In early 2025, the PEPI Team produced a flowchart to support a consistent approach to delivering engagement and supporting governance in relation to service change within NHS Greater Glasgow and Clyde. National guidance, 'Planning with People – engagement and participation guidance' (Planning with People) was issued in 2024 by Scottish Government and COSLA to support NHS Boards and Health and Social Care Partnerships deliver their statutory duties to involve people.

The flowchart over the page does not replicate the detailed engagement guidance outlined in Planning with People, but identifies the key steps in good engagement and how they interface with NHSGGC governance processes to ensure engagement is delivered effectively.

These activities will support teams to have greater clarity around:

- **How each service change would be supported** by the Patient Experience Public Involvement Team to deliver proportionate engagement
- **Demonstrate the different steps for major service change**, non-major service change and service redesign to assist the planning and delivery of all service change and redesign activity
- **Ensure the public voice are at the heart of service decisions** in NHSGGC in a clear evidencable way.

Staff Partnership Process

