

# Core brief

## Daily update

(13 February 2025, 1.30pm)

Topics in this Core Brief:

- Share your experience of palliative care
- Band 5 nurses urged to apply for role re-evaluation
- Listening to our patients

## Share your experience of palliative care

Everyone will be affected by illness, poor health, dying and bereavement during their lives. If you are comfortable in doing so, our Patient Experience and Public Involvement (PEPI) team would like to hear from you.

In particular, the PEPI team would like to hear from those who've cared for someone at the end of their life in the past few years, or anyone who is currently receiving this type of care.

Any information shared will be treated sensitively and kept confidential. It will be used to help shape the vision for NHSGGC's palliative and end of life care.

To find out more about getting in touch, please visit [Tell us your story - Help us develop the vision for palliative and end of life care for NHS Greater Glasgow and Clyde](#)

Should you need support, please visit:

Palliative Care

<https://www.nhsggc.scot/your-health/palliative-care/>

Bereavement

<https://nhsggc.scot/your-health/heads-up-mental-health-support/mental-health-conditions/bereavement>

## **Band 5 nurses urged to apply for role re-evaluation**

Band 5 nursing staff who believe they are working at a higher level are encouraged to apply to have their pay banding re-evaluated now.

The review is open to Band 5 nurses across all fields of practice, specialties and settings, including those working in bank roles.

Successful applicants will see their role upgraded to Agenda for Change Band 6.

To ensure consistency of the application process, a National online digital portal/app has been developed, hosting an online application form. You can access the portal/app from any device, but you will need your NHS email address and sign-in details.

The application includes questions about all aspects of your job including the skills and knowledge required, your responsibilities and working environment. The application form is designed to gather information needed to evaluate your role.

Nurses are asked to discuss their applications with their manager before making the initial submission.

Full information on the process is available on the Scottish Terms and Conditions (STAC) website: [STAC Agenda for Change Review](#).

Further information is also available on [Staffnet](#).

## **Listening to our patients**

Listening to our patients, their families and carers, and hearing about their experience of care is extremely important to NHS GGC. 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 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, the care they provide and their friendliness.

- 247 patients, relatives and carers shared their feedback via Care Opinion
- 75% of these stories were from patients and service users
- 79% of feedback was positive
- These stories have been viewed on Care Opinion **18,859 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: [ggc.patientexperience@nhs.scot](mailto:ggc.patientexperience@nhs.scot)

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](#)