

Core brief

Daily update

(13 March 2025, 3.35pm)

Topics in this Core Brief:

- Pharmacy Services celebrate local award winners
- Public Protection Service: New learning and education training sessions
- Listening to our patients
- Brain Tumour Awareness Month – money advice for patients
- NHSGGC Stoma Care Study Day

Pharmacy Services celebrate local award winners

The Local Awards Programme – Pharmacy Services 2024-2025 has recognised several outstanding individuals and teams for their exceptional contributions to the field of pharmacy. Here are the highlights of the award winners:

The NHSGGC Primary Care Practice Educators team has been awarded the Team of the Year for their dedication to supporting professional growth and advancing the development of pharmacy staff across every HSCP.

Laura Kenicer has been recognised as the Employee of the Year for her leadership, communication, and innovation in supporting colleagues, patients, and the wider community. Laura leads on Chronic Pain and supports pharmacy staff in delivering tier 3 opiate medication reviews, including naloxone training.

Susan Kafka has been awarded Leader of the Year for her exceptional leadership and role modelling. She successfully implemented a planned re-design of the Neonatal Pharmacy Service structure, creating a peripatetic team for NHSGGC.

The Pharmacy Technician COPD Patient Group Sessions have been recognised for their innovative approach to improving patient care and developing the clinical role of pharmacy technicians. Led by Fiona McAuley, this initiative involved delivering group educational review sessions to patients at risk of admission, working closely with multidisciplinary teams and specialist respiratory colleagues.

Hayley Miller and Sam Hayes have been awarded the Director of Pharmacy Award for their leadership in forming the QECO group, which focuses on sustainability related to medicines. They have implemented various initiatives to reduce the carbon footprint, including site-wide card recycling, reduced plastic bag use, and an IVOST project in ICU.

To read more about the winners, visit [Staffnet](#).



Public Protection Service: New learning and education training sessions

April - June 2025

Training sessions will be delivered remotely via MS Teams and can be booked by accessing the online catalogue via eESS:

<https://eess.mhs.scot.nhs.uk>. Medical/General Practice staff who do not have an eESS account, please email: ggc.cpadmin@nhs.scot with the course name(s) / date(s) you wish to attend.



All participants will require access to a digital device e.g. laptop or phone to join the training session. An MS Teams link will be sent directly to you one week prior to the session.

Please ensure that your email address and contact details on eESS are up-to-date in order that the link can be sent.

Please note: If you require support to access or update your eESS account please contact the eEss team via the [HR Connect Portal](#) / tel. 0141 278 2700 (Option 5) or view the guidance on GGC Staffnet Hub.

Child Protection Level 3 - Your roles and responsibilities

Thursday 3 April 2025	2.00pm – 4.00pm
Thursday 8 May 2025	10.00am – 12.00noon
Tuesday 3 June 2025	10.00am – 12.00noon

Adult support and protection level 3

Tuesday 15 April 2025	2.00pm – 4.00pm
Thursday 22 May 2025	10.00am – 12.00noon
Thursday 16 June 2025	2.00pm – 4.00pm

Chronology writing

Wednesday 23 April 2025	10.00am – 12.00noon
Thursday 29 May 2025	2.00pm – 4.00pm
Tuesday 10 June 2025	2.00pm – 4.00pm

Notification of concerns

Monday 28 April 2025	10.00am – 12.00noon
Tuesday 27 May 2025	2.15pm – 4.15pm
Thursday 19 June 2025	10.00am – 12.00noon

Listening to our patients

Listening to our patients, their families, and carers, and understanding their experiences of care is extremely important to NHSGGC. Care Opinion is one of the feedback mechanisms that helps us achieve 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 those who use our services, understand what is working well, and identify areas for 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 helpfulness.

- 265 patients, relatives and carers shared their feedback via Care Opinion.
- 72% of these stories were from patients and service users.
- 78% of feedback was positive.
- These stories have been viewed on Care Opinion **16,689 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

Brain Tumour Awareness Month – money advice for patients

For brain tumour awareness month in March, staff at the Institute of Neurological Sciences are working to help raise awareness of the financial supports available for patients.

Dr Steven Meldrum, Consultant Neuropsychologist said: “Financial guidance is vital for our patients who suddenly find themselves in exceptional circumstances that often involves loss of occupational role and subsequent hardship. I had one recent brain tumour patient who was a taxi driver and could not drive for 12 months due to brain tumour seizures and he lost his livelihood.”

Dr Sharon Mulhearn, Consultant Clinical Psychologist, Neuropsychology and Clinical Lead Regional Neuropsychology Services said: “Brain tumours can cause significant physical, cognitive and emotional disability. Although a relatively rare diagnosis, patients can find themselves suddenly catapulted into a treatment pathway that can affect their ability to work and maintain financial independence, which can cause significant financial hardship for the patient and their family. Having access to financial advice is vital for this group of patients early on in their diagnosis. Having access to the right advice can really help the patient focus on their treatment and reduce their worry about possible financial pitfall.”

Our [hospital-based money advice service](#) is co-located within the hospital Support & Information Service at the QEUH and can assist all hospital patients with benefits, debts and home energy costs as well as any grants or financial supports patients may be entitled to.

NHSGGC Stoma Care Study Day

Available to all Registered Nurses, HCSW & Carers

Topics will include:

- Anatomy and physiology
- Considerations for stoma formation Practical guidance
- Stoma Complications
- ERAS/ELLSA
- Dietetic information
- Patient perspective
- Meet stoma company/association representatives



Glasgow Royal Infirmary - Thursday 22 May 2025

Lecture Theatre 1, Lister Building

Royal Alexandra Hospital - Wednesday 13 August 2025

Lecture Theatre 2

Queen Elizabeth University Hospital - Date to be confirmed

Lecture Theatre, Teaching and Learning Centre

Registration: 8.45am

Study day: 9.00am - 3.00pm

(Refreshments and lunch provided)

The NHSGGC CNS Stoma teams look forward to you joining us.

Any questions please contact:

Christina Campbell - GRI 0141 201 6426

Claire Hastings - RAH 0141 314 7058

Caroline Miller - QEUH 0141 451 5999

Or scan the QR code above to register.

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