

Core brief

Daily update

(13 November 2023, 11.15am)

Topics in this Core Brief:

- Involving our patients

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

Involving our patients



Involving our patients, their families and carers, through active listening to and learning from their experience of care is extremely important to NHSGGC. Earlier in 2023 teams across NHSGGC and the six Health and Social Care Partnerships shared how they have involved people in their work. In July, we published the Engagement and Involvement Overview report.

To help shine a light on the excellent work carried out by these teams, the Communications and Public Engagement Directorate have developed a new section of the [NHSGGC.scot website](#). Within this, you will find case studies and examples of some of the great work taking place across the organisation.

Some of the examples are summarised below, followed by figures relating to engagement and involvement in NHSGGC, you can find more in-depth information within the [full report](#).

Together, we're making a meaningful impact by involving our community in shaping healthcare excellence.

West of Scotland Adult Cystic Fibrosis Service: Video Call Fatigue

- Worked with PEPI to engage patients on the changes to the outpatient model delivered remotely during COVID-19 restrictions.
- The patient engagement work undertaken by the team was also showcased as an example of good practice at the 46th European Cystic Fibrosis Conference in Vienna in June 2023.

Glasgow City HSCP: Engaging on a Primary Care Improvement Plan (PCIP)

- Engaging with stakeholders was a valuable opportunity for Primary Care contractors, staff and patients to share their thoughts and suggestions for improving primary care services within Glasgow City HSCP.
- Engagement with the public and wider stakeholders was invaluable to the service in shaping the development of the PCIP.

If you would like more information about how you can get help with an involvement project, or how to share your project for inclusion in next year’s report please get in touch. You can reach the Patient Experience Public Involvement Team at public.involvement@ggc.scot.nhs.uk or for help and advice get us through our [contact form](#).



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](#)