

Core brief

Daily update

(19 November 2024, 3.45pm)

Topics in this Core Brief:

- Listening to our patients
- Social media reminder

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). 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 **October 2024** 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 level of care they provided and their professionalism.

- **294** patients, relatives and carers shared their feedback via Care Opinion (our highest number of stories in a month)
- **78%** of these stories were from patients or service users
- **76%** of feedback was positive
- These stories have been viewed on Care Opinion **28,554 times**

Any breaches of this policy may be subject to the Board's Disciplinary Policy and other associated policies such as Dignity at Work.

NHSGGC Use of Social media can be accessed at:
[Social Media and Personal Workplace Relationships - NHSGGC](#)

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](#)