

# Core brief

**Daily update**  
**(8 August 2022, 12.50pm)**

Topics in this Core Brief:

- iMatter 2022 – every voice matters
- Care Opinion Responder Training
- GGC - Professional Administration Transformation Programme
- Staff Disability Forum

## **iMatter 2022 – every voice matters**

**Thank you to everyone** who has taken the time to complete the **iMatter** survey in 2022. iMatter makes a positive difference to our workplace and to patient care. This is a great opportunity for colleagues to share views and influence positive change.

The questionnaire stage in **all Cohorts** is now complete, and there are over **450** action plans created in the system already. Support and guidance around the action planning phase can be found on [HR Connect](#) or by contacting the [iMatter mailbox](#).

This is an excellent opportunity for you to feedback regarding your employee experience at NHS Greater Glasgow and Clyde, designed to help continuously improve our overall staff experience. General themes from the Board report will be communicated over the coming weeks.

Please continue to engage through team action planning discussions, and help to continue building a Better Workplace.

## **Care Opinion Responder Training**

Care Opinion is one of the main feedback mechanisms in NHSGGC and helps us to understand what it feels like for patients, carers and their relatives who use our services.

It can help identify areas of good practice and levels of satisfaction with the care and treatment people have received which can help boost staff morale. It also provides the opportunity to hear directly from patients about things that have gone wrong, and identify areas where we can improve.

([www.careopinion.org.uk](http://www.careopinion.org.uk))

Within Acute Services, we have a team of staff who respond directly to stories on Care Opinion. If you would like to become a responder on Care Opinion, and have checked with your Senior Management Team, The Patient Experience and Public Involvement Team are holding Care Opinion Responder Training on Tuesday 6 September at 10am via Microsoft Teams. To register your interest please email: [Patient.Experience@ggc.scot.nhs.uk](mailto:Patient.Experience@ggc.scot.nhs.uk)



## GGC - Professional Administration Transformation Programme



An Information Hub where you will find everything you need to know about the Professional Administration Transformation Programme for NHSGGC Acute Services has been created for staff. You can find links to each of the workstreams where detailed information is available along with all ratified documents produced by the Programme so far.

You can also learn about the background of the Programme, meet the overarching Governance Team and access other helpful links which will assist you in your day to day administrative work activities.

There are also videos of Simone Black, Administration Manager and Amy Quail, Medical Secretary, who have recently used the Career and Education Pathway Tool and Learning Passports to gain promotions in NHSGGC.

If you have any questions or suggestions, please get in touch with your Sector Administration Governance Manager.

To view the Information Hub, visit: [GGC - Professional Administration Transformation Programme - Home](#)

### Staff Disability Forum

The Staff Disability Forum will meet tomorrow (9 August) between 1pm and 2.30pm via Microsoft Teams. All staff interested are welcome to attend. [Click here to join the meeting.](#)

The Staff Disability Forum exists to provide a support network for staff and to facilitate positive changes in the organisation. Staff engagement and feedback is vital for the organisation to work together.

If you would like to know more about this Forum, please email: [ggc.staffdisabilityforum@ggc.scot.nhs.uk](mailto:ggc.staffdisabilityforum@ggc.scot.nhs.uk)

We have created a closed Facebook group for staff including the HSCP, with disabilities. It is run and moderated by the Staff Disability Forum and its aim is to provide peer support, advice and sharing what works for you.

If you would like to join simply go to: [\(20+\) NHSGGC - Staff Disability Forum | Facebook](#)



Please keep up-to-date with the latest guidance on our dedicated web pages at: [www.nhsggc.scot](http://www.nhsggc.scot). If you have any questions about the current situation please check the FAQs first. If you have any further questions, please email: [HR.Support@ggc.scot.nhs.uk](mailto:HR.Support@ggc.scot.nhs.uk).

\*\*\*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 [StaffNet](#)**