

Core brief

Daily update

(9 October 2024, 11.55am)

Topics in this Core Brief:

- Listening to our patients

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 **September 2024** are shown below, with our staff being the most frequently used tag to describe what was good about our services. The key themes from the word cloud refer to staffs' friendliness, kindness and professionalism.

- **220** patients, relatives and carers shared their feedback via Care Opinion
- **80%** of these stories were from patients or service users
- **79%** of feedback was positive
- These stories have been viewed on Care Opinion **19,839 times**.

What was good about the care you received?

