

# Core brief

## Daily update

(9 September 2024, 10.30am)

Topics in this Core Brief:

- Data Security Spotlight – Business Email Compromise
- Listening to our patients

### Data Security Spotlight – Business Email Compromise

**A Business Email Compromise is an action a cyber-criminal undertakes to obtain access to a business email account and imitate the owner's identity. This can lead to emails coming into NHSGGC from organisations which have been compromised and in turn leading to compromise of accounts within the organisation. Please see [here](#) for further detail on how to spot this.**

## 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](http://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 **August 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 and the care they provide. People were thankful and grateful for their treatment.

