

# Core brief

Tuesday, 03 October 2017

## Introduction

This issue brings you information on the annual review presentation video, Universal Feedback and Clinical Evidence.

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## Annual Review

Following yesterday's Core Brief on the annual review please see the following link which takes you to our annual review presentation video. This showcases some of the excellent achievements over the past year across the organisation. [Click here to view.](#)

## Universal Feedback 2 - Listening to patients about their hospital care experience

During October and November 2017, all adult inpatient wards across each of the acute hospitals will be participating in Universal Feedback 2.

NHSGGC values our patients and carers and what they tell us about their experiences, and use a variety of mechanisms to seek feedback and drive improvement. By listening to people and asking them to feedback on their experience we can build a better picture of the overall care we provide in relation to what we do well and what makes things better.

The aim of this initiative is to capture more in depth and specific feedback about the quality of care provided in our wards across NHSGGC using targeted questions. The Universal Feedback 2 card, which has been developed in partnership with staff and patients, has four questions:

1. Overall, how was your experience of care in this ward?
2. Did you feel that staff treated you with kindness and understanding during your stay?
3. Were you involved as much as you wanted to be in decisions about your care and treatment?
4. **If your family or someone else close to you wanted to talk to ward staff, did they have the opportunity to do so?**

## What do we ask of staff?

Ward teams will play a key role in actively promoting and encouraging patients to take part by completing the yellow 'we're listening' card prior to their discharge from hospital from 2nd October to 30th November 2017.

## For help or support, or if you have any questions

Please do not hesitate to get in touch with the Patient Experience Public Involvement team on:  
Tel: 0300 123 9987 | Email: [patientexperience@ggc.scot.nhs.uk](mailto:patientexperience@ggc.scot.nhs.uk)

## What will happen next?

The feedback will be used to provide a broad overview of what people's experience of care is like in our inpatient wards. Each sector will be provided with a report which will summarise their feedback across all wards and hospitals. It will be an opportunity for ward teams to celebrate the positives and successes in relation to the care that staff provide day in day out for our patients and also identify where improvements are needed.

## Link to clinical evidence from Clinical Portal System

NES has created a password-free evidence webpage which is now available in NHSGGC via Clinical Portal, to support clinical decisions at point of care. This allows NHSGGC to link practitioners to a common evidence base via Clinical Portal at all stages of the patient's journey of care.

This webpage also contains quick links to the NHSGGC Adults Therapeutic Handbook, Paediatrics Guidelines, Laboratory Handbooks and NHSGGC agreed Clinical Pathways.

## Resources available – no password required:

- **Medicines information** – e.g. e-BNF, e- BNFC; Stockley's Drug Interactions
- **Evidence sources designed for doctors** and other clinicians confronted with issues outside their immediate speciality- Dynamed Plus, BMJ Best Practice.
- **Evidence sources designed for nurses and AHPs** – e.g. Nursing Reference centre plus.

## Where can I access it?

Decision Support sits under the 'Show MenuBar' in Clinical Portal; from here you can access the Evidence Search. See below.



Are your contact details up-to-date? [Click here to check](#)