

Core brief

Introduction

This issue brings you the public holidays for 2020/21, reminds staff to get their full vaccination and talks about Care Opinion.

Public Holidays 2020/21

The NHSGGC public holidays for 2020/21 have now been agreed by the Area Partnership Forum and are listed below:

<u>2020</u>	GREATER GLASGOW & CLYDE	INVERCLYDE	RENFREWSHIRE
Good Friday	10 April	10 April	10 April
Easter Monday	13 April	13 April	13 April
May Day Monday	4 May	4 May	4 May
May Monday*	25 May	25 May	25 May
Fair Monday*	20 July	6 July	3 August
Autumn Monday	28 September	7 September	28 September
Christmas Day	25 December	25 December	25 December
Boxing Day	28 December	28 December	28 December

2021

New Year	1 January	1 January	1 January
New Year	4 January	4 January	4 January

Dates for all NHS staff are shown in black

*Additional days for GP practices and NHS medical staff only (including Dental Practitioners) are shaded and marked with an asterisk

This winter... tell flu to buzz off

While thousands of you have already been vaccinated, we still have quite a way to go to reach our target of 60%.

Our mass flu clinics start again on Monday 28 October 2019. Find out where and when the clinics are being held: www.nhsggc.org.uk/staffflu

Peer vaccination is the most accessible and cost effective way of staff accessing the flu vaccination. Staff who want more information or to register to deliver this are asked to complete a short form online: www.nhsggc.org.uk/staffflu

We need you to be a flu hero this winter and do everything you can to keep your patients, colleagues, family and friends safe.

Care Opinion

The Patient Rights (Scotland) Act 2011 facilitated the right for people to give feedback by providing comments, concerns and complaints about the services they receive. As part of this legislation **all NHS staff** have a legal duty to actively encourage, monitor, take action and share learning from the feedback they receive and use it to improve care and services.

What is Care Opinion?

Care Opinion is an independent, not-for-profit website organisation, which adds a real-time dimension to the mix of ways in which people can provide anonymous feedback to boards and services about their experience of care. It is intended to complement NHS Boards' processes for dealing with feedback and complaints.

The aim of care opinion is: **“We want people to be able to share their experiences of health and care in ways which are safe, simple, and lead to learning and change.”**

How will NHSGGC achieve this?

The Patient Experience Public Involvement (PEPI) Team is supporting services within NHSGGC and the six Health & Social Care Partnerships (HSCP) to implement and manage Care Opinion at a local level. This will involve each Directorate/HSCP identifying and forming their team of responders who either directly deliver care or manage the service. This will be carried out by;

- Raise staff awareness of Care Opinion
 - Develop and implement a staff training plan for all Directorates/HSCP to build capacity and support local ownership
 - Establish a team of responders in each Directorate/HSCP who will take responsibility for answering Care Opinion posts
- Developing and implement robust governance processes for Care Opinion to support its roll out and provide assurance that feedback via this mechanism is being acknowledged and subsequently reviewed
- Increase awareness of Care Opinion amongst **staff, patients, carers and relatives**
- Care Opinion **public** advertising campaign

We encourage you to logon and share your story at: www.careopinion.org.uk

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