

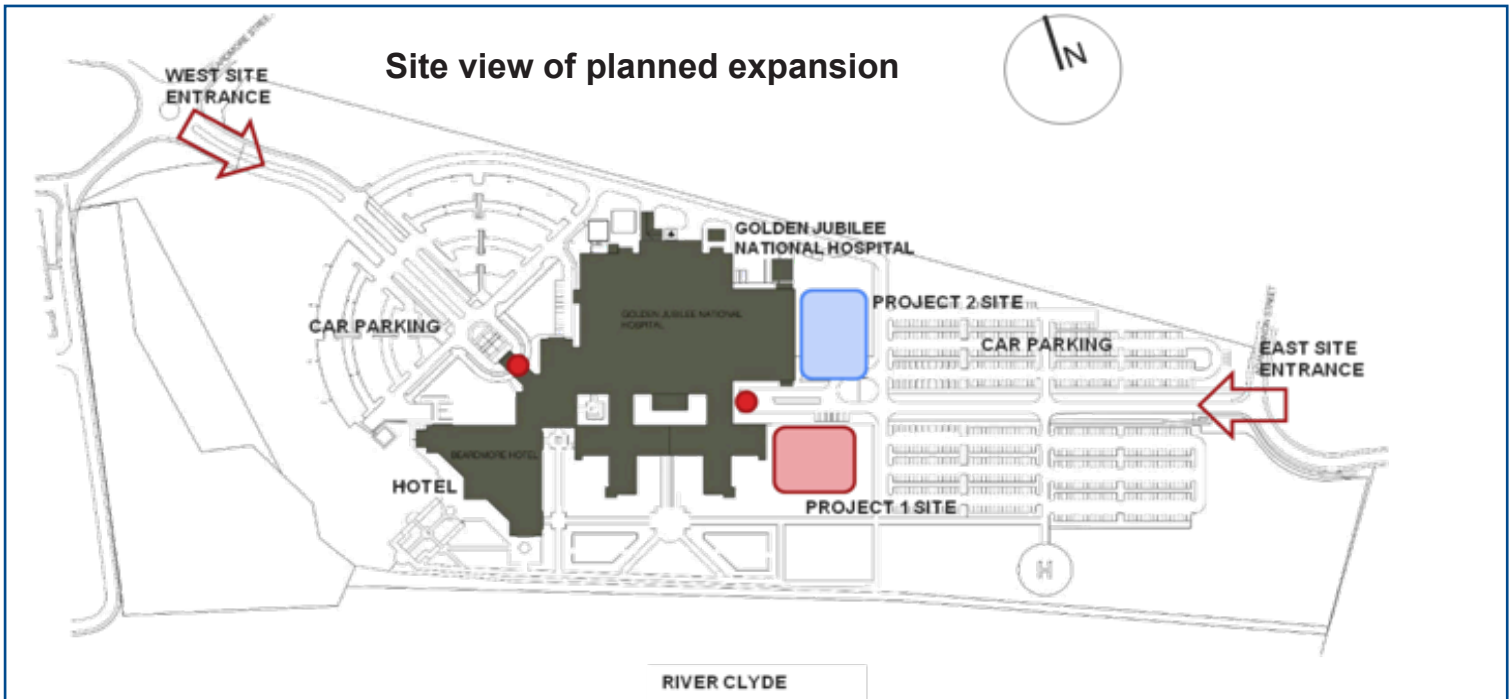


**Golden Jubilee
Foundation**

Patients at the heart of progress

Foundation for the future

August 2018



This staff bulletin tells you the latest news about our expansion plans.

Background

In 2015, the Scottish Government announced an ambitious plan to meet the future demand in key elective specialties. Due to the success of the elective services delivered at the Golden Jubilee, particularly Orthopaedics and Ophthalmology, the Scottish Government embarked on the national elective centres programme based on the Golden Jubilee Foundation's proven successful model of care.

Our expansion progress

Ophthalmology – phase one

The Outline Business Case (OBC) for our new build ophthalmology unit has been approved and we are now working towards Full Business Case (FBC) stage with building work scheduled for early 2019. The unit will be opened in a phased approach to meet the demands of the West of Scotland population.

By 2035, the dedicated unit will have extra capacity to see an additional 11,500 new outpatients which will convert to approximately 10,000 extra cataract procedures. This represents a 225% increase

in ophthalmology activity at the Golden Jubilee National Hospital by 2035.

Our hospital expansion team and various key members of clinical staff from theatres, PACU and Outpatients have continued to work closely with Kier Construction and their designers to develop the detailed design of the facility.

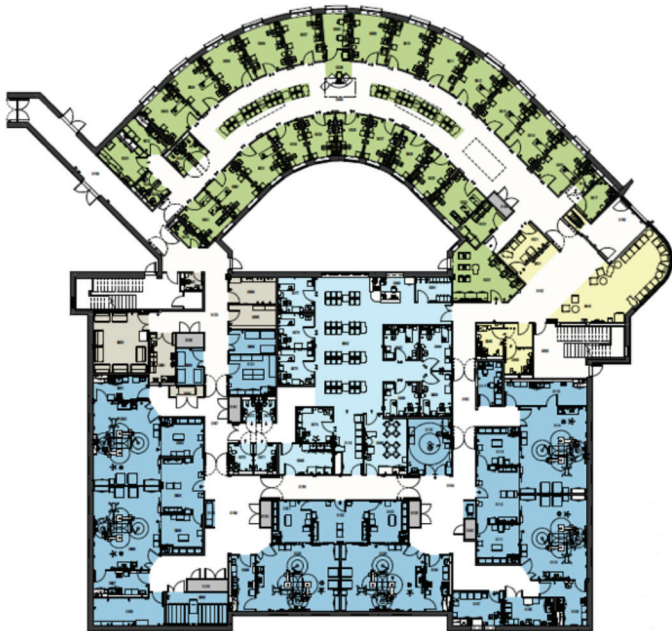
We have also now appointed medical leads for our expansion. They are:

- John Luck, Anaesthesia
- David Allen, Orthopaedics
- Gavin Bryce, General Surgery

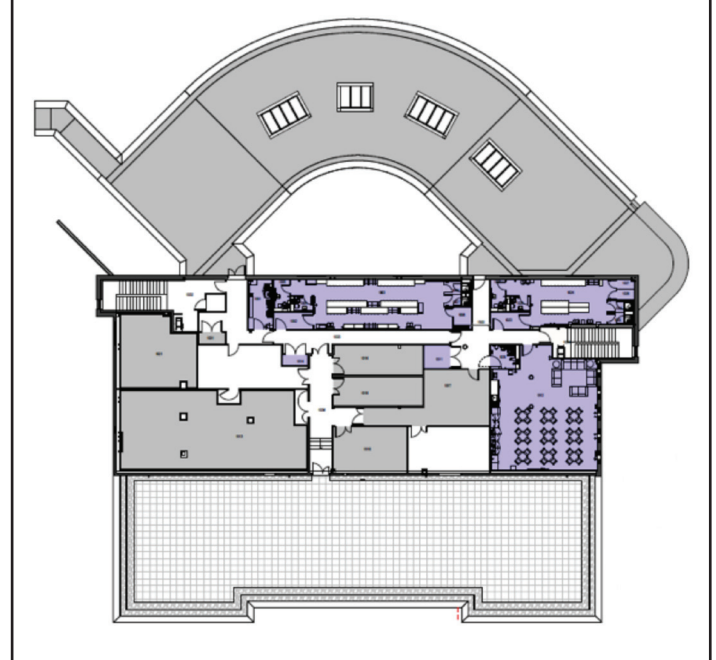
Artist impression of new ophthalmology unit



Ground Floor Plan



First Floor Plan



Staff, patient and public involvement

Staff and patient involvement has been key to the success of our expansion project. Earlier this year a benefits and risks workshop took place as well as a stakeholder engagement event. Everyone involved provided their views and feedback on the draft proposal within our Outline Business Case.

A patient feedback questionnaire was completed by the Ophthalmology service which has been statistically significant with overall comparability. A total of 900 questionnaires were sent with 674 patients responding, which provided a 74.88% response rate.

A total of 95.85% of patients from six different NHS Boards agreed or strongly agreed that they would recommend the service to their friends and family and 93.62% agreed or strongly agreed it was worth travelling to the Golden Jubilee National Hospital for their treatment.

In addition to ongoing engagement with staff, patients and third sector representatives, there's been significant engagement with the West of Scotland Region. The West region are supportive of our proposal and we will continue to work collaboratively with them and ensure support is provided in the development of the West of Scotland Regional Delivery Plan.

Orthopaedic and other surgical specialities – phase two

The Initial Agreement (IA) for phase two has been submitted to the Scottish Government and we are awaiting feedback on our proposals.

As with Ophthalmology, there has been stakeholder engagement events where staff, patients and third sector representatives were provided with information on the proposal, patient feedback received to date and an overview of the IA and preferred solution.

We have carried out a significant project to find out what our patients think of our orthopaedic service.

So far, two patient studies have been completed to understand the impact of using video conferencing for new outpatient consultations. The results of the studies are detailed below.

Study one (Prospective pilot study of 51 new patients):

Were you satisfied with today's assessment?

100% "Interesting method for consultation"; "Video Link is a good idea and could save a long journey".

Did it meet your needs as a patient?

100% "It was just like having the consultant in the room".

Was there anything that could have been done differently?

46/51 no; 5/51 yes

"a little strange, but can see the benefits";

"camera position and the mobility of the camera, as it was unable to rotate which made the physical assessment awkward at times."

Study one (a retrospective analysis over a twelve month period – 109 patients in total, feedback collected from 50 at random):

Were you satisfied with today's assessment?

100%

Did it meet your needs as a patient?

100% "useful, as the cost of travel to the GJH from Shetland is high"; "useful to have a physiotherapist in the room".

Was there anything that could have been done differently?

48/50 no; 2/50 yes

"let the patient know beforehand that it is a VC rather than a face to face consultation"; "improve the internet connection".

In addition to this, a patient survey was carried out to seek general patient feedback about the service currently provided. To date there has been a 61% response rate with 367/600 patients from 14 different NHS Boards feeding back their views.

Comments have been overwhelmingly positive with 97% of patients agreeing or strongly agreeing that they would recommend the service to their friends and family, and 97% agreeing or strongly agreeing it was worth travelling to the Golden Jubilee National Hospital for their treatment.

Next steps

We are now working on producing the Full Business Case for Phase One Ophthalmology.

We are working on a range of community benefits with our building partners and the local community. An example of this is our work with West College Scotland on workforce, project and communication opportunities.

More information

Staff engagement and involvement in our expansion is very important to us. A range of multidisciplinary staff have already helped us with our cataract plans to date. This will continue and we will look to inform, engage and involve you at the right time in a range of ways.

Our Foundation for the Future expansion bulletins will be issued regularly and we now have a dedicated section on Staffnet about all things expansion related. In the meantime, our expansion project team will be happy to answer any questions about the Golden Jubilee expansion.

Tell us what you think...

We want to hear your views. If you would like to comment on any of the issues featured in this bulletin, please complete the form below and return it to: Communications Department, Golden Jubilee National Hospital, Clydebank, G81 4DY. You can also e-mail us at: comms@gjnh.scot.nhs.uk

Name and department (optional):

Comments/questions:
