



Jubilee Life September

Issue 16

Welcome to the September 2020 edition of your new digital monthly staff magazine.

News



Expansion Phase one - Golden Jubilee Eye Centre

The Phase One site is due to be handed over on 7 October 2020.

The commissioning period for the new Eye Centre is being reviewed with the target to open the Outpatient Department on 29 October 2020 and the Theatres during week commencing 2 November 2020.



1 - Outpatients



2 - Theatres

[Download the full Phase One report.](#)

For more information on the Phase One expansion, contact [John Scott](#), Programme Director.

Same day discharge for NHS Golden Jubilee's hip replacement patients

Orthopaedic specialists at NHS Golden Jubilee have launched a new hip replacement service which sees patients leaving hospital just 11 hours after admission.

The Golden Jubilee National Hospital, which routinely discharges hip replacement patients from hospital the day after surgery, has now carried out four as day cases.

But a combination of local anaesthetic, patient education and 'prehabilitation' with physiotherapy and occupational therapy on the day of their procedure means suitable patients can safely go home a few hours after surgery – no matter where they live.

William Pomphrey from Auchterader was the first patient to have the procedure.

The 59-year-old painter and decorator arrived at hospital at 7am, was in theatre by 8.30am and out of surgery by 10am. He started his post-surgery mobilisation a few hours later and was ready to leave hospital by 6pm.

When staff called him the following day to check on him, he was doing his rehabilitation exercise by walking laps around his garden.



3 - Day Zero hip patient William Pomphrey walking in his garden following his surgery

“When I was given the option I asked to be referred to the Golden Jubilee as I’d had my right hip replacement there and felt the surgery was absolutely faultless.

“The whole process was flawless from beginning to end. Coming in at 7am and being ready to go home by 6pm was fantastic.

“I would recommend this to anyone, you’re better off coming home on the day.”

William Pomphrey, patient

Enhanced recovery procedures rely on all members of the multidisciplinary team working together to provide the best possible outcomes for patients.

Working in this way speeds up recovery time as patients are back on their feet just hours after the operation.

Patients are able to do so as they only receive a local anaesthetic to numb the tendon and ligaments around the hip joint, allowing the muscles to continue working, meaning the patient can walk much more quickly after surgery.

“There has been a strong team approach to this surgery and everyone involved has had patient safety and quality of care at the front of our minds.

“Seeing both Physiotherapists and Occupational Therapists on the same day as surgery helps patients become independent earlier than normal and allows them to be safely discharged home from hospital sooner.

“The main aim of enhanced recovery procedures like this is to help the patient recover quicker and experience less pain as well as improving waiting times as a result of shorter hospital stays.”

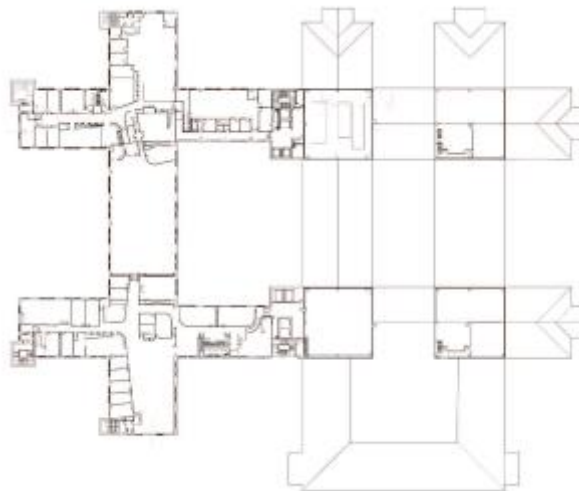
Anne Marie Cavanagh, Executive Director of Nursing and Allied Health Professionals

Our future workplace

Last year, NHS Golden Jubilee began a review of all office accommodation in line with our hospital expansion programmes and availability of space currently occupied by NHS 24.

We had to pause this work to allow our teams to focus on supporting NHS Scotland during the first wave of the coronavirus (COVID-19) pandemic.

Now that we have moved into the remobilisation and recovery phase, we have set up a Site Utilisation and Management Group to review all office and clinical accommodation requirements with a focus on maintaining physical distancing and supporting continued agile working.



4 - Level 5

Office Accommodation Relocation

We are due to begin moving staff to the Level Five space currently occupied by NHS 24 from late October 2020, with the final moves due for completion by November 2021.

A number of office based staff will be relocated to other locations within the hospital from existing offices that are required for alternative use or are currently working from Hotel conference and meeting rooms.

The group is also carrying out a complex review of accommodation use and space across the site to identify options for reconfiguring how space is used.

We already have details of the staff groups which have to be relocated due to change of use of the space they currently occupy. This includes:

- Ophthalmology
- Orthopaedics
- eHealth
- Performance and Planning
- Expansion Programme

In addition to these groups of staff, further work is under way to review the Level Five Executive Suite space and move forward with plans to move staff to this space.

This will require agreement on moving some staff who have been temporarily located here during the COVID-19 pandemic for immediate operational reasons.

Further work on this is planned with senior managers in the coming weeks.



Relocation requests and approval

Only moves which are approved by the Site Utilisation and Management Group should go ahead. This will ensure that overall management of the site is taken into account and allow efficient planning of support required from Estates, eHealth, Porters etc.

The Site Utilisation and Management Group is aware of the main staff groups and areas requiring relocation/review and will progress these as quickly as possible so that plans can be more widely communicated.

Requests for any other priority office accommodation moves must now be submitted on a Service Relocation Request Form.

Received forms will be reviewed at the next available Site Utilisation and Management Group, which meets every two weeks.

Completed forms should be submitted by email to [Jane Alexander](#)

Clinical Service Accommodation Relocation

This programme includes oversight of the whole hospital site and links to refurbishment plans associated with Phase Two of the hospital expansion, including:

- Relocation of Medical Physics from Level Four
- Pharmacy provision

Relocation requests and approval

If you are planning a Clinical Service accommodation move, please submit a completed SBAR and Clinical Service Relocation Request form to Gold Command.

To aid planning and to further understand lead-in times from services to support these moves, please read the 'Checklist' and the Clinical Service Roadmap.

Workplace of the future

A Workplace of the Future programme has been established to build on the work already undertaken to provide a resilient approach for support services whilst meeting continued physical distancing requirements.

Focusing on people, work space and technology, the programme with the appropriate facilities and human resources policies and procedures to provide a safe, secure and resilient workplace of the future

[Click here to access Key Focus Areas and Universal Principles](#)



New ways of working

During the COVID-19 pandemic, NHS Golden Jubilee introduced new ways of working and enabled many more staff to work from home to support physical distancing and agile working requirements.

Many of these new ways of working are here to stay.

Staff across our organisation are now routinely using Microsoft Teams and NHS Near Me.

We will soon be moving across to Microsoft 365, bringing with it a whole new suite of online applications and more ways of working and collaborating.

Departments will be moved over to the new cloud-based platform in a phased way.

The first step to moving to 365 is to migrate all NHS Golden Jubilee Exchange email boxes to Microsoft 365 over the next few months.



Further information

Dedicated Staffnet pages have been set up for [Workplace of the Future](#).

For further information on the Site Utilisation and Management Group or Workplace of the Future programme, contact:

[Linda Sparks](#), Programme Lead or [Jane Alexander](#), Programme Manager

Technology helps NHS Golden Jubilee improve patient care

An innovative electronic system which allows catering staff at NHS Golden Jubilee to order inpatient meals on the same day and cut food wastage has been launched.

The introduction of the Bedside Menu Ordering System (BMOS) allows staff to focus on delivering quality healthcare that is person centred, safe and effective.

The BMOS, which has reduced breakfast food wastage by a massive 50 per cent since it was introduced, also helps save money and reflects NHS Golden Jubilee becoming eco-friendlier and more efficient.

The new system, which is run from an iPad the ward staff carry with them, means that valuable staff time has also been saved, freeing them up for other duties.



“This new system has so many benefits for the hospital and patients alike.

“It has saved us time as the new system automatically counts meal numbers and gives us control over specialist diets and has helped us build stronger relationships with both staff and patients.

“All of this means we have more time to better provide the services that focus on patient improvements.”

Pamela Mailer, Catering Manager

Designed to enhance the patient's experience and improve efficiency within healthcare catering, the BMOS means patients will enjoy a smooth, personal and accurate ordering experience.

The enhanced interactivity of this experience allows for a more sociable process, while orders are input to the device and received in real-time by the kitchen with special dietary needs catered for at the time of entry, increasing patient safety.

Hospital catering provides an important opportunity to deliver valuable dietary support to patients and enhance patient satisfaction by offering them what they want, when they want it.

The system flags patients who have food allergies or who need a specialist diet such as gluten-free or low sodium requirements. This gives the catering team greater control to ensure patients receive a meal suitable to their needs.

“At the Golden Jubilee we are constantly looking at ways to improve the care and treatments we offer to our patients.

“The introduction of this new electronic system is a great example of the innovative ways NHS Golden Jubilee continues to transform and improve the way staff work and ensure the hospital continues to offer the best patient care and experience possible to the people of Scotland.”

Gareth Adkins, Director of Quality, Innovation and People

We are now NHS Golden Jubilee

To better reflect our organisation’s role as an integral part of NHS Scotland, our organisation will now be known as NHS Golden Jubilee, with a new brand logo aligned with the NHS Scotland brand. We have also changed our vision statement to ‘delivering care through collaboration’.

While the Golden Jubilee Conference Hotel will currently retain its name and brand, the Golden Jubilee Research Institute will retain its name and use the NHS Golden Jubilee brand.

Our corporate websites were recently restructured to reflect this change.

Our Board website is the main portal to the Hospital and Hotel websites.



Our publicised Board website address is:

<https://www.nhsgoldenjubilee.co.uk>

What you need to do

- Use new logos and PowerPoint templates, available to download from the [Logos and Templates page of Staffnet](#).
- Read and use the updated [NHS Golden Jubilee Identity Guidelines and House Style for Writing](#).
- Update all Board, Hospital and Research Institute documentation, letters, reports, literature and merchandise to reflect the naming and branding changes. Electronic versions should be replaced as soon as possible, with all other uses changed as items are replaced.
- As the legal name for our Board continues to be the NHS National Waiting Times Centre, the following footer should be included on all public and legal documentation: NHS Golden Jubilee is the brand name for the NHS National Waiting Times Centre.
- Delete old logos and templates for PowerPoint presentations.



Readability

Plan your writing

- Be clear about why you are writing.
- What do you want to achieve?
- What action do you want your reader to take?
- Before you begin writing, ask yourself 'who is my audience?' Your audience will influence the way you write.
- Picture your readers if you can – try and put yourself in their shoes.
- Organise all the information your reader needs in logical order that will make sense.

Structure your writing

- Keep to the essentials. What message do you want to get across? Make your purpose clear to the reader early on.
- Get to the point quickly. The first few paragraphs should summarise the key points.

For example: who, what, why, where, when and how

- Think carefully how to present the information.
- If there is a lot of information, use headings to break up your writing into sections.
- Careful use of illustrations and flow charts can help your reader sort out complex information.
- Lists can help to simplify complex information. Bullet points can help to make information stand out.
- Remember – be consistent in the way you lay out information.
- The average sentence length should be around 15 to 20 words. Vary the length. Very short sentences are good for making punchy points. Each sentence should contain one main idea.
- Paragraphs should be made up of a group of sentences with a common theme.

Your writing style

- Imagine you are talking to your reader. Your writing style will immediately become more warm, personal and conversational. Refer to the reader as you and the organisation as we.
- Do not use gender specific words such as manpower or man-hours.
- Use everyday English. Remember you are writing to inform, not to impress.
- Avoid legalistic and pompous words.
- Do not use jargon that your reader might not understand. Explain any technical terms that you may need to use.
- Use commands when writing instructions.

For example: 'fill out the form' is more direct than 'the form should be filled out'

- Use active verbs.

✓ Paul completed the form
✗ the form was completed by Paul

- Use verbs instead of nouns.

✓ when you arrive
✗ upon arrival

If you use acronyms, write them out in full and put the acronym in brackets.

For example: Senior Management Team (SMT)
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Further information

If you need any advice about implementing the brand identity or writing in plain English, please get in touch with our Communications Team on extensions 5073/5195 or email [Comms](#)

Organ Donation Week

Our heart transplant patients once again rose to the challenge of spreading the message about organ donation through their own amazing and inspirational stories on video for Organ Donation Week in September.

We are proud to be Scotland's national hospital for heart transplants and Specialist Nurse in Organ Donation, Alison Mitchell, also said a few words on the impact being a donor can have on the recipient and the donor family.

This year's campaign focused on raising awareness about the law around organ and tissue donation changing to an opt out system from March 2021.

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We all have it in us to save a life, but how many of us have thought about whether we actually want to be an organ and tissue donor? Making that decision known is more important than ever.

The change in law means that if you have not recorded a decision about donation, you will be considered as a possible donor when you die unless you have chosen to opt out, or are in an excluded group.

Organ and tissue donation remains a personal decision and everyone has a choice as to whether or not they want to become an organ and tissue donor.

You can either choose to register your support for donation, or register not to be a donor by opting out on the NHS Organ Donor Register at any time.

It's important that you share that decision with your family and those closest to you, so they can honour your decision.

Watch heart transplant Sue Swinson's emotional message for Organ Donation Week 2020.

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[You can find out more about the opt out system of organ and tissue donation, and choices here](#)

New guidelines for attending classroom training

We are slowly re-introducing some classroom-based training courses where it is safe to do so. To support this, we have developed a guide for staff and trainers to advise of the safety measures that must be followed when attending or delivering classroom-based training while Coronavirus (COVID-19) restrictions are in place.

General Guidelines for all

- You must not attend if you are displaying any symptoms of Coronavirus (COVID-19). Please contact the course organiser as soon as possible to advise if you will not be able to attend.
- Hand sanitiser must be used when entering and leaving the room (sanitiser will be provided).
- All surfaces must be wiped down before and after each session (wipes will be provided in the room).
- Furniture and chairs must not be moved.

- Everyone must stay two metres apart at all times (unless otherwise agreed and appropriate PPE provided).
- Resources must not be shared. Everyone (trainer and delegates) must bring their own resources for their own individual use (e.g. pens, paper, etc.)



[The full guide can be accessed here on HR Connect](#)

Given the current restrictions, staff can only attend training workshops where they have received email confirmation of their booking. They must also make themselves familiar with the guidelines before attending.

We recently ran our out first classroom-based course ‘Mental Health Awareness’, incorporating these guidelines. Here’s what some of the participants had to say:

“I was happy with how well the social distancing worked and felt comfortable sitting in the room with people”.

“Despite the restrictions of Covid-19 the course went very well with all relevant precautions adhered to”.

“With Covid restrictions in place the social distancing worked well”.

New measures to drive down infection rate

Further measures to protect the population from the spread of coronavirus (COVID-19) have been announced as Scotland faces an upsurge in cases.

Read more on:

- [New measures to drive down infection rate](#)
 - [First Minister Nicola Sturgeon's address on Coronavirus measures](#)
 - [COVID-19: Our Responsibilities in the Workplace](#)
-



Staff can keep up to date with the latest guidance by visiting the [COVID Hub](#) on Staffnet or visiting the [NHS Inform](#) and [Scottish Government](#) websites.

People



Alex Tewkesbury – Our very own Disney Princess

Cardiology Research Nurse Alex Tewkesbury has been to two universities – one in Glasgow for nursing studies and the other a more unique and ultimately fun facility of education.

Alex has two passions in life – nursing and dancing - and she knew from a very young age (three to be precise), that they would be a major part of her life.

Inspired by her mother, who was also a nurse, Alex, originally from Berkshire, believed she would either be an angel of the NHS or, from her love of dance, a dancer, however, she has managed to live both these dreams.

Dancing came first and from high school she attended dance school in Glasgow on a three -year, full-time course where she gained the skills and knowledge she needed to pursue her ambitions of a future career teaching dance to new generations.

This drive and passion also took her to a university most people will not have heard of – ‘Disney University’.



5 - Alex Tewkesbury

“I’ve had a love of dance since the age of three and I’m still dancing,” said Alex, who lives in North Lanarkshire with husband Ash, whom she met “over a game of ping-pong” when she was part of the medical team at the 2014 Glasgow Commonwealth Games.

“When I was at school I always wanted to be a nurse. My mum was a nurse and she is my greatest inspiration, that’s where my love of nursing came from, but my other passion was dancing.

“I trained in professional dance to get all my qualifications in dance teaching, which was a fabulous experience. One of my favourite films growing up was Fame so I felt as if I was living the dream, that I was one of the ‘kids from Fame’.

“In my last year there I had the opportunity to audition to dance at Disneyland Paris in the late 1990s when I was around 20, and I was successful and went off to dance there for the full summer season, March to October.

“You kind of become consumed by the whole Disney culture and we had to go to Disney University to learn all about it. You do a week at Disney University before all the rehearsals even start.

“I danced in the daytime and the night-time parades and the other live shows on during the day like Mickey Mouse’s Magic Castle and Pocahontas. I have to say it was one of the most magical experiences of my life.”

“You would also do shows for kids who were terminally ill and they would close the park for them and they got to meet all the characters, it was like a real magical experience for them, and being involved in all that was just so rewarding, it was incredible to see their little faces light up, really emotional.”

“There were so many different aspects to it, it was just an amazing experience for me and a once-in-a-lifetime opportunity, it’s something I’ll always have, but I had to return to finish my qualifications and do my teaching exams.”



6 - Alex leading the cheer with other colleagues at the Big Singalong live TV NHS tribute here in 2018

After passing her exams, Alex worked as a dancer for several years in places like Cyprus doing cabaret for Airtours and then in holiday parks like a modern ‘Red Coat’. She then opened a health and fitness business with two friends before the calling to be a nurse was too hard to resist.

Bubbly Alex studied nursing at Glasgow Caledonian University and achieved her degree in 2004 before going on to work in cardiology at the Stobhill and Glasgow Royal Infirmary hospitals.

She then moved to NHS Golden Jubilee in 2008 when the heart and lung services moved over, starting in the Coronary Care Unit (CCU).

“Nursing is so much more than a job, it is definitely a vocation, it’s in your heart. You’re a caregiver, a counselor, a patient’s advocate, a confidante, there’s so many different aspects to nursing.”

“It runs in my family, my mum, aunts, cousins, it must be in our blood. I’ve always wanted to make people feel good and care for people and I think that’s what a nurse is.”

“When you’re in the wards and patients are at their most vulnerable and you’re the only person that’s there for them at that moment, it’s like a privilege to be part of that patient’s journey.”



7 - Alex also led the dance group for the Baton Relay journey through the Golden Jubilee back in 2012 for the Glasgow Commonwealth Games



Despite the obvious differences between the NHS and Disney entertainment professions, Alex does draw a correlation between the two experiences in terms of “going that extra mile” for people.

“We were told at Disney that if you looked at it from above you would see a line right around the whole perimeter, and once you crossed that line, you had to leave your own life behind and make it a magical experience for all the children.

“I think it’s the same being a nurse, you have to forget your troubles and focus everything on the patients and just do what you need to do. Standards are, quite rightly, very high.”

Alex moved into the Research Institute in 2014 when a temporary opportunity arose throughout maternity leave, and she’s still there and loving her work.

“I had heard so much about research and the impact it can have on patient care and how it can change practice and discover new treatments. The fact it was still in cardiology was a big factor and still in my speciality, I just wanted that new challenge.

“I thought I would miss the acute side more, but we are clinical research nurses so we still get to deal with patients and the clinical side, so it’s the best of both worlds.



8 - Alex and her dance troupe at the 2011 Jubilee's Got Talent night



“We actually see patients throughout a longer journey. In CCU you see them over a short period, one or two days, but here we are bringing them back for up to two-three years, so you’re actually finding out what has happened to your patients, and you’re a kind of lifeline for them.”

“People always say, ‘it’s amazing what they can do these days’, when it comes to medical advancements, and that’s all down to clinical research facilities like this. We are constantly looking at new, innovative ways to make healthcare better. Without research treatment would never progress.”

“They say nurses are the heartbeat of healthcare. When you’re caring for someone you care for them as if they were one of your own family, how you would want to be treated - always!”

“And one of the most rewarding things you’ll ever hear as a nurse is when patients or relatives tell you that they can see that you care. It’s a really special thing.””



9 - Alex was presented with a bouquet of flowers for her involvement and coreography in the 2018 Jubilee's Got Talent night, celebrating 70 years of the NHS



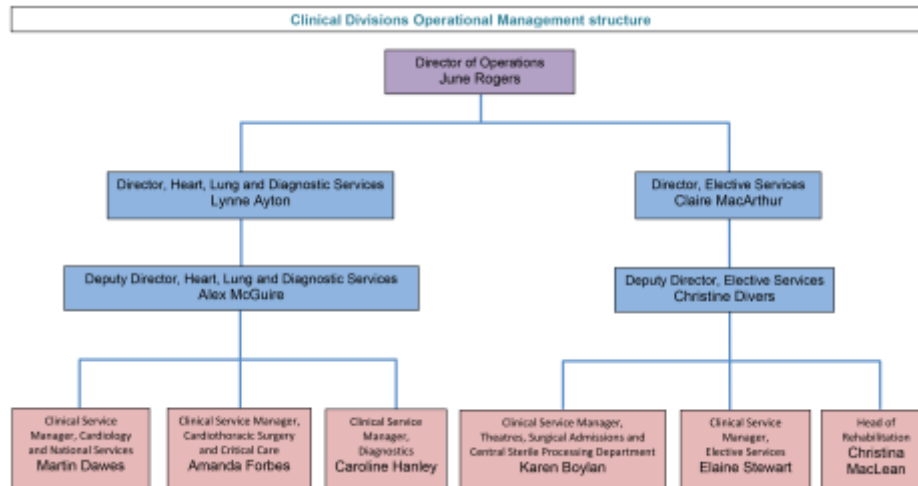


Operational Management Structure

Last year we told you about the plan to implement a new operational management structure which had the capacity and capability to deliver our plans for the future.

As part of this we created two new clinical divisions. These are our Heart, Lung and Diagnostics Services Division and our National Elective Services Division.

Our new management structure within these divisions is illustrated below along with the key contacts.



10 - The new management structure chart

Health and Wellbeing



The NHS Golden Jubilee Health and Wellbeing group has representation from interested staff from across the organisation to identify both short and longer term initiatives which will support staff health and wellbeing.

The group's initial focus has been to review existing support and initiatives and identify any gaps.

The group will be working with our Communications team to promote what is in place both locally and nationally.

We will also provide regular updates on our progress in the coming weeks and months.

Please let the group know your thoughts on how we can improve the health and wellbeing of our workforce using our dedicated email address:

Our health and



Financial Wellbeing

Work can be a stressful place at the best of times. Whether you're being bombarded by emails, racing to meet tight deadlines, or juggling the demands of numerous colleagues, the pressures can sometimes seem endless. If you then add anxiety about personal finances to this mix, it can be all too easy to find yourself struggling to cope.

At NHS Golden Jubilee we recognise that our staff are our most important asset and that's why it's important to us that we support you to manage your wellbeing.

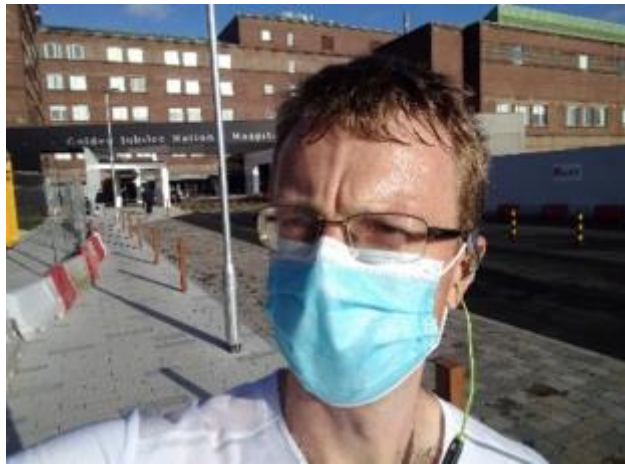


If you have financial concerns, there are a number of online resources that you can access on the [National Wellbeing Hub](#). Additionally, if you are a trade union member, your union may have services that you can access.

#Jubilee Active Blog - Now is the time to be resilient

By David Longhurst

The latest Jubilee Active by our Occupational Health Physiotherapists is now on Staffnet and focuses on thinking about the true meaning of the word 'resilient' in the face of a storm like COVID-19.



11 - David Longhurst

[Read the full blog here](#)

Play



The social side

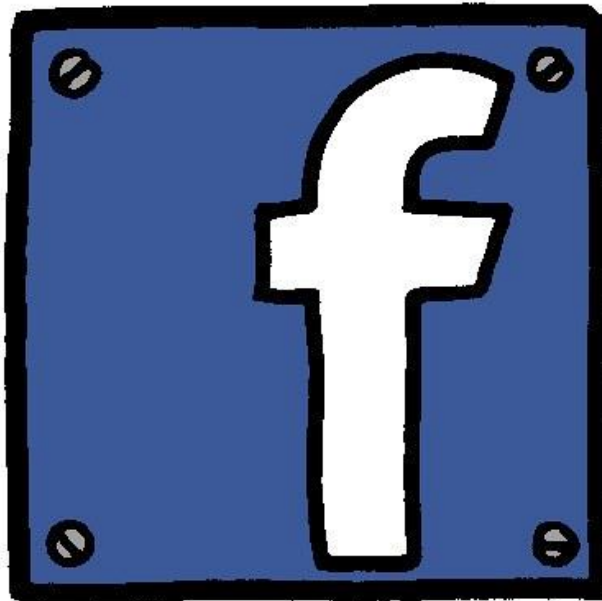
What's happening on our social media pages

Facebook: Heart transplant recipient Geddes McLean has proved popular once again on our social media channels with a brilliant message for Organ Donation Week – “Make the last gift you ever give, the greatest gift you ever give!”

[Click here to view the video](#)

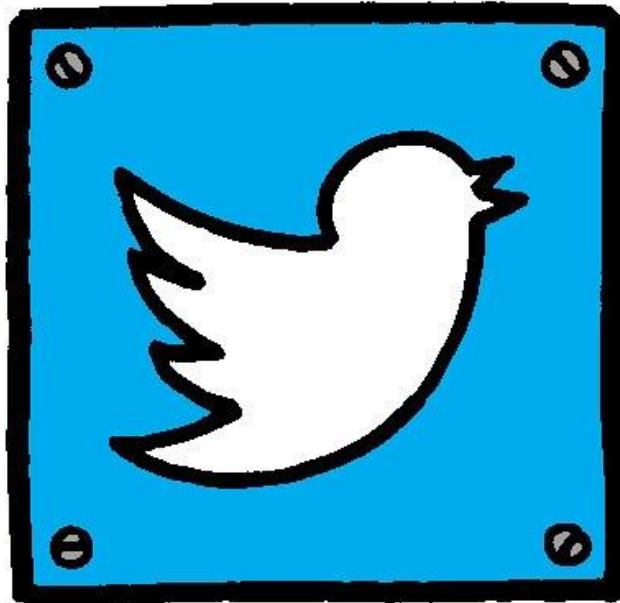


12 - Geddes McLean



Twitter: Getting messages to the public about changes to daily operations brought on by COVID-19 and new guidelines is extremely important, and our infographic about visiting being suspended was one of our most read tweets over recent weeks.

[Click here to view the video](#)



13 - [Click here to access our Twitter page](#)

YouTube: Popular Senior Charge Nurse Joan Clacher was the top video view on our YouTube channel with more than 300 views and nearly 10 hours of watchtime. The video was popular across all of our social media pages.



14 - Joan Clacher



15 - [Click here to access our YouTube page](#)

LinkedIn: Susan Douglas-Scott's Chair Blog about how we adapted to new ways of working and using new technology to continue to improve services for Scottish patients was well received on LinkedIn.



16 - Susan Douglas-Scott



[You can read all of Susan's blogs here](#)

Get social with us and keep up to date with everything that's going on in #TeamJubilee on our social media pages.

Here's what patients have been saying on social media about the care you've given them!

Care Opinion: My father suffered a cardiac arrest at home last Thursday. Two quick acting paramedics from Paisley took him to the Golden Jubilee Hospital where he was met by a fantastic team of staff that assessed my dad and prepared him for a stent procedure.

The skills of the team as a whole, saved my father and the family would like to thank all the staff involved in his care.

Praise also has to go to the catering staff at the hospital. Hospital meals often get a bad rep but my father said the meals at the Golden Jubilee were the best he had ever had in a hospital.

Thank you for all your hard work.



Bill Moffat: "I was admitted to the Golden Jubilee Hospital for an angioplasty op last week. The doctors and nurses were superb in my treatment. Due to a number of emergency cases my procedure was delayed for a few hours. The nurses kept me updated with the delay and looked after me. One of the nurses, whose name was Carrie, was taking a few details. She noticed I had a large grade 3 diabetic ulcer on my foot which had burst. I had been trying to get an appointment with podiatry for a few weeks to no avail. Carrie immediately contacted a doctor for advice and treated my foot. She then contacted podiatry and advised them that my foot required immediate treatment. Podiatry contacted me the following day and gave me an appointment for that afternoon. Pamela, a nurse in 2C, who was looking after my recovery, got my release papers and arranged a taxi to enable me to get to my appointment. I give a big thanks to all involved, especially Carrie, who is a star!"

George Ferguson: I have just returned home after my visit for Angoplasty at your excellent hospital. From the front desk to the operating theatre the service was first class and very professional. Please accept my heartfelt thanks in making my time with you so fulfilling. Ten out of ten all the way along.

Jassy Forrester: I was in for an operation early July and was dropped off at the door no visitors at all the staff were fantastic yes it was very strange but rather than COVID getting into the hospital.

Contact



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 staff magazine please send your comments to [Comms](#) or complete the feedback form.

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