

# Jubilee Life **January 2023**

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*Issue 44*

*Welcome to the January 2023 edition of your monthly digital staff magazine.*

*There's a handy icon at the bottom right to help you navigate through the sections.*

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## News



## 20 years of 4-star service

The Golden Jubilee Conference Hotel successfully accomplished an incredible milestone, receiving their AA 4-star accreditation for the 20th year in a row.

The Hotel continued its 2 decades of exceptional service for guests, impressing the AA inspectors with its stylish and modern fixtures.

Staff at the Hotel left a lasting impression on the Inspector, with comments made about their exceptional level of service and hospitality from start to finish.

The Hotel's spacious and comfortable public areas were also at the forefront of the accreditation, with the hotel restaurant 'BBar and Grill' awarded the AA Rosette Award for Culinary Excellence.

Commercial and Logistics Director of the Conference Hotel Denis Flanagan said: "When you consider the AA assesses more than 4,000 Hotels in the UK, we are thrilled with retaining our 4-star Hotel and AA rosette status.



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*"The praise and positive comments throughout the report in particular the high standards of genuine hospitality, cleanliness and culinary creativeness displayed during their stay is a true testament to our conviction of offering memorable customer experiences to all.*

*"To have consistently achieved this incredibly high standard for 20 years in a row (and counting) is only possible thanks to our amazing team at the Golden Jubilee, and I cannot thank them all enough for all their amazing work and dedication to our Hotel."*

*For more information, please visit [Golden Jubilee Hotel](#).*

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## Calling Scotland's #Type1Diabetes community!

Our national Centre for Sustainable Delivery is leading on the development of a national approach to increasing access to Closed Loop systems across NHS Scotland for people with Type 1 Diabetes.

This involves:

- Developing the national infrastructure, guidance, training and support to allow safe and speedy transition of adults and young people living with Type 1 Diabetes from insulin pumps to closed loop systems.
- Securing funding to develop national care pathways that will allow more people living with Type 1 Diabetes to access Closed Loop technology in line with [Scottish Health Technologies Group recommendations](#).

In a Closed Loop System, an insulin pump and a continuous glucose monitor use technology to 'talk' to each other and adjust insulin dosing to help control blood glucose levels.

To help bring this technology to even more people, we want to understand the experiences of adults and children who use insulin pump therapy to control blood glucose levels.

Adults and parents/carers of people living with Type 1 in Scotland can get involved in a number of ways: surveys, interviews, focus groups and questionnaires.

**Calling Scotland's  
Type 1 Diabetes community!**

**Are you an adult or parent/carer of someone with Type 1 living in Scotland?**

**Do you or the person you care for use insulin pump therapy to control blood glucose levels?**

NHS Scotland's national Centre for Sustainable Delivery is leading on the development of a national approach to increase access to Diabetes Closed Loop systems.

We want to hear the experiences of adults and parents of children who use insulin pump therapy to control blood glucose levels.

Sign up now to help us bring this innovative technology to more people than ever before.

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[Visit the dedicated Diabetes Closed Loop web page on the CfSD website for more information or to get involved.](#)

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## Introducing the Project Lifecycle Programme

Our Quality, Performance, Planning and Programmes (QPPP) team are excited to announce the launch of the new NHS Golden Jubilee Project Lifecycle (PLC) framework.

This bespoke framework will assist teams and colleagues to develop projects and business cases of all sizes and complexity on behalf of the organisation.

The PLC will focus on several key areas. Specifically, knowing the right time to start a project, innovation, managing outcomes and deliverables, and increasing the focus on benefits that projects will deliver for our patients, communities or colleagues.

This means that the PLC will place emphasis on the early phases of an idea and its evolution, encouraging collaboration between teams, steering it towards a clear end point. The framework provides models for problem solving and identifying the benefits of a project.

It will also help identify what is required for an initiative, while ensuring that lessons learned from past experiences are incorporated to give a greater chance of success.

We recognise that every project is different, and there is always uncertainty in doing something new. All projects have unknowns, external influences and human factors which can't always be controlled, and the success of a project relies on applying the right methods at the right time to overcome and manage these.

Some projects will need a predictive management approach, others adaptive or a combination of both. As such, the PLC is able to be tailored to the needs of any project, with each assessed on its own merits. To support this, we have introduced a project categorisation exercise.

This exercise will provide a score based on variables such as cost, strategic alignment, experience of delivery etc.



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*“The introduction of the PLC is one element of a suite of infrastructure which will grow our project management maturity levels.*

*“We want project management to be viewed as a strategic capability which supports the delivery of our Board and Corporate Objectives.*

*“In addition, NHS Boards face a significant amount of change in order to meet current pressures and demands. There will be a huge amount of change initiatives that need to be delivered successfully, and*

*for these projects and programmes to be delivered successfully, Boards will require excellent project management capability. This will ensure initiatives will be executed effectively and deliver the value and benefits identified from the outset.*

*“The PLC is a vital step in providing this support, and we hope to be able to work with colleagues across NHS Scotland to share best practice and innovation wherever possible.”*

***Abu-Zar Aziz, Head of Programme Management***

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To support the delivery of the PLC the QPPP team have been working on the introduction of a PM System and introducing APM accredited training for colleagues across the organisation.

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*If you would like to know more, or are interested in joining our internal Project Management Community of Practice where we explore all things project management related, please get in touch with our QPPP team.*

***Visit our new section on Staffnet [here](#).***

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## **Top accreditation for Hotel**

Our team at the Golden Jubilee Conference Hotel are celebrating this New Year after successfully becoming an Aim Secure accredited (AIM) member of the prestigious Meetings Industry Association (MIA).

This world renowned accreditation is awarded to meeting and events venues who have a proven track record for delivering first-class service, excellent facilities and a total commitment to upholding legal compliance.

Our multi Award winning Hotel is already established as a leading conference centre as the only Scottish member of the UK’s Venues of Excellence and the International Association of Conference Centres.

By demonstrating our exceptional service levels, adherence to health and safety and commitment to responsible business practices, the Conference Hotel will now feature as one of the MIA’s respected members.

Commercial and Logistics Director of the Hotel, Denis Flanagan, said: ““We are delighted to have received this accreditation and to have joined such an important association.



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*“The AIM accreditation with the Meetings Industry Association is the UK’s nationally recognised standard for service providers in the meetings, conferences and events industry.*”

*“At the Golden Jubilee Conference Hotel, we are committed to offering an innovative state-of-the-art meeting and events environment while being underpinned with a 4 star Hotel service. With this accreditation, meeting bookers can immediately feel confident that our dedicated and experienced professionals will provide an exceptional experience for all of their clients and attendees.”*”

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To become AIM Secure accredited, organisations must achieve at least 60% of the criteria including quality of meeting and events facilities, commitment to delivering a healthy and hygienic space and obligation to protecting the environment.

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*To book your conference or event at the Golden Jubilee Conference Hotel, visit [Golden Jubilee Hotel](#) or call 0141 951 6006.*

*To find out more about the Meetings Industry Association, visit <https://www.mia-uk.org/>*

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### **Agenda for Change pay award**

Payroll Services Teams are currently carrying out significant work to ensure that the new Agenda for Change pay rates and allowances are paid in this month’s wage.

The new pay rates were recently issued by the Scottish Government and are effective from 1 April 2022, which means significant arrears of pay is also due to staff.



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*The circular detailing these new rates can be viewed at: [AFC Pay Award](#).*

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**Monthly Paid Staff:** The new rates to take effect from Thursday 26 January 2023.

**Weekly Paid Staff:** The new rates to take effect from Friday 13 January 2023.

#### **Arrears of Pay**

As the new rates of pay are effective from 1 April 2022, there will be 9 months or 40 weeks of arrears of pay due in February 2023, and Payroll Services have already started working on these to try to make payment next month.

As this is a considerable amount of work further communications on specific timescales for payment will follow as soon as possible. Payroll Services would also greatly appreciate if staff could avoid calling to check this information or to get updates, as their priority is to try and make this all happen and get your money paid to you as soon as possible.

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#### **Employers Pensions Contribution – Alternative Payment Policy (Recycling Employers Contributions)**

The Scottish Government has introduced a new Policy to introduce an option for employees who are current or deferred members of the NHS Pension Scheme to have a flexible approach to managing their pension.

The Scottish Government and NHS Scotland recognise that a number of employees are disproportionately impacted by additional tax charges and may find their future benefits are affected. This is because employees are or may be affected by the Annual Allowance (AA).

In light of this, this new Policy includes a Recycling Employers Contributions (REC Payment) scheme that will allow those employees who believe they may be impacted by the AA tax charge an alternative option to their current NHS pension arrangement. The scheme is time limited until 31 March 2023 and applications should be submitted no later than 28 February 2023.



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*Details of the Scheme, including application form, frequently asked questions, NHS Scotland Staff Policy on REC and an information presentation is available to view on the dedicated [Pension Contributions Staffnet page](#).*

*To apply to the Scheme you should complete the application at the link above, and submit this with all required documentation to [Employment Services](#) If you have any specific queries in relation to this, please contact us through this email address.*

*Neither NHS Golden Jubilee nor the Scottish Public Pensions Agency (SPPA) can provide financial advice.*

*Employees who believe they may be impacted by the AA tax charge are encouraged to seek independent financial advice prior to applying for the REC payment.*

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## People



### **Meet our Head of Quality Improvement, Jonathon O'Reilly**

With more than 22 years' experience working in NHSScotland, and 15 leading improvement programmes, Jonathan is looking forward to working as part of the Performance and Planning team at NHS Golden Jubilee.

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*"I joined the organisation in October 2022 as Head of Quality Improvement. With the continued expansion of the hospital, it feels like an exciting time to come on board as part of #TeamJubilee."*



*“As your Head of Quality Improvement (QI) I will be working across the hospital with others who are really passionate about QI, ensuring they have the knowledge and skills to improve their area of the hospital and access support when needed.”*

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Jonathan has some big plans for 2023 including the launch of the new QI network, a QI project register for staff and a new in-house training programme.

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*“We are panning some really exciting developments. Our new QI network will bring staff together, no matter their knowledge and skill level, to connect, share and help each other.*

*“Staff will also have access to a new Quality Improvement Register. This will let us know how projects are benefitting the organisation whilst improving the quality of the projects and will provide easier access to support for staff.*

*“We will also be starting our own in-house foundation level 14-week QI training programme. Every week attendees will complete a 90-minute module designed to give you the skills to make change happen.”*

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With a range of innovative projects and support coming in 2023, Jonathan is looking forward to establishing new ways of working to improve staff and patient experience at NHS Golden Jubilee.

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*“I am sure 2023 will bring many other exciting developments as the organisation continues to expand and I am looking forward to discovering these with you as we move forward.”*

*To get in contact with Jonathan, email [Jonathan O'Reilly](mailto:Jonathan.O'Reilly) or call 0141 951 4298.*

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## Meet our Director of Pharmacy Laura Fulton

Laura Fulton joined Team Jubilee as Director of Pharmacy on 1 January 2023.

Before coming to the organisation, Laura was Director for Scotland at the General Pharmaceutical Council (GPhC), the regulator for pharmacists, pharmacy technicians and pharmacy premises.

Laura was key in leading the GPhC's work to reform education and training of pharmacists across Scotland and has now successfully ensured that all new pharmacists joining the register from 2026 will be prescribers.

As a qualified pharmacist prescriber, Laura has been passionate about pharmacist prescribing and the importance of pharmacy in the community from early on in her career. She has significantly contributed to this through initiatives such as non-medical prescribing in addiction services.

With a wealth of experience in various management roles and dedication to providing the very best pharmacy care to patients, Laura is a fantastic addition to NHS Golden Jubilee.



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*"I am over the moon to have been appointed as Director of Pharmacy at NHS Golden Jubilee.*

*"Throughout my career, my focus and passion has been to ensure that patients receive exceptional care from pharmacy services every day and that is something I will be keen to continue here.*

*"NHS Golden Jubilee offers lots of exciting opportunities to collaborate and innovate and I want to make sure pharmacy is integral."*

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## Farewell to Irene McGonnigle

After over 27 years working in the NHS, Irene McGonnigle retired from her role as Senior Planner at NHS Golden Jubilee.

From Junior Staff Nurse in 1996 to Senior Planner, Irene made significant contributions during her time at NHS Scotland.

During the pandemic and beyond, Irene has supported a wide variety of developments and programmes, from across NHS Golden Jubilee, NHS Scotland Academy and the national Centre for Sustainable Delivery.

Irene will continue to support the NHS Scotland Academy for the next few months before enjoying her well-earned retirement. Irene plans on spending more time in her garden, travelling and making more memories with her family.

We wish you all the very best Irene, you'll always be part of #TeamJubilee



## Val-You



### **New Strategy puts spiritual care at the centre of our services**

This month we launched an exciting new strategy, empowering staff to put spiritual care at the heart of our care planning and service delivery.

Spiritual care is the practice of loving kindness, empathy and tolerance in daily life. In a healthcare setting, it's about listening to what is important to the person.

Integrating spiritual care is a key element of our Board's 'whole person' approach to delivering caring and compassionate high quality person centred care for the people of Scotland.

The 3-year Strategy sets out 4 key priorities to recognise the different spiritual, religious and philosophical beliefs of staff, patients and visitors.

- Leading the way in providing inclusive care for all patients, families, volunteers and staff.
- Ensuring care planning reflects the holistic nature of healthcare.
- Supporting patients, carers, families and staff experiencing loss, grief and bereavement.
- Embedding spiritual care and wellbeing training for all healthcare staff and volunteers



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*“I believe spirituality is something we all experience on some level.*

*“Within a values based organisation like NHS Golden Jubilee, our Spiritual Care Strategy is of key importance.*

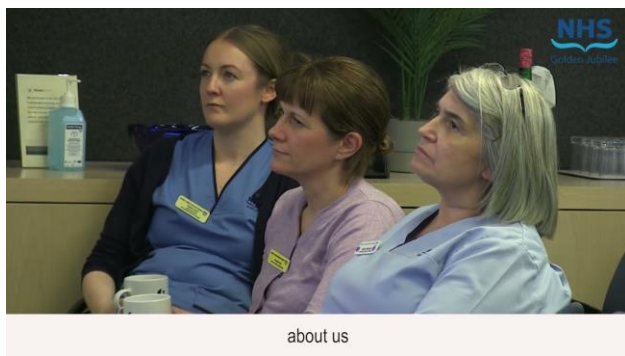
*“We value an inclusive approach which means that we can offer pastoral support which ensures that everyone’s core beliefs, whatever makes them feel whole, are cared for alongside all their health and other wellbeing needs.*

*“My wish is that all touchpoints with our organisation are caring, supportive, loving and compassionate.*

*“I look forward to working with everyone to embed spiritual care, indeed love, respect, kindness and equality, into further action and thank everyone who has worked to get us to this place.”*

***Susan Douglas-Scott, NHS Golden Jubilee Chair***

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about us

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*For the full story, [visit our website.](#)*

*[You can also view our new Spiritual Care Strategy at this link.](#)*

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and within the context of health and social care,

As a Pastoral Care Volunteer, I see first-hand the difference that the Spiritual Care and Wellbeing Centre is making in supporting patients and staff.

The Spiritual Care Strategy reflects how Chaplaincy and Spiritual Care have evolved within the modern day health service to be inclusive of all faiths and none.

It is an exciting time to see this Strategy gain focus, giving us a platform to change the way we interact with patients, their families and each other.

**Antonia Hammond**  
Spiritual Care Volunteer



To me being a pastoral care volunteer is a blessing.

It is an opportunity to be a positive and caring influence to a person at the time when they are in discomfort and unsure of what to expect.

The strategy is a sound and compact concept.

**Roma Prodhan**  
Pastoral Care Volunteer



The Spiritual Care Strategy represents the safe space that is being beautifully created within the Golden Jubilee for staff and patients to connect deeply on a level that is meaningful and personal to them without judgement, just openness to honour each and every part of each and every person.

**Hayley Doak**  
Clinical Educator





I firmly believe that all people, regardless of their faith/religion/non-belief, are spiritual beings and have spiritual needs whether they recognise it or not.

I am really pleased that the Spiritual Care Strategy is being launched as it will help our staff here at NHS Golden Jubilee become more aware of our commitment as an organisation to address the spiritual needs of patients (and colleagues) as part of the holistic care we deliver.

Practical, measurable, realistic objectives are outlined which will hopefully help us a profession to change the way in which we deliver spiritual care, from sporadic and often subconscious, to an intentional person-centred priority.



**Rachel Allan**  
Out of Hours Coordinator and  
Advanced Nurse Practitioner



Being part of the Spiritual Care Network provides me with an opportunity to share experience and align our working practices with new ideas.

Spiritual care continues to grow at NHS Golden Jubilee and it is a privilege to be part of this journey and enhancing how we support our patients and colleagues.

**Katie Bryant**  
Head of Clinical Governance





Being a pastoral care volunteer is an important and rewarding part of my week, giving my time to visit and more importantly to listen to patients.

I am humbled that they feel comfortable enough that they can be so honest and I can only hope that my visits help them.

My reward is that I get to meet so many interesting people from all over Scotland.

**Anne Turner**  
Pastoral Care Volunteer

## Women's Network

NHS Golden Jubilee's Women's Network has now been established. This network will provide a forum for staff who identify as female to focus on issues that impact on them in the workplace i.e. breastfeeding facilities, menopause, menstrual health; with the aim of looking at how to address challenges or even raise awareness of the impact of these issues.

During our first meeting the group agreed that its initial focus should be the on reviewing the provision of breast feeding facilities in the board and planning is underway for us to have our first Menopause Café in early 2023.



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*If any staff are interested in joining the network or just want more information about it, contact [the Woman's Network at this link](#).*

*The next meeting of the Network is on Tuesday 31 January at 12pm. To join the meeting please contact [Jane Christie-Flight](#).*

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### **Comments about you!**

#### **Shona Williams**

They really are such an amazing team.

#### **Alison Thomson**

Fantastic team in the jubilee, my new hip replacement is the best...

#### **Jean Beardsley**

They're a fabulous team.....

#### **Gordon Munro**

Brilliant surgeons and anaethetist. Nurses are all brilliant well done .

#### **Heather Sweet Squared**

My family will never be able to thank the whole team in NSD, the team of consultants, the physio team and everyone from catering esp Tina for what they done for my mum. 243 days in hospital is a lot for a family to have to deal with but your team made it that little bit easier.

Thank you will never be enough

#### **Billy Boyle**

I had my triple heart by pass on 7th December I cannot thank the team at the golden jubilee enough what a team I was sent home 23 December recovering at home now

**Carrie Banks**

An amazing hospital my son had his heart transplant there.



*1 - What patients and the public have been saying online.*

“

Would like to pass on my sincere thanks to Mr Welsh, Orthopaedic Surgeon, the Anaesthetists, Theatre staff and all staff working in 2 West and Ward 4 who took such great care of me during my recent stay for my Total Hip Replacement surgery this week. Every single person helped me throughout my stay.

”

**Linda Beattie**

Hip surgery patient



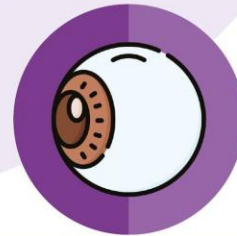
“

Spent the morning at NHS Golden Jubilee having a cataract operation. The staff there were like a well-oiled machine of care and skill. The most wonderful part was having my hand gently held throughout the procedure, the power of human touch can never be underestimated! Thank you all.

”

**Claire Docherty**

Cataract surgery patient



“

I had my second cataract surgery last week at NHS Golden Jubilee. From the moment I attended my assessment right through to my second eye surgery, I was most impressed by the courtesy, professionalism and caring nature of all the staff involved in the process. The unit itself is modern, clean and just great. I had been a bit apprehensive about the surgery, but at the assessment I was reassured and everything about the procedure was explained fully. Terrific care. I would sincerely like to thank all involved in the process.

Cataract surgery patient

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“

I was an outpatient at NHS Golden Jubilee Hospital in Cyldebank. All of the staff from start to finish were nothing but helpful, caring and professional.

I was quite anxious, but my nurse Sabrina was amazing and reassuring through the procedure. Both the nursing staff and the surgeon, Mr Shah, explained the process fully and were very reassuring throughout.

The hospital was spotless and was cleaned regularly during my operation. Staff also adhered to all hygiene and PPE policies.

The whole process took approximately 2 hours and the staff were fantastic. Hopefully I will not be as scared the next time!

Thanks to all staff at the Eye Centre. Their professionalism and care, despite their incredibly busy workload, were a credit to themselves and the hospital.

”



Cataract surgery patient

“

2022 is a year we will never forget because of this amazing hospital. This year I get to have my mum at home with a new heart. Thank you.

**Heather**

Daughter of patient

”



“

I would like to convey my gratitude and sincere thanks to the team involved with my admission and care in Ward 2C and the all the Cath Lab staff at NHS Golden Jubilee.

I was admitted for cardiac ablation. From the moment I entered the ward, every member of the team was wonderful. They politely introduced themselves, explained all procedures and their compassionate care reassured me.

I was anxious about such a procedure happening, but from the get go, every single person I came into contact with was professional and I am extremely proud of the level of care I received.

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Care Opinion Feedback

## Health and Wellbeing





**We are committed to supporting the health and wellbeing of our staff and have a range of resources available.**

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### **Staying Ahead of Stress Masterclass**

You can't pour from an empty cup. Self-care is so important, especially for those working in health and social care.

As part of our Resilience Framework, spaces are now open for our Staying Ahead of Stress Masterclass.

This is the first in a series of short masterclasses we have commissioned Robertson Cooper to deliver for all staff.

At the first 60 minute masterclass, you will be supported to:

- Understand the difference between stress and pressure
- How to recognise this in yourself and others
- Learn tools and techniques to mitigate the impact of stressors

# Staying Ahead of Stress Masterclass

**NHS**  
Golden Jubilee



**You can't pour from an empty cup.  
Self-care is important.**



Staying ahead of Stress is the first in a series of short masterclasses we have commissioned Robertson Cooper to deliver for all staff.

**Wednesday 8 February  
2pm – 3pm, via MS Teams**

At the first 60 minute masterclass you will be supported to:

- Understand the difference between stress and pressure
- How to recognise this in yourself and others
- Learn tools and techniques to mitigate the impact of stressors



**Book your place via eESS**

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*The class takes place on Wednesday 8 February from 2-3pm via Microsoft Teams.*

*Book your place today via eESS.*

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## Breathing for Stress course

Did you know that the everyday stress and anxieties we face can change the way we breath and, in turn, make us feel even more stressed and anxious?

We are delighted to be working with Andy Marr of [Active CBT](#) to offer the 'Breathing for Stress' course.

This introductory level course will introduce participants to some practical breathing exercises and techniques to help us better manage stressful situations.

The course will run on MS Teams over 4 sessions, each lasting 1 hour.

**You must be able to attend all four sessions** to maximise the benefits of the course.



**Group 1 – Tuesdays, 11am – 12pm**

Week 1 - 14 March

Week 2 - 21 March

Week 3 - 28 March

Week 4 - 18 April

**Group 2 – Thursdays, 3pm – 4pm**

Week 1 - 16 March

Week 2 - 23 March

Week 3 - 30 March

Week 4 - 20 April

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*Places will be offered on a first come first served basis.*

*To book, please contact [Sandra Hill](#) stating your preferred group.*

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## **Spiritual Care Mindfulness Course**

As part of the Health and Wellbeing Strategy for staff, Spiritual Care is running an 8-week Mindfulness course again this year, from Thursday 9 February to Thursday 30 March.

The programme offers practical mindfulness sessions that can benefit both your professional and personal lives.

It will allow you to refocus, re-evaluate and re-emerge stronger to tackle the year ahead with greater resilience and a more positive outlook.

Each session will start and end with a Mindfulness practice and in between there will be interactive discussion.

The sessions last for 1 hour (from 5.30pm - 6.30pm) and will take place Room 4 of the Golden Jubilee Research Institute.



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*If you would like to participate in the course, please contact Spiritual Care, or sign up directly through eESS. For full details of the course, [click on this link](#).*

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### **Your NHS, your credit union, your money**

As a member of staff at NHS Golden Jubilee, you can help look after you and your family's financial wellbeing by joining the NHS Credit Union.

The NHS Credit Union is dedicated to helping care for the financial health of members across Scotland. At the beginning of this financial year, approximately 18,500 staff were enjoying the benefits of the service.

Like all credit unions, the NHS Credit Union is a financial co-operative, owned and controlled by its members. Here are some key things to be know when borrowing or saving with a credit union:


- While credit unions offer many of the same services as High Street banks, they operate a different business model with members electing the directors.
- Any operating surplus generated from a credit union's activities is either re-invested in the business or distributed among members by way of a dividend.


- Worldwide, credit unions now control assets worth billions of pounds. However, the common ethos is providing ethical financial services to members.
- Credit unions offer a range of savings accounts, with members choosing how much – or how little – they want to save. We also offer loan products suited to members’ needs, with the focus being on the member’s ability to afford repayments.
- Surveys of customers at banks and credit unions have consistently shown a significantly higher customer satisfaction rate with the quality of service at credit unions.

BORROW and SAVE with your credit union

# Your NHS Your Credit Union Your Money

**NHS Credit Union**  
Looking after you and your family's financial well being  
#MemberOwned #LoveyourCreditUnion

 **NHS Credit Union**  
People Not Profit  
NHScreditunion.com

Join Here  


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*For more information about options of savings, loans and support for members, visit:*  
[NHScreditunion.com](https://www.nhscreditunion.com)

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## Staff Health and Wellbeing Hub

Our Staff Health and Wellbeing Web Hub on our [NHS Golden Jubilee website](#) brings resources together in one easily accessible place for colleagues, whether you are at work or at home, when you need it.



We have a range of sources of help and advice in place that you can access for your physical, mental or financial and social health.

Take care of yourself while you care for others.



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[Click this link to go to the Staff Health and Wellbeing Hub.](#)

### [Links to sections](#)

#### [Employee Assistance Programme \(EAP\)](#)

[Help in a Crisis](#)

[Physical Health](#)

[Mental Health](#)

[Financial Health](#)

[Social Health](#)

[Events Calendar](#)

[News and Blogs](#)

[Staff Activities](#)

[Group details](#)

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## National Wellbeing Hub

We spend our days caring for others but sometimes we're not good at asking for help ourselves.

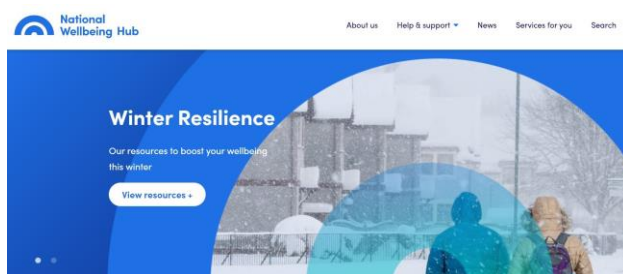
The National Wellbeing Hub is a place full of ideas on how to stay well with advice, lived experiences, information and expert guidance to help healthcare workers manage when you need help.

The Hub has brilliant resources to help relieve stress and other mental health issues, including blogs and podcasts on exhaustion, low mood and tips on how to improve sleep.

Each month, the Hub will focus on a different area of wellbeing, with the focus this January being on Winter Resilience.

Eat well, exercise, socialise, sleep well – we all know what we should be doing to maintain our wellbeing. We also know it's rarely that easy – we all have challenges to overcome when it comes to staying well.

On the hub you'll find resources aimed at helping you boost your wellbeing during the winter months, as well as a few that might help you manage some of the challenges along the way.



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[Click this link to visit the Wellbeing Hub.](#)

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## Coaching for Wellbeing

This New Year, it's time to focus on you!

Coaching for wellbeing was initially created to support colleagues facing challenges resulting from the pandemic.

As the winter pressures continue to impact people across the system, NHS Education for Scotland in partnership with Know You More, are inviting colleagues to focus on their own wellbeing through **free** coaching support. Sometimes, after all, you need to slow down to speed up.

Is Coaching for you? For more information, visit the Sway for details.

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marginwidth="0" max-width="100%" sandbox="allow-forms allow-modals allow-orientation-lock allow-
```

popups allow-same-origin allow-scripts" scrolling="no" style="border: none; max-width: 100%; max-height: 100vh" allowfullscreen mozallowfullscreen msallowfullscreen webkitallowfullscreen></iframe>

## Learning and Organisational Development



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*The latest [Learning and Organisational Development update](#) has details of current training opportunities.*

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### Scottish Improvement Leaders

Scottish Improvement Leaders (ScIL) is a lead level training programme designed to enable individuals to design, develop and lead improvement projects, lead and generate support for change, and provide expert quality improvement support and advice in their organisations.

NHS Golden Jubilee has been allocated at least 2 places on cohort 45, due to begin in June 2023.

Jonathan O'Reilly, Head of Quality Improvement, will be hosting 2 information sessions covering:

- The do's and don'ts of completing your application.
- Supporting the organisational improvement priorities.
- The difference between quality improvement and organisational mentors.
- Post ScIL opportunities and more.

### Key dates for your diary

- Wednesday 1 February 2023, 12pm – 1pm – Microsoft (MS) Teams Information session: [Visit this link to join the meeting](#)
- Wednesday 15 February 2023, 12pm – 1pm, MS Teams Information session: [Visit this link to join the meeting](#)
- Friday 24 February 2023 – Email completed applications with topic ScIL application to [perfplan@gjnh.scot.nhs.uk](mailto:perfplan@gjnh.scot.nhs.uk)

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*[Further information](#)*

*The [ScIL programme page](#) on the QI Zone website has more details on the programme aims, objectives and learning outcomes. The site also includes posters from previous ScIL graduates describing their improvement projects and key learning from the programme.*

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## **Scottish Quality and Safety Fellowship – Cohort 15**

The Fellowship is open to healthcare staff who currently undertake clinical practice and have a direct influence on improving the delivery of safe patient care, as well as staff in clinical professions who do not currently deliver hands-on care but do have a role in improving patient care or safety.

The Fellowship has been developed in partnership with NHS Education for Scotland, Healthcare Improvement Scotland, and NHS Scotland Boards. It is aimed at a variety of professionals involved in the delivery of healthcare and is made up of distance learning, coaching and focused residential workshops covering:

- Improvement theory, methods and tools
- Human factors and ergonomics
- Service design methods
- Leadership for change
- Person-centred care

The programme is built around a series of residential courses, and other educational and networking events. All Fellows are expected to undertake a real-world improvement project whilst on the programme with their clinical teams. They will also have the opportunity to network with colleagues in the UK and abroad during a trip to an international forum and a personal study trip.

The [application pack](#) is available now on the NHS Education for Scotland website.

### **Key dates for your diary**

- Friday 3 February 2023 – Applications open
- Friday 24 March 2023 – Applications close
- Week commencing 26 June 2023 – Interviews with shortlisted candidates

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### ***Further information***

*The [SQSF programme page](#) on the QI Zone website has more details on the programme aims, objectives and learning outcomes. The site also includes posters from previous SQSF graduates describing their improvement projects and key learning from the programme.*

Informal enquiries about the Fellowship can be made to: [Sally Peacock, Senior Officer, NHS Education for Scotland.](#)

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## Health, Safety and Security Monthly Matters



### Monthly Matters: Violence and aggression in the workplace

Each month the Health, Safety and Security (HSS) team bring you a monthly update which focuses on a specific work place requirement.

This aims to provide a healthy working environment, promote a positive safety culture and ensure legal compliance in all areas of NHS Golden Jubilee.

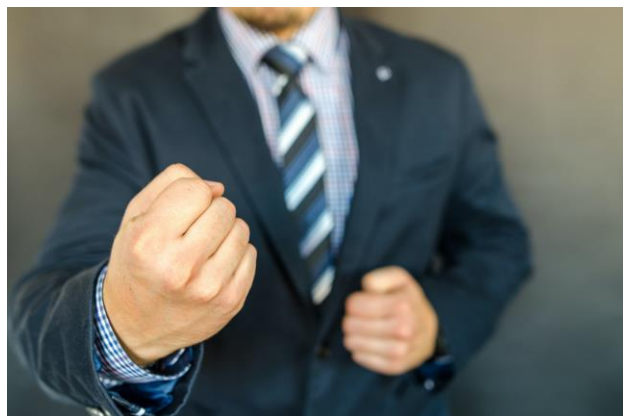
**The Health and Safety Executive (HSE) defines violence at work as: “any incident in which an employee is abused, threatened or assaulted in circumstances relating to their work”.**

The definition includes incidents leading to death or injury as well as any threats or verbal abuse even if no physical injury occurs.

According to the HSE, physical attacks are “obviously dangerous, but serious or persistent verbal abuse or threats can damage employees’ health through anxiety or stress”. Repeated verbal abuse can also lead to depression, reduced morale and increased sickness absence.

The causes of violence and aggression are wide ranging: alcohol and drug use/withdrawal; impatience; frustration; anxiety; and inherent aggression or mental stability are just some potential examples.

There are several environmental factors which can make this worse, including: staff shortages; stressful working conditions; excessive workload; change; poor prevention strategies and a lack of training.



## **2021/2022 key stats**

- Health and Safety Executive: 9% of employee injuries at work were as a result of acts of violence.
- NHS Scotland: More than 18,000 staff assaults recorded annually.
- NHS Golden Jubilee: 10 recorded acts of violence and 33 verbal assaults.

Despite the relatively low incidents reported at the Golden Jubilee there is still a foreseeable risk of violent or aggressive behavior towards staff and other site users.

As such, the legal requirement is to assess this risk and to reduce the likelihood of harm to the lowest, practicable level.

## **Our Policy for the Management and Reduction of Violence, Aggression, Restrictive Interventions and Physical Restraint identifies 2 levels:**

1. Lower risk: this includes outpatient, surgical, porters/housekeeping departments and those typically user-facing.
2. Higher risk departments include in-patient services (in particular critical care), security and hotel services.

## **Line manager responsibilities**

- The primary aim is to prevent violent and aggressive incidents in the first place by recognizing the potential for harm and adopting de-escalation strategies.
- If there is a foreseeable risk of violence and aggression in your department (low or high) you must carry out a risk assessment. You can use the templates on STAFFnet or in the policy.
- Ensure a number of staff are engaged in the risk assessment process and cascade the assessment findings to your entire team.
- You may need to liaise with other departments such as Estates or Health, Safety and Security to complete the assessment or to implement adequate controls.
- It is important to equip staff using the training resource outlined below.
- Do not tolerate violence or aggression in any form and actively promote discussions within your team.
- Ensure incidents are recorded on Datix. This can be individual incidents or frequency reporting; for example, the number of incidents in a 7 day period.
- In line with the risk assessment policy, ensure to review your risk assessment periodically or after any significant event.

Line managers must:

- Carry out a violence and aggression risk assessment where there is a foreseeable risk.

- Review the Violence and Aggression Policy on SharePoint.
- Ensure affected staff complete Violence and Aggression Training on LearnPro (low risk area).
- Contact Health, Safety and Security for face to face training (high risk area only, via an external provider and subject to fees and completion of a training request form).

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### **First aid: information for all staff**

First Aid is the immediate response given to a person suffering injury or ill health. This aims to prevent further harm, or in severe circumstances, preserve life.

Common injuries in the workplace include cuts, abrasions, burns and scalds, but can also cover muscle and bone damage and eye injuries.

In more extreme circumstances, this will also include incidents of ill health and medical emergencies, including cardiac arrest, seizures, shock and periods of unconsciousness.

#### **What does the law say?**

The Health and Safety (First Aid) Regulations require employers to make available the appropriate facilities, equipment and personnel to employees sustaining injury or ill health.

While we may work in a Hospital with frontline health care staff, trained for emergency situations, the law applies equally to all sectors and businesses.

We have to demonstrate that there are sufficiently trained staff at the Golden Jubilee to not only provide uninterrupted patient care, while also being able to provide a first aid response if needed.

The recent Health and Safety Monthly Matters highlighted the responsibilities for each area and procedures which must be followed by managers.



#### **What is not included in First Aid**

While we have rigorous first aid procedures in place across NHS Golden Jubilee, there are many things which do not fall under First Aid or support provided for each area.

You should contact your GP practice, NHS 24 or local pharmacy for:

- Pain relief (Paracetamol, Asprin etc.)
- Symptoms which do not require immediate attention
- Advice about ongoing physical conditions
- Any ailment or physical condition as a result of circumstances outside of work

### **In case of an emergency**

If there is a medical emergency, where an individual is seriously ill or injured, and their life could be at risk, please call our Emergency on site response number at 6666 from any internal phone, or call 999 immediately.

If you think someone is having a heart attack or a stroke, every second counts, so please do not hesitate.

These emergencies can include:

- loss of consciousness
- cardiac arrest
- a sudden confused state
- fits that are not stopping
- chest pain
- breathing difficulties
- severe bleeding that cannot be stopped (first aider should provide initial support for this, followed by calling 999, unless the person is unconscious)
- severe allergic reactions (anaphylaxis)
- someone has seriously injured themselves or taken an overdose (first aider should provide initial support for this, followed by calling 999, unless the person is unconscious)

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*The recent Health and Safety Monthly Matters highlighted the responsibilities for each area and procedures which must be followed by managers.*

*For more information, visit [here](#).*

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### **More information**

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*For more information, visit the [Health, Safety and Security Staffnet page](#).*

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## Events



### University of Glasgow – growing collaborative research

We will be holding our first joint research discussion with the aim of growing our collaborative links with the University of Glasgow.

**Date:** Monday 20 March 2023

**Time:** 10am

**Location:** [Advanced Research Centre \(ARC\)](#)

Both the NHS Golden Jubilee team and University of Glasgow scientists and medical staff will be discussing their particular specialties to determine additional common research interests.



University  
of Glasgow

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*“NHS Golden Jubilee and the University of Glasgow have always had strong academic links and we hope to build on this even more.*

*“This event will allow us to discuss possible future joint research across the portfolio of NHS Golden Jubilee and the opportunities to improve the health of our population going forward.”*

*Professor Colin Berry, Director of Research*

*Anyone interested in attending, please register [here](#).*

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### Our People Awards

This year's Our People Awards will take place on Wednesday 1 March in the Auditorium of the Golden Jubilee Conference Hotel.

Each year, this event recognises the incredible efforts of our staff for the inspirational work they carry out for people all across Scotland. Patients, visitors and staff have sent in some absolutely wonderful nominations for members of Team Jubilee who have gone above and beyond over the past year, and we can't wait to let you hear all about them!

More information about the event, including our shortlisted finalists will be revealed in the coming weeks. In the meantime, don't forget our last Awards are available to watch now on our Youtube channel below.



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### **Save the Date: International Colon Capsule Conference 2023**

The second annual International Colon Capsule Conference will take place on Wednesday 26 April 2023 at the Royal College of Surgeons of Edinburgh.

The theme of this year's event is "Optimising Outcomes for Patients" with sessions on:

- Optimising outcomes in Colon Capsule Endoscopy (CCE)
- Updates from CCE programmes across the UK and beyond
- CCE and environmental sustainability.

The Conference is relevant to a wide range of individuals with a professional interest in the global application of colon capsule, including:

- CCE clinical leads
- CCE service managers
- Endoscopy and gastrointestinal nurses, gastroenterologists, general and colorectal surgeons, medical and surgical trainees
- Primary care nurses and doctors
- Scottish Government, CFSD and NHS England colleagues
- Industry partners
- Lay public and patient representatives
- International colleagues



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*Registration is not yet open, but please follow @NHSScotCfSD for regular updates.*

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## The Social side



### 'Jam-packed' bake sale for Steve

Well done to members of the Scottish National Advanced Heart Failure Service (SNAHFS) team who raised a massive £742.36 on the day at their bake sale for heart transplant patient Steve Donaldson.

Steve, from Largs, is competing in the World Transplant Games for Team GBNI in Perth, Australia in April and the team wanted to help with his costs to thank him for all of his support in raising awareness of organ donation.



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*“Advanced Heart Failure Nurse and Transplant Coordinator, Frances Gallacher, said: “We are delighted to say we have raised almost £800. We would also like to say a special thanks to those who made such delicious cakes and bakes for the day, and to our patient Julie Marshal for helping us out.*

*“Our goal is to reach £1,000, so if anyone would like to contribute please contact me on [Frances Gallacher](#).”*

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The bake sale was ‘jam-packed’ from start to finish and the SNAHFS team would like to thank all their Team Jubilee colleagues, and visitors, who contributed on the day.

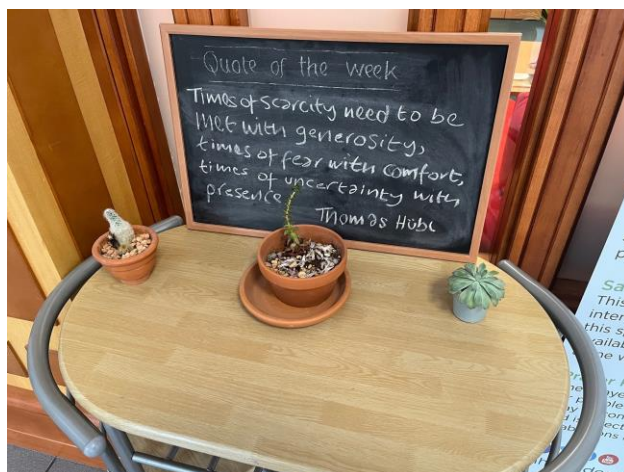
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## What’s happening on our social media pages

### Quote of the week:

Our Spiritual Care team continue to make us all stop and think with their inspiring quote of the week:

[Click here to view the full post](#)



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**Facebook:**

This month we hit over 10,000 followers on our Facebook page!

Thanks to all our wonderful staff, patients and visitors who engage with our content.

[Click here to view the full post](#)



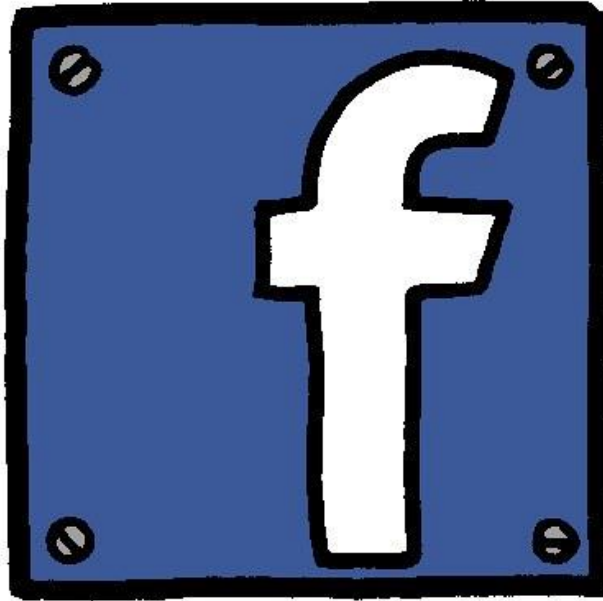
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This month we highlighted #BrewMonday, a chance for everyone to reach out for a cuppa and a catch-up with the people they care about most.

Our very own Charge Nurse, John Casey hosted a Samaritans Scotland stall in the hospital for staff and those passing to chat and talk about the importance of starting the conversation.

[Click here to view the full post](#)





2 - [Click here to access our Facebook page](#)

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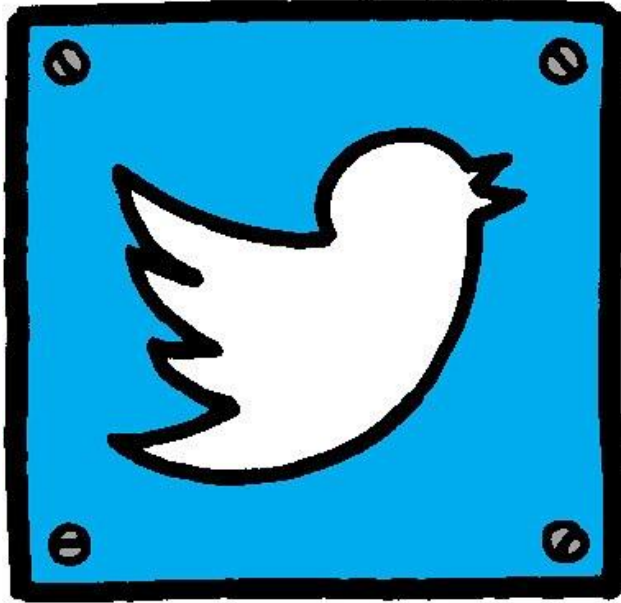
**Twitter:**

Nursing staff were delighted to host their Theatres and Orthopaedic Nursing Recruitment and Information Event at the Golden Jubilee Conference Hotel.

The team spoke to those looking to join our team as we expand our services.

[Click here to view the full post](#)





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

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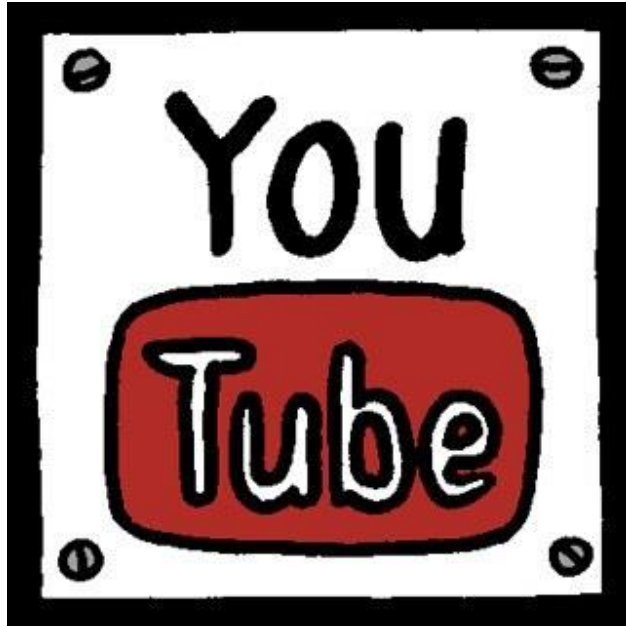
**YouTube:**

The NHS Golden Jubilee YouTube Channel is now at over 2,300 subscribers.

This month our patients kept our ACL pre-operation exercises video at one of our most viewed ever!

[Click here to view the video](#)





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

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**LinkedIn:**

To celebrate Robert Burns day we took a look back at the fantastic 'Address to the Hip' poem that was written by hip replacement patient Barry Stewart.

[Click here to view the full post.](#)





### Address to the Hip

Fair fa' yer honest, hip indeed,  
Great chieftain o the femur heed!  
Aboon them a' yiv hid yer time,  
Cartilage bone, ligaments,  
A worthy Freend o'mine.



Walked abin the heather Peaks,  
Run fitba pitches weeks n' weeks.  
Cycled glens, roads n' tacks,  
Time soon came the hither cracks.



We part upon this distant table,  
Doctors, nurses highly able.  
My hurrdies test has had their fill,  
Their metal tools will mend my ill.



His knife see rustic Labour dight,  
An cut me up wi ready slight.  
Sound of hand my bright exposure,  
A new techno hip enclosure.  
And then we see beyond the stitch  
O what a glorious sight,  
movement happiness a life so rich!



A poem by Barry Stewart  
Hip replacement patient





### **Additional winter support for NHS**

Funding of at least £8 million for additional care home beds and efforts to boost NHS 24 capacity are among the measures put in place by the Scottish Government to help the NHS and social care deal with ongoing extreme winter pressures.

The £8 million will be used to secure around 300 additional care home beds to help alleviate pressures caused by delays in discharge. The funding will allow boards to pay 25% over and above the National Care Home rate for beds.

NHS 24 is also taking forward plans to recruit around 200 new starts before the end of March.

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[Read more here](#)

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### **Record medical training posts filled**

More medical training posts have been filled in 2022 than at any other year since records began in 2013.

Latest recruitment figures show 1,073 posts for doctors in training were filled successfully – 93% of the 1,155 advertised.

Specialties filled at 100% include, Core Psychiatry, Clinical Radiology and Core Surgical Training.

General Practice training places saw 99% also filled successfully.

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[Read more here.](#)

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### **Action to cut delayed discharge**

National exercise to re-assess hospital patients who are clinically safe to be discharged.

Patients who no longer need to be in hospital are to be reassessed as soon as possible to get them the right care in the right place at the right time.

Before the end of January, each health board area will identify patients who are clinically safe to be discharged without further delay and can safely move home or to another setting such as an interim placement in a care home.

This approach is based on good practice already adopted by several health boards. Patients will only be discharged if it is deemed safe, and clinical risk assessments will take into account the capacity of social care and social work and the potential impact on families or carers of patients.

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[Read more here.](#)

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### **Women's Health Champion appointed**

Professor Anna Glasier OBE has been appointed as the first Women's Health Champion for Scotland.

She will work with partners in the NHS and across the public and third sector drive forward actions in the Women's Health Plan. Priorities include specialist menopause service, menstrual health with a focus on endometriosis and polycystic ovarian syndrome, and heart health.

Her appointment coincides with the publication of the first Women's Health Plan report which details the progress made so far on raising awareness around women's health, improving access to health care and reducing inequalities in health outcomes for woman and girls.

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[Read more here.](#)

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### **Jubilee Life copy deadline**



If you'd like an article or information in the next edition of Jubilee Life, please submit your copy by Friday 10 February to be included in our next edition.

While consideration will be given to late submissions due to timings of events, if copy is received after the deadline date, articles may not be included.

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*Please send your Jubilee Life submissions to [Comms.](#)*

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## Contact us

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*Tell us what you think...we want to hear your views!*

*If you would like to comment on any of the issues featured, please send your comments to [Comms](#) or complete the feedback form.*

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