



# Jubilee Life **December 2023**

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*Issue 55*

*Welcome to the **December 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



### **Couple celebrate first Christmas together as newlyweds thanks to life-saving treatment**

Newlyweds Katherine-Louise Barthorpe (Kat) and Craig Devine are preparing to celebrate their first Christmas together as husband and wife thanks to life-saving treatment Craig received here at the Golden Jubilee.

The happy couple faced years of setbacks and postponed wedding dates after Craig was diagnosed with an aggressive form of thyroid cancer back in 2017 that resulted in several intense treatments, including the complete removal of his thyroid (extended thyroidectomy) here at the Golden Jubilee.

Despite the intensive treatments, as well as quarantining during the COVID-19 pandemic, Craig still managed to find some happiness and laughter with our fantastic staff.



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*Remembering his time, Craig said: "It was hard being away from my family. My son was only 3 at the time, so it was really difficult trying to explain to him why daddy couldn't come home."*

*"I did, however, get to know the staff at NHS Golden Jubilee really well, including my surgeon Alan Kirk. I absolutely adored the man as he had the same sense of humour as me. It felt good to have a laugh."*

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While attending a regular check-up in May 2023 Craig received the astounding news that he was cancer-free.

In a touching tribute to the care Craig received, the couple decided to celebrate their wedding day at the Golden Jubilee Conference Hotel, as the venue holds a significant place in their hearts.

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*New wife, Kat said: "Having our wedding at the Golden Jubilee Conference Hotel really brought our journey full circle."*

*"It's such a special place that means so much to us, and the staff took the time to hear our story and understand the reasons why we chose the hotel as our venue."*

*"It feels like we can now close this part of our journey, and we look forward to the next chapter."*

[Click here to read the full story](#)

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### **100th day zero patient milestone**

Congratulations to the team in 2 West which is celebrating after treating the 100th day zero orthopaedic pathway patient.

The pathway was developed in 2020 and around 50% of patients have gone home on the same day as their orthopaedic surgery, while those not able to make it home on the same day are usually home the next.

Patients are identified early within the pre-op assessment period as being suitable to commence on the day zero pathway and are then assessed against the day zero criteria, which includes ensuring they have someone to accompany them home and stay overnight.

Once they have passed through pre- assessment, the Patient Co-ordination Centre (formerly Booking Office) then schedule the patients' surgery and notify the whole team involved.

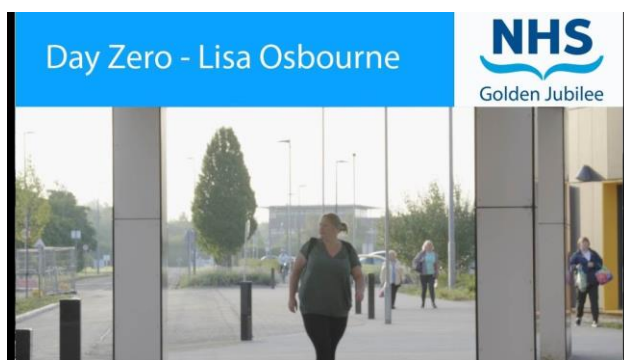
Patients then attend 2 West at 7am on the day of surgery and are generally discharged home around 7pm.

They receive all the input they normally would on the standard enhanced recovery pathway, but gain independence quicker by safely following the standardised pathway.





1 - Helen Oglesby from Edinburgh was the 100th patient



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### Resources to help boards make improvements to managing safe staffing

From April 2024, all health Boards and care service providers will be required to have fully implemented the Health and Care (Staffing) (Scotland) Act across their clinical services.

The Act, originally passed in 2019, was paused due to the COVID-19 pandemic, and aims to support the delivery of high quality care and improved outcomes for patients by making sure that appropriate staffing and support is available at all times.

To help you understand what this means for you and the impact it may have on your role, the Healthcare Improvement Scotland (HIS) Healthcare Staffing Programme (HSP) have published a range of toolkits and educational resources.

The HSP team works with workforce leads from each Scottish health board. Together we ensure necessary training and support is available for all staff. You can also request support through the request by contacting Brenda Wilson by emailing [Brenda.Wilson5@nhs.scot](mailto:Brenda.Wilson5@nhs.scot).

**Prepared and ready**

The intent of the Health and Care (Staffing) (Scotland) Act isn't a new concept. It builds on existing legislation, policy and local practice. This includes:

- safe levels of staffing
- real time staffing
- providing safe high-quality care
- best outcomes for patients

The outputs from the systems and processes will inform future staffing models. It will encourage service redesign and innovation where appropriate. The legislation does not seek to prescribe a uniform approach to workload or workforce planning. It allows the development of suitable approaches for different professions and care settings.

### Available support

A range of HSP toolkits and educational resources are available now.

- [Knowledge and skills framework for health and care staffing in Scotland](#) - This framework will help you to develop the knowledge and skills needed.
  - [Real Time Staffing resources](#) – Until the National e-Rostering system is rolled out to all staff and services, a suite of resources is available on TURAS. These can provide a consistent mechanism to identify and record real time staffing levels and risk in line with the legislation. This link will give let you view the user guides. To access the resources, contact (insert workforce lead name and email address)
  - [Learning and development resources](#) - The HSP provides education for health boards around:
    - staffing level tools
    - the Common Staffing Method
    - the wider obligations of the Health and Care (Staffing) (Scotland) Act 2019Help and support is also available by contacting [Brenda.Wilson5@nhs.scot](mailto:Brenda.Wilson5@nhs.scot).**Drop-in sessions for new healthcare staffing legislation.** Drop-in sessions have been scheduled to help clinical staff support awareness of the Healthcare Staffing Legislation due to be brought in and the implications for NHS Golden Jubilee. The sessions will cover our duties within the legislation and will be held on the following dates:
- 8 January 1.30 and 3pm Training Room 4
  - 15 January 1.30 and 3pm Training Room 4
  - 24 January 1.30 and 3pm Training Room 4
  - 31 January 1.30 and 3pm Training Room 4



## New Healthcare Staffing Legislation

### Drop-in Sessions

We have arranged drop-in sessions for clinical staff to help raise awareness and understanding of the Healthcare Staffing Legislation which will soon be rolled out across Scotland.

This will help answer any questions you may have on how this will affect NHS Golden Jubilee, duties within the team and how this may impact your role.

The sessions will cover our duties within the legislation and will be held on the following dates:

6 December 23	11pm - 2pm	MS Teams
6 December 23	2.30pm - 3.30pm	MS Teams
13 December 23	12.30pm - 1.30pm	MS Teams
13 December 23	2.30pm - 3.30pm	MS Teams
08 January 24	1.30pm - 3pm	Training Room 4
15 January 24	1.30pm - 3pm	Training Room 4
24 January 24	1.30pm - 3pm	Training Room 4
31 January 24	1.30pm - 3pm	Training Room 4

In-person sessions will be held in the Golden Jubilee Research Institute

For more information, contact: [eleanor.lang@gjnh.scot.nhs.uk](mailto:eleanor.lang@gjnh.scot.nhs.uk)

For more information contact [Eleanor Lang](#) or [Brenda Wilson](#).

## Cyber fraud guide

Cyber and Fraud Centre – Scotland has launched a new guide to empower Scotland's older residents to be more vigilant against a new wave of scams targeting the age group.

The most common scams and fraud attempts affecting older people include telephone scams, banking scams, WhatsApp family and friends impersonation scams, parcel delivery scams and investment and pension scams.

Cyber and Fraud Centre – Scotland urges readers to remember that:

- Your bank would never ask you to rush a payment through
- Banks and other financial regulatory organisations would never ask you to invest in gold or other investments
- Delivery companies will never ask for copies of your passport or driver's license

- You should consider discussing investment opportunities with people you trust – do not rush into anything
- Your bank's number calling your phone may not really be your bank- scammers can impersonate these numbers
- You should make sure you have your bank's fraud department number saved in your phone to verify any calls you may get
- If something sounds too good to be true, then it usually is



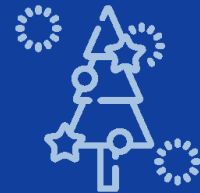
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*To find out more, visit [Home - Cyber and Fraud Centre - Scotland \(cyberfraudcentre.com\)](http://Home - Cyber and Fraud Centre - Scotland (cyberfraudcentre.com))*

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## Festive news



### Christmas at NHS Golden Jubilee

Christmas is a special time of year so here is a round-up of photos from everything that's been happening around NHS Golden Jubilee this festive season.

From an emotional Christmas lunch with 76 heart transplant patients, staff raising money and gifts for good causes and the annual Step Challenge to department Christmas parties and the 'Christmas Cardiology Quiz', staff across the organisation have certainly been getting into the Christmas Spirit.

We also created a Christmas video this year thanks to the scores of colleagues enjoying the festive buzz to the tune of Elton John's 'Step Into Christmas', taking time out on their breaks to get into the swing of things, costumes and all.

We'd like to say a massive thank you to everyone who took part. It's a belter and we hope you enjoy it too.



Merry Christmas everyone, and all the best for 2024 - keep being awesome!











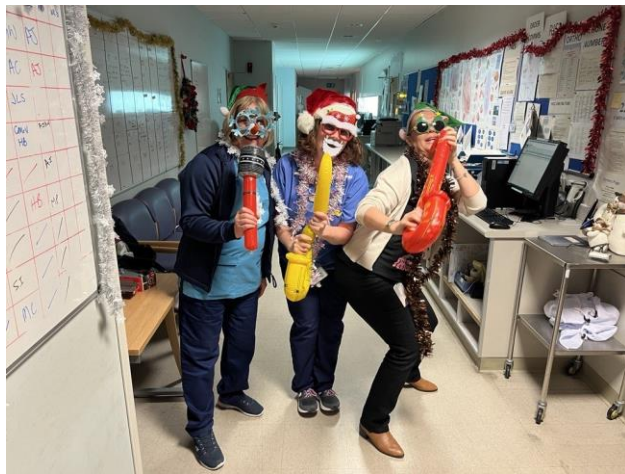




















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### Christmas messages

As we approach Christmas, we have some very special messages for our staff from our Chair, Non-Executive Board Members and finally, our patients, as they thank you all for everything you have done for them this past year.

Christmas Message 2023 - Board Chair



Christmas Messages 2023 - Patients



Christmas Message 2023 - Board Members



## Christmas lunch celebrates milestone year for hearts transplantation in Scotland



More than 70 Scottish heart transplant patients celebrated Christmas together with a special lunch here at NHS Golden Jubilee this month, as we marked a record year for heart transplantation.

This year, our specialists in the Scottish National Advanced Heart Failure Service (SNAHFS), carried out an all-time record number of 40 heart transplants in 2022-23, officially becoming the highest volume provider in the UK for the past year.

To cap off this incredible year, the team welcomed 76 heart transplant patients for a special Christmas lunch, to get together, share their stories, memories and experiences and ring in the festive season in style.

















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*“This has been an incredible year for the service. Not only does this represent the highest number of transplants ever to be carried out in the 15 years since the service came to NHS Golden Jubilee, but the most in the history of Scotland.*

*“This also marks the first time our service has ever been the highest volume provider in the UK. To accomplish this despite being the smallest service in the UK is directly down to the exceptional teamwork, expertise and dedication of everyone involved.*

*“To top this year off by welcoming so many people, all of whom are still here thanks to the remarkable work of the team over the years, and the generosity of donors who have literally given the gift of life, at Christmas time is amazing.*

*“To see them all in one room, sharing what they’ve been through and embracing life, is remarkable to see.”*

***Jonathan Dalzell, Consultant Cardiologist and SNAHFS Clinical Lead***

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One of the transplant recipients, Megan Geddes, 30 from Dalmuir, West Dunbartonshire, shared her journey with us, in a touching video.

Please, take a few minutes to watch as she discusses her experience to date, her plans for the future and much more.

**You can also read the [full story at this link.](#)**

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## **Our team bring the 'Spirit of Christmas' to local children**

Our team have once again shown their ‘Spirit of Christmas’ by collecting presents for local disadvantaged children.

Continuing a tradition in Team Jubilee over the past few years of giving back to the local community during the festive season, staff from across the organisation came together to gather gifts for Glasgow’s annual Spirit of Christmas campaign.

The charity organises the Greater Glasgow-wide campaign where individuals and organisations can become ‘Secret Santas’ by donating gifts for children across the region affected by hardship or poverty, who may not wake up on Christmas morning to presents.

The presents are then distributed to children in time for Christmas through local charities and organisations.

Our collection will go to the West Dunbartonshire Community Foodshare, which helps hundreds of families across the district.



2 - The NHS Golden Jubilee team with all gifts for local children this Christmas



3 - Laura Morrison and her team of helpful elves with a certificate of thanks from West Dunbartonshire Community Foodshare



4 - West Dunbartonshire Community Foodshare driver David MacDonald collects the gifts from Laura Morrison

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*“Our colleagues here at NHS Golden Jubilee have been very generous in recent years supporting this wonderful campaign and have done so once again this year.*”



*“As a mother, it is heartbreaking for me to think that some kids will go without a Christmas present or warm clothing at this time of year. We hope our small contribution can help make Christmas a little brighter for some of our local community.”*

*Laura Morrison, Programme Support Officer and event organiser*

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## Spirit of Christmas 2023



### Staff Christmas gift collection for children in our local communities


Become 'Secret Santas' by donating gifts as part of Glasgow's Spirit of Christmas campaign for children across the region affected by hardship or poverty, who may not wake up to presents on Christmas morning.


Everything donated to our collection will go to the West Dunbartonshire Community Foodshare, which helps hundreds of families across the district. The charity is looking to provide gift packs, called 'pledges', for more than 300 children this year.

#### Donating

For more details or to make a donation, scan the QR code or visit:  
[glasgowspiritofchristmas.org.uk](https://glasgowspiritofchristmas.org.uk)



 Contact [Laura.Morrison@gjnh.scot.nhs.uk](mailto:Laura.Morrison@gjnh.scot.nhs.uk) for more information.

 All donations are welcome and must be received by Thursday 7 December.

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[Click this link to read the full story](#)

*For more information on the Glasgow's Spirit of Christmas campaign and West Dunbartonshire Community Foodshare, visit:*

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- <https://glasgowspiritofchristmas.org.uk/>
  - <https://westdunbartonshirecommunityfoodshare.co.uk/>
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## Step into Christmas Challenge – Week 3 update

We're now into the last week of 2023's Step into Christmas Challenge with the latest results coming from Week 3.

The PACU Pacers picked up the pace once more on their journey, passing their target of 1,407km from Land's End to John O'Groats in the 2nd week by doing 1423.95km.

They added a further 747.78km to their tally taking them to 2,171.73km so well done to them, amazing effort.

The biggest team of 20 members - Clause We Said So! - from the Radiology department, are within touching distance of their 3,800km target, moving from 2,643km in Week 2 to 3,706km. They have just 94km for them to reach their destination from Glasgow to the North Pole.

The Heart and Sole crew from 3 East are definitely putting everything into it as they marched through their destination on the North Coast 500 (805km), and are now sitting at 850.83km, up from 593.25km the previous week.

Congratulations everyone!

Here Comms the Hot Steppers from the Communications team added a further 265.39km quest in Week 3, taking them up to 711.85km. They may need a little pedal power in the final week to reach Land's End.

Individual Jill Craig from Labs only had 3.7km to go to reach Oban from Glasgow (160km) in Week 3 and smashed through that target adding a further 70km to take her total to 226.3km. Massive well done Jill!

The Christmas Crackers from the Operational Management are doing well and are now on 454.5km on their journey round the North Coast 500, adding a further 142.5km last week.

The elves from the Occ Elf Helpers racked up another 222.7km last week, adding to their 362km, which sees them reach their 500km target of travelling across Lapland so congratulations to all the team from Occupational Health Physiotherapy.

The Sweaty Snowballs added a massive 590km to their total in Week 3 taking them to a healthy 1,499km and seeing them arrive at their destination in Land's End from John O'Groats. Fantastic, well done team!

And the Pharmacy team – TTO Trackers – added another 818.31km to their total taking them up to 2,411.41km along the famous Route 66.

Some distances are still to be added, but the total tally for all participants now sits at 15,307km. What a fantastic effort by all the teams and individuals!

The challenge finishes on Friday (22 December) and we can't wait to see how far we have travelled over the 4 weeks of the challenge. Look out for final results over the next few weeks.



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*Team contacts: Please submit your totals for Week 4 as soon as possible to [Christine Hardie](#). Many thanks for your cooperation.*

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### **Carol Singers bring Christmas joy to the Jubilee**

This December our staff, patients and visitors were treated to spectacular Christmas performances from the children of Clydemuir Primary and Our Lady of Loretto Primary schools.

The kids brought some festive cheer to NHS Golden Jubilee and even managed to get some of our staff dancing!

We'd like to say a great big thanks to the pupils who came along and entertained staff and visitors with their awesome Christmas carols and songs, they were all fabulous!

We'd also like to wish them a very merry Christmas from everyone at Team Jubilee and we hope to see them next year.



<https://sway.office.com/4Dz1xfUyHy6kNZn#content=wTnjLz91vipnqI>





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### Homeless donation

Big thank you and well done to Josie Turnbull and Ashton Cavan from our Eye Centre who raised a massive £415 for Homeless Project Scotland through a raffle.

The money will be used to buy sleeping bags for homeless people this Christmas.



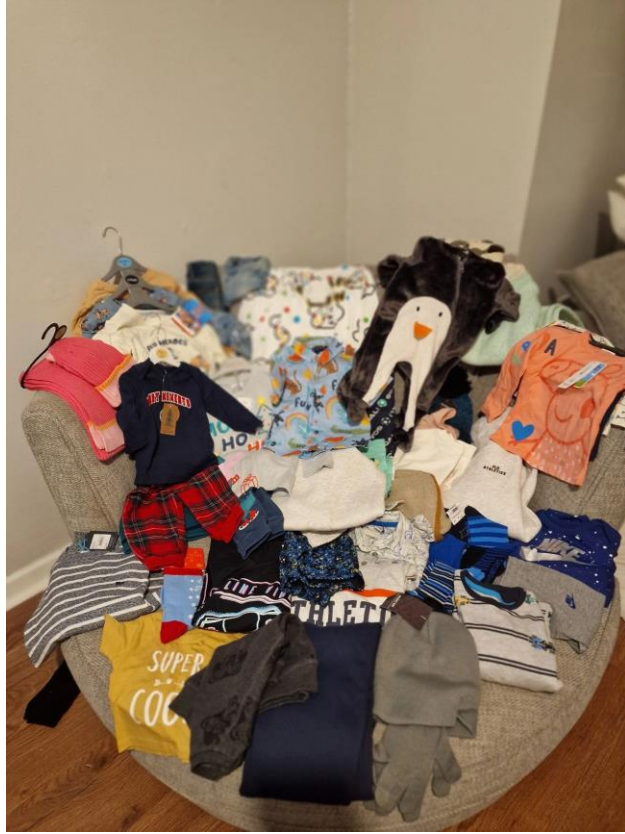
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### Hotel Toy and Tin Appeal

We want to say a huge thank you to our staff and conference guests for so generously contributing to our Toy and Tin Appeal for the Old Kilpatrick Food Bank 📺

Thanks to your compassion, many families will now wake up to toys, clothes and food on Christmas morning 🎄





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### Critical Care team collection for Barnardo's

Massive well done to staff in our Critical Care team who collected in toys and toiletries for children and teenagers through the [Barnardo's](#) charity this [Christmas](#).

Other used goods and £190 supermarket vouchers were also donated.

Well done team, certainly showing the [Team Jubilee Spirit of Christmas](#).



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### NSD staff show how big their hearts are

Staff from our heart transplant unit (NSD ward) were raising money for local food banks with a raffle last week, full of great prizes.

Winners are to be chosen this week so someone will be getting [Christmas](#) treats early

The [Christmas Spirit](#) is in full swing here at [Team Jubilee](#)!





## SSPCA donation from Radiology

Staff from the Radiology department raised a massive £727 for the SSPCA from a bake sale and hamper raffle and would like to thank everyone who contributed.

The hampers were won by staff from Cardiac Day Unit, Radiology and Orthopaedic outpatients so congratulations to them.

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## Our staff pantry appeal

Every year colleagues at NHS Golden Jubilee demonstrate how compassionate they are by the large volume of donations that they make to local charities, ensuring that those less fortunate are considered at Christmas.

Our Staff Pantry is a communal food store created for you, by you, and is available to all staff who need it, and this year we need your support to ensure that any of our colleagues who need to access this resource are able to.

### What types of items are in the Staff Pantry?

The Staff Pantry only contains non-perishable food and essential items such as:

- Tinned soup, meat, fish, vegetables and fruit
- Tinned or dried lentils, beans and pulses
- Dried pasta, rice and soup
- Biscuits
- Tea, coffee and sugar
- Long life milk and juice
- Toilet paper
- Toothpaste
- Shower gel
- Shampoo
- Deodorant

### Where is it and who is it for?

Donations can be left in the pantry and it is for all Team Jubilee colleagues and volunteers. It is located next to the Staff Side office on Level 1 (behind the shop) and is accessible 24 hours a day.

There are many reasons why you might use it. This includes, but is not limited to:

- Unexpected change in working day
- Left cash/card at home

- Run out of something at home and not able to get to the shops
- Run out of money until pay day

**Do I need to pay for anything I take?**

No. But if you are able to do so, please feel free to donate at a later date.



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### **Festive pay dates**

There is no change to the January 2024 pay date of Thursday 25, with Payroll closing on Friday 12 January 2024.

Weekly paid substantive staff will receive a “triple weekly pay” on Friday 22 December, and will then receive their next weekly pay on Friday 12 January.

Weekly paid bank workers will receive payment for shortened pay periods during the festive period. These pay dates will be Friday 22 December, Friday 29 December and Friday 5 January.



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## Christmas Together at the Golden Jubilee Conference Hotel

With Christmas just around the corner, now is the perfect time to purchase those last minute stocking fillers and gifts!

Treat your loved ones to a Golden Jubilee Conference Hotel Voucher.

From a delicious meal or a pampering spa treatment and luxurious stay, there's something for everyone.

### Winter Spa packages 2023

Vouchers available to purchase until 31 December 2023. All vouchers valid for 6 months from purchase date.

**30-minute massage £35**

- 30-minute Aromatherapy or Swedish massage

**60-minute massage £55**

- 60-minute Aromatherapy, Swedish or Hot Stone massage

**Purely Pamper £85**

- 30-minute Aromatherapy or Swedish massage
- Scalp massage
- Express facial
- Gel nails

**Twice as Nice £100**

- 2 30-minute Aromatherapy or Swedish massages
- 2 express facials
- 2 refreshments

**Mini and Me £65**

- Adult 30-minute Aromatherapy or Swedish massage
- Child 15-minute back, neck and shoulders massage and 15-minute facial

All vouchers include access to the swimming pool with robes and slippers provided.  
To purchase, pop into the Centre for Health and Wellbeing, or contact us on:

0141 951 5151  
healthandwellbeing@goldenjubilee.scot.nhs.uk

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*Give the team a call on 0141 951 6000.*

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## People



### Steve given highest cycling award

Massive congratulations to one of our heart transplant patients, Steve Donaldson, who has been awarded the Scottish Cycling Badge of Honour.

It is the highest accolade Scotland's cycling governing body can give and recognises people who have shown exceptional dedication, made a remarkable contribution or given an outstanding performance, through a lifetime dedicated to the sport of cycling in Scotland.

We can't think of anyone who deserves this tremendous honour more. Congratulations Steve, from everyone at Team Jubilee. We are all so chuffed for you!



Full story: [Steve Donaldson awarded Badge of Honour – Scottish Cycling](#)

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### Top achievement for Hotel staff

We want to say a huge congratulations to our Business Development Manager, Michael Gourlay for graduating with his BA, and our previous Hotel manage, Vikki Gow for graduating with her BA Honours in Business Management from Glasgow Caledonian University!

The pair have been completing their course alongside working full time at the Golden Jubilee Conference Hotel.

What an achievement, well done both.



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### **Theresa retires after 43 years in NHS**

This month we said an emotional farewell to Associate Nurse Director and well-loved colleague, Theresa Williamson, who has retired after 43 years working in the NHS. (Albeit you will still see her about the hospital a few days a week!)

Theresa began her nursing training back in 1980, and her first Staff Nurse post in 1983 at Kings College Hospital, London.

Arriving at NHS Golden Jubilee in 1999, Theresa has worked her way from Senior Charge Nurse, to Clinical Nurse Manager, Health of Nursing and finally to her role as Associate Nursing Director.

Theresa has played a huge part in the continued development of nursing and patient care here at NHS Golden Jubilee.

As well as her clinical and leadership duties, Theresa has also dedicated a huge amount of her time to the health and wellbeing of others. As chair of the Schwartz Rounds, Theresa has created a space where staff feel comfortable to share their experiences in a room where they feel heard.

We hope you enjoy this next chapter of your life and we wish you all the very best from everyone here at Team Jubilee.







# Here for life



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Nurses are a key component in the decision making and team leadership of any Healthcare Organisation. I provide the nursing voice in many different contexts. I am ambitious for our nurses and provide support for colleagues and other teams.

Nurses are frequently the common denominator in the many activities that the hospital provides. We the nursing department, function as a team and my role is to keep this cohesion and look out for new opportunities.

I am proud of our nursing teams for what they do, the way they care for our patients and for what they will do in the future.

I am Theresa and I am #HereforLife



## Theresa







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### **New appointments**

We are delighted to announce that we have successfully appointed the following two posts:

- Christopher Gee who has been appointed as our new Associate Medical Director.
- Ken McKinlay has been appointed as our Clinical Director for Anaesthesia and Theatres.

On behalf of all of all of us at NHS Golden Jubilee, we would like to say a massive congratulations to both Chris and Ken, and encourage everyone to do all they can to support you in your exciting new roles.



5 - Chris Gee



6 - Ken McKinlay

We are also delighted to announce the appointment of Elaine Kettings as our new Associate Nurse Director.

With more than 30 years' experience in NHS Scotland, Elaine brings a wealth of experience in clinical, managerial and leadership skills.

Elaine started her nursing career in 1987 in Argyll and Clyde Health Board, working in Inverclyde Royal Hospital as a staff nurse in Orthopaedics and Critical Care after qualifying.

She moved to NHS Lothian in 1993, where she held a variety of roles across all 3 adult hospitals over a period of 24 years, including Critical Care, Theatres, Outpatients and Unscheduled Care.

In 2017 she moved to NHS Forth Valley as Head of Person Centred Care before being appointed Chief Nurse in Falkirk's Health and Social Care Partnership.

Elaine is passionate about person-centred care and learning from feedback to improve, influence, shape and develop healthcare for our patients.



*7 - Elaine Kettings*

Finally, we are delighted to announce that after a very competitive interview process, Kasra Shaikhrezai has been appointed as Clinical Director for Cardiac Surgery.

Our Medical Director, Mark MacGregor, said: "I am sure you will want to join me in congratulating Kasra, and to work with him to further develop the Department of Cardiac Surgery.

"I'd also like to take this opportunity to thank Phil Curry for his work and commitment, initially as Clinical Lead and subsequently as Deputy Clinical Director over the last four years"

Congratulations Kasra on your new role, and we look forward to supporting you in your new role as we continue to evolve and develop our services for patients across Scotland.

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## Val-You



### iMatter update

The Health and Social Care Staff Experience Report 2023 is now available to view. The report collates the iMatter results from all Health Boards and Health and Social Care Partnerships across Scotland and this year 118,376 employees completed the questionnaire – 1,368 from NHS Golden Jubilee.

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[Click this link to read the full report](#)

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Early next year, we'll be sharing details of some of the work NHS have been doing based on the feedback you provided through iMatter. The Board and Executive Team will also be sharing an update on the progress they've been making with their action plans and we'll be asking teams to check in on their own.

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*If you have any questions or comments about iMatter, please get in touch with [Nyree Anderson](#) or [Carly Robertson](#).*

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### Comments about you!

**Gordon McGowan** - Well done everyone. You are all very much appreciated

**Margaret Selby** - Best Hospital ever can't fault it in any way to my (Thoracic Surgeon) thank you from the bottom of my heart ❤️

**Alan Duncan** - Excellent hospital, run like a well-oiled machine, can't praise the staff high enough and it has its own hotel joined on for patients and public.

**Martin Henderson** - Fantastic staff team through all departments, hospital is absolutely spotless. Can't thank the NHS staff enough.

**Michał Wozniak** - This is me 5 months ago after a heart transplant in ICU the therapy ward. Many thanks for your support. A big Thanks to the NHS Golden Jubilee Hospital!

**Alex R** - Great staff and great service. A total credit to the NHS.

**Debbie Burns** - Spotless everywhere had 2 appointments on the one day and got taken early with both staff are so pleasant and helpful and had a nice lunch in the dining room plenty choice and great prices.



I would like to express my thanks to the excellent teams who were involved in my care at NHS Golden Jubilee. I was admitted to Ward 2 West Enhanced Recovery for elective hip replacement.

From the minute I was admitted, I experienced professional staff who delivered person-centred care. I was asked what was important to me and for me it was getting home. The 7 steps required to get home were clearly explained. This is an excellent reference, as it allows you to focus on each step and what is required to move to the next one.

I was discharged home that evening just over 24 hours post-surgery. I felt very confident in going home and was aware what to do if any issues and the ongoing rehab required.

Every member of staff provided excellent care. I would like to pass my thanks to all the team members in Ward 2 West Enhanced Recovery, Orthopaedic Theatres, Mr Welsh and Dr Matiaki. I am very grateful and delighted to be making very good progress. This was team work at its best.

**Care Opinion Feedback**  
Hip replacement patient



I can't thank all the staff at the NHS Golden Jubilee enough for the excellent care I received when I was admitted last week for my knee replacement.

Everything from pre-assessment through to admission to Ward 4 East, theatre, recovery and my post-operative care was so person-centred, kind and compassionate.

Everyone who I encountered from the domestic staff, medical staff, nursing, physiotherapy, pharmacy and occupational therapy staff were wonderful. They were patient, answered my questions and encouraged me.

**Brodie**  
Care opinion feedback



## Events



### International Day of Persons with Disabilities

Sunday, 3 December, was International Day of Persons with Disabilities and Board Chair Susan Douglas-Scott highlighted the importance of rights for those with disabilities.

Director of Transformation, Strategy, Planning and Performance, Carole Anderson also spoke about how we support disabled staff, meet their needs and help them be successful in the workplace here at NHS Golden Jubilee.

Follow the hashtag #idpwd on social media for more information.



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*If you'd like to join our Ability Network, contact [GJNH.abilitynetwork@gjnh.scot.nhs.uk](mailto:GJNH.abilitynetwork@gjnh.scot.nhs.uk). And to find out more, [Ability Network](#).*

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## 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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### Staff Wellbeing Zone update

We thought it best to update you on our progress since the staff questionnaire was carried out between April and May this year to ask your thoughts on a wellbeing zone for staff.

In the staff questionnaire you asked for:

- a staff only space that was calming (colour, good lighting), comfortable (seating) and welcoming.
- a number of areas: a quiet room, social hub, quiet area and training space for wellbeing activities

Our first task was to set up a task and finish group to articulate what you wanted as well as source existing evidence of similar spaces.

We undertook site visits to NHS and non-NHS facilities to look at wellbeing spaces with your requests in mind.



We have brought all this together to present to the organisation with the task and finish group then becoming the project group as we moved towards design stage within budget.

We are excited to be moving forward with this and look forward to providing you with a detailed design in the near future.

Thank you for your patience as we near the finish line for completion of the Staff Wellbeing Zone.

### **NHS Golden Jubilee Wellbeing Zone Project Group**



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### **Spiritual Care Referrals**

As you know, the provision of holistic care includes offering spiritual care to patients and their relatives. If any of your patients, or their families, are going through a difficult time, and/or you think they might benefit from a sensitive, listening ear, or from any other form of spiritual support, please don't hesitate to contact the healthcare chaplains, Tosh and Joe.

Each ward should have a Spiritual Care Referral Pathway poster on display, which suggests additional prompts for spiritual care referral. If your ward's Spiritual Care Pathway poster has been lost or misplaced, please let us know and we will provide a replacement.



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*Our contact details are as follows:*

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- *Pager: 0318*

- *Otherwise, you can contact us in the following ways:*
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- *Tosh – Extension 5060. Email: [tosh.lynch2@gjnh.scot.nhs.uk](mailto:tosh.lynch2@gjnh.scot.nhs.uk)*
  - *Joe – Extension 5339. Email: [keenanjos@gjnh.scot.nhs.uk](mailto:keenanjos@gjnh.scot.nhs.uk)*
  - *General email: [GJNH.SpiritualCare@gjnh.scot.nhs.uk](mailto:GJNH.SpiritualCare@gjnh.scot.nhs.uk)*
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*Please remember that we are also here for you. For further information on what we offer, individually and in groups, to support your wellbeing, please visit our Staffnet page on the following link:*  
[jubileestaffnet/index.php/staff-work/spiritual-care](http://jubileestaffnet/index.php/staff-work/spiritual-care)

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## **Blue Christmas**

Andy Williams sings, “It’s the most wonderful time of the year”: but for many of us Christmas may be a difficult time.

Blue Christmas has traditionally been associated with people who may seem lost; their loved one(s) have died and those left behind are experiencing grief and Christmas does not hold the same meaning for them.

We want to honour those who are in this situation, to give you the opportunity to name those who have died to be remembered at this time.

In the Sanctuary located in the Spiritual Care Centre we have set up a small tree. It has blue lights and baubles.

We invite you to write the name(s) of those you wish us to remember at this time and take a blue bauble replacing it with your tag.

The blue bauble is our gift to you to take home and place it on your own Christmas tree. A reminder to you of the people you are thinking about this Christmas.

The tree will be available throughout the Christmas season until 6 January 2023.

Please remember, you are not alone and if you want to talk then the chaplaincy team are here for you.

Go gently this Christmas.



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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.



Welcome to our new Health and Wellbeing Web Hub for all NHS Golden Jubilee staff and volunteers.

These pages contain national and local resources and links and support whether you are working from home or on site.

Your welfare is extremely important to us and we are committed to supporting you to maximise your health and wellbeing, both professionally and personally.

To achieve this, we have a holistic approach that supports you to achieve and maintain good physical and mental health. This approach also supports you with managing social and financial aspects of your life, which can impact on physical and mental health, as part of our Health and Wellbeing Strategy.



Employee Assistance Programme >

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

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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.

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, 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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## Reflection and resolution!

December's Jubilee Active Blog is all about reflecting your health over the past year and finding those little wins that are bigger than you think which help your personal growth

It's also about looking forward and seeing how you can progress your health in a sustainable way.



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[Click this link to read the blog](#)

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## 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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### **Become a Registered Nurse**

Are you a Healthcare Support worker in NHS Golden Jubilee? If so, you could become a Registered Nurse with an Open University BSc (Hons) in Adult, Learning Disability, Children and Young People, or Mental Health Nursing Qualification.

#### **BSc (Hons) Nursing**

- 4-year part-time nursing programme

- Blend of online and practice-based learning
- 50% theory, 50% practice leading to registration with the Nursing and Midwifery Council (NMC) as a fully qualified nurse

#### **What do I need to apply?**

- Work 26+ hours a week in a permanent post in one of our partner Health Boards/Employers in Scotland
- Have 12 years in full -time education including school years
- Numeracy & core communication skills at SCQF level 5 or equivalent
- Be of good character and good health
- Have your line manager's support

Information sessions on MS Teams are being held on the following dates:

- Wednesday 17 January, 2pm – 3.30pm. [Click here to join the meeting](#)
- Thursday 18 January, 2pm – 3.30pm. [Click here to join the meeting](#)

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***Not eligible to apply at the moment?***

*Email [scotland-nursing-applications@open.ac.uk](mailto:scotland-nursing-applications@open.ac.uk) for further information.*

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### **Quality Improvement Skills Programme Cohort 3**

Recruitment for the third cohort of the Golden Jubilee Quality Improvement Skills Programme (GJ-QIS) is now open.

The GJ-QIS is a hybrid learning programme delivered by the NHS Golden Jubilee Quality Improvement (QI) Faculty, aiming to support individuals to develop the skills, knowledge and confidence to participate as members of improvement teams and contribute to testing, measuring and reporting on changes made.

The programme is open to all NHS Golden Jubilee staff who wish to learn about QI methodology and tools to help support or undertake quality improvement initiatives within your teams. You can apply as a team, which may help your shared learning or as an individual, and will also work through a project while on GJ-QIS.

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*Cohort 3 will run from February to May 2024 and you can apply online at:*

*[Quality Improvement Skills Cohort 3 Application \(office.com\)](#)*

[Click this link for more information](#)

[Click this link to watch the information animation](#)

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## InVOLved



### **Iain Howie - From Master of the sea to Volunteer at the Golden Jubilee**

From life on the sea, to a volunteer at Golden Jubilee, Iain Howie has brought a world of experience to his roles since joining us 3 years ago.

Straight from school Iain, from Clydebank, joined the Merchant Navy and enjoyed life travelling the globe on cargo ships working his way up to a Master Mariner - the equivalent of a Captain and the highest grade of seafarer qualification.

From there he was an offshore marine supervisor on the North Sea, responsible for loading shuttle tankers up with oil and then moved to the Grangemouth oil refinery looking after imports of crude oil and exports of refined products for 13 years such as the petrol we fill our cars with.

He then worked for Clyde Port, the port authority, in Greenock as a marine services manager before COVID-19 came along and his role was made redundant, leaving Iain with some time on his hands.



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*“I’m not one to sit around and do nothing,” said Iain. “I did have options of working abroad again, but they were in parts of the world that didn’t appeal to me, so I started volunteering at the British Heart Foundation in Clydebank.*

*“I then saw the advert for recruitment for the new Eye Centre for volunteers so I put my name in and started here in November 2020.*

*“I did the very first shift when it opened up and I was in there for around a year-and-a-half. I also represented the volunteers when Humza Yousaf (then Scotland’s Cabinet Secretary for Health) did the official opening, so it’s been a great journey.”*

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Enjoying his time with the NHS so much, Iain then started in Patient Transport in a Bank capacity here and also joined the NHS Greater Glasgow and Clyde Bank, doing his bit in administration in various roles throughout the COVID-19 pandemic, mainly in vaccination centres.

The 66-year-old also worked in contact tracing and then the blood service when he had to ‘suspend’ his volunteering duties due to shift patterns.

Thankfully, he’s back with us, while also still working in the blood service in Glasgow part-time, and is showing his versatility in a range of roles, helping our patients while they are in receiving treatment.



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*Iain added: "When I went part-time I asked if they wanted me back so here I am.*

*"I've been cleared for 3 different roles. At the moment I'm in the new Orthopaedic department and was again working there on the day it opened.*

*"I really enjoy it here, I know quite a lot of the people here now, it's one of the best things about it and I love the interaction with patients too.*

*"Between the Eye Centre and in Orthopaedics you have a lot of contact with patients and the public and helping people is definitely the thing that gives me the enjoyment.*

*"My official title is Outpatient Support Volunteer, but I'll also be doing 'quality walk around' and 'mealtime monitoring' just helping our staff make sure our patients are getting the best experience they can while they are here. That's what it's all about."*

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## **International Volunteer Day**

This month we celebrated International Volunteer Day. At NHS Golden Jubilee we are lucky to have a fantastic group of volunteers that come from all over the world, including, Nigeria, India, Iraq, and China!

To mark this special occasion, our team came together in celebration of the dedication and hard work our volunteers provide to patients and staff across Team Jubilee.

One volunteer, Anagha, made the day even more spectacular by dressing in her beautiful sari and performing a traditional Indian dance.





**International Volunteer Day 2023** 

“  
 International Volunteer Day is an opportunity for NHS Golden Jubilee to celebrate the dedication of volunteers who come from the local community, as well as from different countries across the world such as India, China, Iraq and Nigeria.

Volunteers bring a wide range of experience and interests to enhance their roles, including Welcome Guides, Meet and Greet, Outpatient Support, Pastoral Care, Patient Peer Support, Patient Peer Support, Mealtime Monitoring and Sensory Care.

It is a lovely environment for volunteers to enhance the patient service and volunteers gain satisfaction from supporting patients in different parts of the hospital from the Eye Centre to the wards. The new Surgical Centre, due to open in 2024, will allow volunteers who have experience in the hospital to move into the Phase 2 Expansion and develop their role to meet the needs of that service.

International Volunteer Day Event also gives volunteers the opportunity to come together, socialise and celebrate the dedication, hard work and diversity of our team.

”

**Maureen Franks**  
 Volunteer Services Manager




## Monthly matters - monthly focus on what matters to you



### January 2024

#### Why am I seeing this?

Each month, Health, Safety and Security (HSS) focus on a specific workplace requirement. The aim is to provide a healthy working environment, promote a positive safety culture and ensure legal compliance. In **January**, the focus is on **safety tours**.

#### What are safety tours?

Safety tours are informal inspections of the work place to assess whether or not acceptable standards of safety are being maintained. This approach also provides opportunity to recognise good practice and to reinforce health and safety policy.

From January 2024, the Health and Safety team will embark on a programme of unannounced tours. Tours will also be carried out in conjunction with specialist colleagues, staff representatives and senior management. All staff are encouraged to participate in safety tours to ensure our guiding principles are met: Safe Person. Safe Place. Safe Process.

Feedback will be immediate and followed up in writing. Statistics and trends from safety tours will be shared via the Divisional Forums and where good practice is observed, staff will be recognised.

## What are the indicators?

Football fans may appreciate the notion of issuing cards. For non-footies, the RAG rating or colour-coded scoring system will be easy to recognise.

- Demonstrating a positive safety mind-set and/or best practice
- Staying safe – just about
- Suboptimal approach to safety and/or unsafe condition or act

## If you are a Line Manager

Continue to do great work in terms of safety management and promote best practice amongst your team.

Identify any areas where you have chance to improve and work to resolve non-compliance.

Inform staff they if they are on shift during a departmental safety tour, to fully participate in the activity and feedback constructively.

Implement any remedial actions highlighted during the safety tour and ask for clarification if required.

## Guiding principles

- Safe Person: Enabling a competent workforce who understand their health and safety responsibilities
- Safe Place: Creating an environment that allows employees to do their best work
- Safe Process: Putting the right processes in place to manage risk



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**Links:**

**Policy:** *Health and Safety Audit & Inspection Policy on [SharePoint](#)*

**Reference:** *A-Z of Managing Safety on [Staffnet](#)*

**Template:** *Health and Safety Inspection Checklist on [SharePoint](#)*

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## The Social side



### What's happening on our social media pages

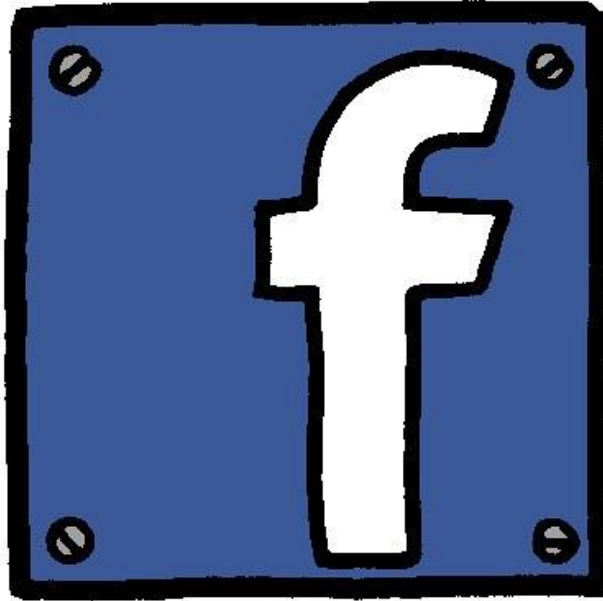
#### Facebook:

Our followers look forward to reading the 'quote of the week' from our Spiritual Care team every Sunday!

Check out our latest post.

[Click here to view the post](#)





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

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**X:**

Part of what makes working at NHS Golden Jubilee special is the spectacular views we have from our hospital.

We loved this response from our newly appointed Associate Medical Director for NES, Chris Gee.

Check it out!

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





9 - [Click here to access our X page](#)

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**LinkedIn:**

This month our Pharmacy team welcomed System C to NHS Golden Jubilee to present the new Electronic Prescribing and Medicines Administration (EPMA) that will be implemented across our site.

[Click here to view the post](#)





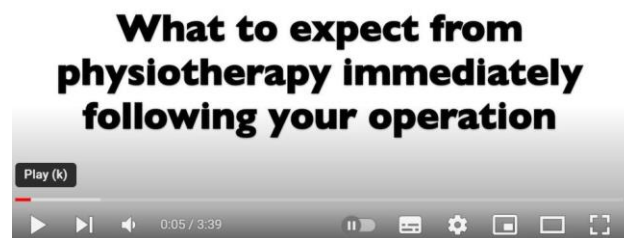
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### YouTube:

There are a number of informative videos available to patients on our YouTube channel.

These are always some of our most viewed! Providing patients with information about their procedure before they come to the hospital can help relieve any anxieties they may be feeling.

[Click here to view one of our top patient videos](#)







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

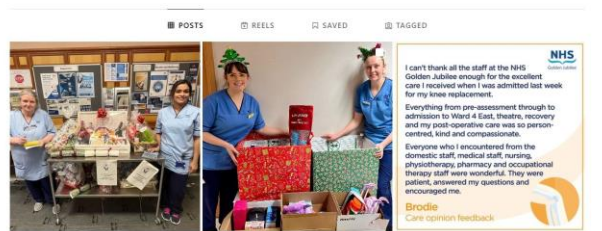
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### Instagram:

Have you followed us on Instagram yet?

Keep up-to-date with all the latest posts and stories by following @nhsgoldenjubilee!

<https://www.instagram.com/nhsgoldenjubilee/>





11 - [Click here to access our Instagram page](#)

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*If you have any interesting photos you'd like to share with colleagues, or on our social media pages, send them to [Comms](#).*

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## Scottish Government News



### **Alcohol marketing consultation**

The Scottish Government will hold more talks with public health stakeholders and the alcohol industry early 2024 to discuss ways of limiting young people's exposure to alcohol promotions.

The development comes following publication of the Scottish Government's recent consultation analysis on restricting alcohol advertising and promotions.

The report shows the majority of individuals and most organisations with links to the alcohol industry thought the proposals as set out would not achieve the intended outcomes of reducing alcohol consumption and alcohol harm, and/or were disproportionate to the scale of the problem. However, there were high levels of agreement with the proposals among public health, third sector, local authorities and academic organisations.

Following targeted stakeholder engagement, the public will be asked for their views on a narrower range of proposals which take into account the views expressed and international public health evidence, including a recommendation from the World Health Organization (WHO) that restricting alcohol marketing is one of the most cost-effective ways of tackling alcohol harm.

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### Vaping Addiction

To avoid vaping becoming a pathway to smoking and to tackle the consequences of this product where the long term health risks are unknown, the new Vaping Addiction campaign looks to educate young people and their parents about vaping.

Vaping devices should not be used by children and young people. Although it is safer than smoking, it is not harmless.

If an adult, child or young person under 18 requires support to quit smoking, they should seek advice from their own GP or call Quit Your Way Scotland on 0800 84 84 84.

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*If you are a parent or carer and would like more information, please visit [Parent Club](#) and [NHSInform](#).*

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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 19 January 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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