

Jubilee Life

Issue 5 Spring 2017

Become a Golden Jubilee Ambassador

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First disability confident event

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20th anniversary of CAS

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Elective Care Hospital Expansion



Our new mobile Ophthalmology Unit is now on site

Work on our Elective Care Hospital Expansion is moving ahead following approval by our Board.

At the meeting (Thursday 16 February 2017) the Board approved the Project Initiation Document and the Strategic Assessments to support the start of the hospital expansion programme.

Background

In October 2015, the Scottish Government announced that the Golden Jubilee would be expanded as part of the £200m NHS Elective Centres Project. An additional £5 million investment to further expand services was allocated as part of the £100m Capital Acceleration Programme, helping bring forward elements of this work.

Our expansion was highlighted in the Scottish Government's Plan for Government until 2021 and further confirmed in the Scottish Government 'Health and Social Care Delivery Plan' published in December 2016. This stated that the overall investment will ensure that there is a high-quality and adequate provision of elective services to meet the needs of an ageing population".

As part of the project, the Golden Jubilee Foundation is responsible for planning the elective care requirements of the West Region population between now and 2035.

As a National Board currently supporting all of Scotland's NHS Boards, we will also engage with the North and East Regions to ensure continued and appropriate to support

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Introducing...



Centre for Health and Wellbeing

at the Golden Jubilee Foundation

In line with our vision to lead Quality, Research and Innovation and create a healthier Scotland, and the Conference Hotel's aim to establish themselves as an internationally renowned meeting and hospitality venue, we recently announced the launch of the Golden Jubilee Centre for Health and Wellbeing.

The Centre for Health and Wellbeing, located in the former Beardmore Health Club, will not only allow the Hotel to continue to develop our objective to offer more accessible health and fitness opportunities for members in the local community and delegates, but aligns to the Scottish

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Please send items for the Summer issue by 12 May 2017.

Download a copy from Staffnet!

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Golden Jubilee Foundation

Patients at the heart of progress

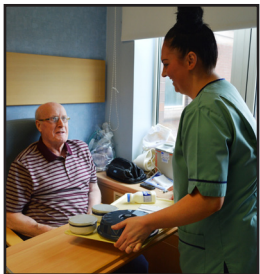
Nutrition and Hydration Week 2017

This month we marked Nutrition and Hydration Week, which ran from Monday 13 until Sunday 19 March, by celebrating the fantastic accomplishments of our Catering Team over the last year.

The team had an amazing year, picking up three prestigious catering awards in just two months.

Our team pride themselves on their focus on “The Last Nine Yards”, which is an emphasis on providing the best possible service from when food leaves the kitchen to it arriving with patients in their wards.

Hospital food is an essential part of patient care. Good food can encourage patients to eat well, giving them the nutrients they need to recover from



For more information, visit the News section of our website by visiting www.NHSGoldenJubilee.co.uk/News

Finalist for prestigious Innovation Award

One of our innovative nurses was recognised for his incredible work in innovation, being named as a finalist in the prestigious British Journal of Nursing (BJN) awards.

Cameron Murray (better known as Cammy) was shortlisted for the Innovation Award after impressing judges with a groundbreaking Nurse Led Clinic, which from a recent survey had a 100% patient satisfaction rate. In its first 20 months, 223 patients benefited, and 1,746 bed days were saved with prolonged air leak patients alone, meaning patients were discharged and at home earlier.

Introduced in May 2015 with an aim to reduce the amount of time patients need to spend in hospital, the clinic is primarily used to review patients who have had common complications following thoracic surgery.

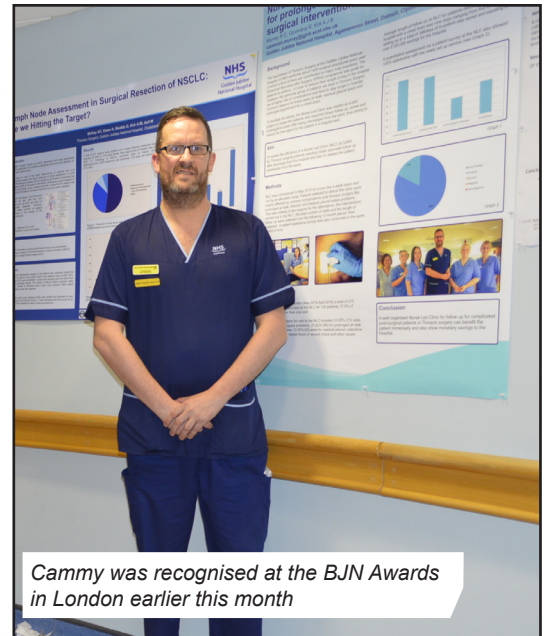
The Senior Charge Nurse, from Ward 3 West, was one of just three finalists whittled down from over 50 entries in the most popular category, as a result of his creative approach to patient-centred care, efficiency and nurse empowerment.

Cameron said: “It was a huge honour to be shortlisted for the Innovation Award in what is a very competitive category. I am delighted that this project was recognised for its creative approach in reducing the length of stay for this group of lung patients.

“The clinic improved patient experience in the ward while allowing nurses to focus on caring for our patients. I would like to thank my team and everyone involved in the project because without their support and dedication the clinic would not be possible.”

Patients who have been discharged with chest drains, or common complications like prolonged air leak, infection and residual pleural space problems, are cared for safely, effectively and efficiently with minimal impact on ward staff and patients.

A specific chest drain treatment room is managed by an allocated nurse who provides patients with a set appointment



Cammy was recognised at the BJN Awards in London earlier this month

rather than having to manage their care across different times and days of the week.

Our Nurse Director, Anne Marie Cavanagh said: “I am delighted that Cameron was shortlisted for the BJN’s most valued award. We are a values based organisation and Cameron embodies these with his can do attitude and passion for ensuring all our patients receive safe, effective and person centred care.

“We are constantly looking for new and innovative ways to provide the best possible service to our patients from all across Scotland and the nurse led clinic does just that. I am really impressed with how far it has progressed in 20 months and it is improving patient care and experience whilst also making best use of our resources.”

Leading nurses and professionals from across the UK attended the BJN Awards on Friday 10 March at Shakespeare’s Underglobe in London.

Julie Smith, Editor of the BJN and awards judge, said: “This entry stood out for me because the nominee showed a flair for innovation that benefited absolutely everyone involved and will continue to do so.

“It is an innovation that could, and should, be shared with other healthcare providers across the UK. Cameron deserves recognition for the work he has done so here at BJN we are delighted to facilitate this through the BJN Awards, which are now an established and important date in the nursing calendar.”

Become a Golden Jubilee Ambassador

We recently created an Ambassador programme to support and encourage more medical conferences to take place at the Hotel.

The Ambassador model is used successfully by cities across the world to attract major medical or academic conferences to their convention centres. The model identifies local experts or 'ambassadors' from universities or hospitals to encourage meetings from associations or bodies that they may be involved with.

Our model uses the same principles on a much smaller scale and will focus on our own clinical areas of specialism. Many doctors, nurses, and allied health professionals are members of national or international associations and our Hotel team are keen to prepare bid documents to formally invite event organisers to the Golden Jubilee.

The Hotel can host meetings up to 250 delegates but the model can be scaled depending on the event so no meeting or training course is too small.

Win Win

The Ambassador programme is key to achieving the Hotel's 2020 vision and will help to raise its profile on an international stage. For individuals or teams of clinicians, it is an opportunity to enhance the profile and scope of your work, position you as a leader in your field and open up potential opportunities for research projects, international collaboration and participation in similar meetings around the globe.

Legacy

The beauty of the Ambassador model is that it will create a lasting legacy beyond the event itself. So as well as hosting conferences which may link the Golden Jubilee brand with ground breaking medical



innovations, practice and new findings, surplus income from the Hotel is reinvested in the Golden Jubilee Foundation, creating a legacy which ultimately benefits healthcare programmes and initiatives.

Hard work behind the scenes

We realise that there can be a considerable amount of work behind the scenes to secure an event here and the Hotel's Business Development Team will provide support including research, work in partnership to lobby the conference organising committee, produce bid documents and help with sourcing local professional conference organisers.

Next steps

Over the next couple of months, we will be in touch with staff across all specialties and professions so that we can set up our Ambassador team.

Phase 2 of bedroom remodelling project underway

Our Hotel has entered phase 2 of its extensive bedroom remodelling project, which will see all 168 bedrooms redesigned to create the ideal sleeping experience for their guests and delegates.

The second phase will see 60 new bedrooms upgraded over the next 18 months. The first 40 bedrooms are expected to be completed by the end of this summer while the final 20 should be on show by Spring 2018.

Mentor and Charge Nurse Annual Survey

All Mentors, Charge Nurses and Senior Charge Nurses should complete the Pre-registration Nursing and Midwifery Programmes: Mentor and Charge Nurse Annual Survey by Friday 28 April 2017. The Pre-registration Nursing and Midwifery Programmes are funded by the Scottish Government and are reviewed annually to maintain and enhance the quality of nursing and midwifery education in Scotland.

It is important that your views are included within this review. The findings of the survey will contribute to joint action planning between universities and NHS Boards to enhance the pre registration nursing and midwifery programmes. Reports will be produced for each university as well as for Scotland as a whole.

The short survey seeks information on the strengths and challenges of the programmes and gathers your thoughts on any improvements that may be required.



If you are interested in becoming one of our Ambassadors or are aware of any potential events through your professional networks, please discuss all opportunities with our Hotel Director, Bronagh Bell on Bronagh.Bell@goldenjubilee.scot.nhs.uk or call her on 0141 951 6011. Alternatively, contact our Business Development Manager, Crystal Durok by emailing Crystal.Durok@goldenjubilee.scot.nhs.uk or call 0141 951 6003.



You can access the survey here

[response. questback.com/nhseducationforscotland/rtdq7kjin](https://questback.com/nhseducationforscotland/rtdq7kjin)

For more information contact Lorraine Allan on extension 5615.

SPIRE

From May this year, NHSScotland is improving the way it uses information from GP patient records.

SPiRE (Scottish Primary Care Information Resource) is a new service that will be used to help NHSScotland and Scottish Government plan for, and improve, Scotland's health and care needs.

i To find out what this means for you call NHS inform on 0800 22 44 88 or visit the SPiRE website: <http://spire.scot/>

Chair Blog

In his latest Chair blog, our Interim Chair, Stewart MacKinnon talks about a landmark accomplishment for one of our pioneering Orthopaedic Consultants.

Frederic Picard performed the world's first computer assisted knee replacement, and has continued to drive forward this technology ever since, introducing it to the Golden Jubilee in 2005.

i You can read the blog in full on our website: www.nhsgoldenjubilee.co.uk/news/chair-blog/

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Elective Care Hospital Expansion

each NHS Board and to ensure there is robust capacity planning for additional elective care requirements to meet the predicted need for NHSScotland by 2035.

Project Initiation

The Board approved the Project Initiation Document (PID), which sets out the programme governance framework, the project roles, and project controls and monitoring for the hospital expansion. The programme will be structured in two phases:

- Phase One – Additional ophthalmology elective care capacity
- Phase Two – Additional orthopaedic and other surgical elective care capacity

For each phase an Initial Agreement, Outline Business Case, and Full Business Case will be developed.

Project Objectives

The key objectives are as follows:

- Create sufficient elective care capacity for the West of Scotland region to meet the predicted need for elective care by 2025.
- Provide innovative patient centred models of care that are both efficient and sustainable.
- Reduce or eliminate routine use of the private sector.
- Reduce the chances of elective surgery cancellations.
- Enable delivery of current and future Government guarantees on inpatient / day case waiting times on a sustainable basis.
- Deliver increased efficiency and productivity, adopting the principles of Better Care, Better Health and Better Value as set out in the Scottish Government "Health and Social Care Delivery Plan" published in December 2016.



Timetable

A detailed programme plan is being developed and will be shared for discussion and approval of the Project Team and Programme Board.

It is anticipated that phase one and two construction periods will overlap and ideally one Principle Supply Chain Partner (PSCP) will be secured to deliver both phases of the programme.

The initial programme milestone is the development of the strategic case for change, as part of the Initial Agreement for phase one; this will be developed in tandem with the West Region and link to the plans for the North and East Region.

As we have not yet appointed the Principle Supply Chain Partner or Client Side Advisors, the following timescales below are only indicative and may change as the project progresses:

Key Milestones Phase 1 Development Ophthalmology:	Indicative completion dates
Approval of Revised Strategic Assessment documents– GJF Board	February 2017
Completion and Approval of Initial Agreement for Phase 1	May / June 2017
Design Development (RIBA Stage 2 Concept design, 3 Developed design and 4 technical design)	April 2017 to May 2018
Completion and GJF Board Approval of Outline Business Case Phase 1	November/ December 2017
Completion and Approval of Full Business Case – Phase 1	June/July 2018
Phase 1 Ophthalmology Unit Construction Period	Likely 1 year – complete by Autumn 2019
Fit out, Commissioning and Assessment of Service Readiness	End of 2019
Ophthalmology Unit Open to Patients	End of 2019

Key Milestones Phase 2 Development – Orthopaedics and Other Surgical Specialties:	Indicative completion dates
GJF Board Approve Strategic Assessment	February 2017
Completion Board and CIG Approval of Initial Agreement	Second Quarter 2017
Completion Board and CIG Approval of Outline Business Case	Third Quarter 2017
FBC Development and Approvals Process	End of 2019
Construction Period	Likely maximum Construction period 2½ years
Fit out, Commissioning and Assessment of Service Readiness	Dependent on construction period – but no later than last quarter 2021

Clinical Workstream Groups

Once the project team roles are recruited to, a work stream group will be set up for each clinical specialty. These groups will be clinically led and each work stream group will be responsible for developing new innovative patient pathways, agreeing the key performance assumptions and developing a capacity plan.

The group will also identify the workforce requirements and develop both workforce and training plans, along with the required supporting administrative pathways.

The work stream groups will also work with the Principal Supply Chain Partner's health care planning and architectural team to agree key clinical adjacencies, and room sizes to inform the development of the design.

The outputs will support the development of the initial agreement, outline business case, and full business case.

To ensure all clinical and non-clinical support services across the hospital can plan any necessary changes to their service provision requirements, (e.g. space, workforce, equipment etc) clinical and non-clinical support service representatives will be co-opted onto the project team or, if necessary, a specific dedicated clinical support/ non-clinical support work stream will be set up.

Project Team

A number of key roles have been identified as key for project delivery.

Programme Director

We are currently recruiting externally for an experienced Programme Director who will provide leadership and expert knowledge in the delivery of construction projects and manage the project through all phases of the scheme to completion.

The selection process took place on 14-15 March 2017. More information on the successful candidate will be communicated as and when available.

Programme Manager

As Programme Manager, Claire MacArthur is responsible for ensuring operational programme co-ordination and delivery, managing the programme team and controls to ensure project timescales and financial targets are delivered.

Other Project Team members

Internal candidates with relevant experience will be able to apply for the project team posts, which are for a fixed term for the duration of the project, or as specified.

Communications and Engagement

A national programme communications plan is in development for the whole NHS Elective Centres project.

The Golden Jubilee will develop its own plan to complement the agreed key national messages, ensuring that all key stakeholders are engaged, informed and involved, as appropriate in line with project plan and key milestones.

i For further information, contact: Claire MacArthur, Programme Manager, by emailing: Claire.Macarthur@gjnh.scot.nhs.uk or on telephone Extension 5017.

Alternatively, pop into the Programme Office which has now been set up on Level 4 East.

Scotland's Dementia Awards 2017

Entries are now open for Scotland's Dementia Awards 2017.

The Awards, a partnership between Alzheimer Scotland, Scottish Social Services Council, NHS Health Scotland and NHS Education for Scotland (NES) are now in their 6th year.

They aim to showcase and celebrate the most innovative and creative dementia care projects around Scotland.

i You have until 5pm on Friday 31 March to nominate by visiting: sda.dementia.scotland.org/#SDA17

Next Board meeting

The next meeting of our Board will take place on Thursday 30 March.

Staff are welcome to attend the public session of the meetings.

i For more information on our Board meetings, or to arrange to come along, contact the Communications Department on 0141 951 5195 or by emailing comms@gjnh.scot.nhs

NHS Education for Scotland recently released an updated Nursing and Midwifery ePortfolio.

This ePortfolio will support staff with collecting and storing information for a variety of purposes including job appraisals, career development and NMC revalidation.

Using the platform at www.nhseportfolios.org/ existing users will remain unchanged and can choose their preferred option.

Option one: Self register for a new account on the improved platform at turanmportfolio.nes.nhs.scot. Staff will still have access to their previous account on www.nhseportfolios.org and NES will move any content to the new account by March 2017 at the latest. Note: It is preferable to have the same email address for both portfolios as this means they can identify you and move your content more quickly.

Option two: Keep using your existing account and you will be contacted when your account and content is moved to the new ePortfolio. You will be contacted regarding this via the email address associated with your account.

i Further information can be found at www.nes.scot.nhs.uk

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Creating a healthier Scotland...

Government's vision to create a healthier Scotland and promoting an active, healthy, workforce.

Our Deputy Chief Executive, Julie Carter said: "We recently carried out an in-depth review and engagement exercise around the future of the Health Club in the Golden Jubilee Conference Hotel, and are very excited to announce we have rolled out a long term, evolutionary strategy to develop the facility into a state-of-the-art Centre for Health and Wellbeing."

As a national NHS Board, health and wellbeing is our top priority. The new strategy aims to build on the success of the facility, and evolve to become a central, unique and integral part of our Foundation: working in collaboration with all aspects to promote health and wellbeing for everyone who walks through our doors, supporting the local community, patients, their family, delegates and staff.

Director of the Hotel, Bronagh Bell, said: "As we work towards our goal to become recognised internationally as a specialist

hotel and conference venue for the medical, technical and pharmaceutical industry, the launch of the centre will further enhance our custom built facilities. This will allow us to provide the highest possible standard of service for every guest, delegate or event organiser that comes through our doors."

The Centre Fitness Team are on hand if you would like nutritional advice or more information about our free fitness classes for staying guests and also encourage clients to take advantage of our walking, running and cycling routes on the grounds.

As well as making health and nutrition opportunities more accessible to staff, the Centre is a continuously evolving concept which will take shape over the next several years with some elements going through pilot and "proof of concept" phases.

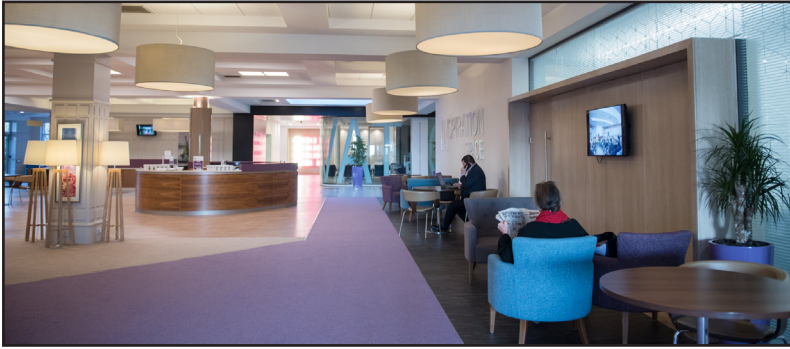
More information on membership rates and facilities available for staff can be found by contacting the Centre for Health and Wellbeing by calling extension 5151 or email HealthandWellbeing@goldenjubilee.scot.nhs.uk.




**Centre for Health
and Wellbeing**
at the Golden Jubilee Foundation

i For more information on the Centre and the new strategy, a detailed Staff Bulletin is available on Staffnet in the News section.

Gold for Customer Service



Our Hotel kicked off 2017 in spectacular fashion when it was awarded VenueVerdict Gold Accreditation for 2016.

The prestigious accreditation is awarded to venues that have provided exceptional customer service and received excellent feedback during each quarter of the year.

Market research agency BDRC Continental awarded the Gold Accreditation to the Golden Jubilee for achieving a Net Promoter Score (NPS) of 70+ over the last 12 months. This feedback system is based entirely on the voice of the customer, and provides honest and comprehensive feedback of an individual's experience of an event.

Our Director of the Hotel, Bronagh Bell, said: "Meeting the needs of our customers and delegates is the key focus of everything we do. This is the driving factor behind our ongoing dedication to improving our facilities and providing an innovative, collaborative, bespoke approach towards conferences and events to give everyone who walks through our doors a unique experience."

"We are delighted to have received the prestigious VenueVerdict Gold Accreditation, and I would like to thank all of our team whose hard work, dedication and can do attitude make it possible for us to deliver such a consistently high quality of customer service."

Natalie Wiseman of BDRC Continental commented: "The Hotel should be extremely proud of achieving the Gold Standard accreditation. This is a fantastic accomplishment as the stringent measures in place around the Net Promoter Score show us that the Golden Jubilee is consistently delivering excellent standards of customer service."

The award marks the third cause for celebration at the Golden Jubilee since the beginning of 2017. It was named Conference Hotel of the Year in the Small Business Awards and was the Event Hotel Regional Winner 2016.

Bronagh added: "Last year was a period of change and growth for us and we are thrilled that 2017 has already begun to show the benefits of this work to expand and enhance our facilities."



For more information on the Golden Jubilee Conference Hotel's facilities and conference services, visit: www.goldenjubileehotel.com.

Mercedes Benz support our services

We would like to say a massive thank you to Mercedes Benz of Glasgow who have raised a whopping £2,810 for the Golden Jubilee.

The group decided to have a day of fundraising to support the heart transplant unit which is looking after their friend and colleague, Michael Hanlon.



Breathing Space

We are proud to support NHS24's Breathing Space campaign which offers a free, confidential, phone service for anyone in Scotland experiencing low mood, depression or anxiety.

Studies have shown that acts of kindness not only bring happiness to others, but can also benefit our own mental wellbeing. You can support Breathing Space by downloading their free 2017 calendar which offers 52 acts of kindness for the year ahead.



The calendar can be found here: www.breathingspace.scot/media/42261/52-weeks-a5-calendar.pdf

M8 closure at Baillieston Interchange

Staff are reminded that diversion routes remain in place for the M8 closure at Baillieston Interchange (both ways).

Transport Scotland expects an additional 10 minute delay to routes during peak times. In addition, the diversion routes will be closed on Friday 10 March for Bridge works - there is currently no planned diversion route for this.



For more information visit www.transport.gov.scot/road

Condition Check – Media Policy Reminder

Staff are reminded that all requests for condition checks should be made to the Corporate Communications Department.

We are able to provide basic condition checks to the media where a named individual has been identified and after the patient or their next of kin gives consent for this information to be released; otherwise we will not be able to provide any information to the media.

You can read our Media Policy on the Communications page of Staffnet.

i For more information on the Media Policy email the Communications department at comms@gjnh.scot.nhs.uk.

New Mail Room Procedure

All mail is now collected each day by Royal Mail. All departments must drop off their mail by 3pm at the latest to allow the Mail Room to frank and process.

i For more information please contact Andrena Fairfield on extension 5114.

Golden Jubilee named Best Conference Hotel 2016

Our Hotel has continued to cement its name as an international Venue of Excellence, winning the Best UK Conference Hotel in the Small Business Awards 2016.

The awards are dedicated to sharing business strategy, expert opinion, analysis, corporate case studies, emerging trends and leadership challenges from throughout the UK, and recognise the continuous improvement and dedication to quality offered by the Golden Jubilee.

Director of the Hotel, Bronagh Bell, said: "We are honoured to have received this award and would like thank everyone who voted, along with our team for their ongoing hard work for making it possible.

"Understanding our client's needs is absolutely critical. Number one is clarifying what success looks like for them and what are their event objectives. If we can understand these then we work as an extension of their team rather than a third party venue.

i For more information on the services and facilities available from the Golden Jubilee Conference Hotel, visit: www.goldenjubileehotel.com.



"This focus is crucial to our vision to be the best Conference Hotel in the country and we have a very clear strategy to develop the venue to strengthen our facilities, particularly for the international healthcare sector."

Rachel Devonport, Awards Co-ordinator, commented: "Small businesses are often overlooked despite the hard work they put in to ensuring their continued success. The Hotel deserve recognition for the effort they have put in to become a world class conference venue, and their continued commitment to excellence. I wish them every success in the future."

The Hotel has a strong track record in providing first class customer service and events, as Scotland's only accredited member of the International Association of Conference Centres (IACC) and Venues of Excellence. The Golden Jubilee also recently received the VenueVerdict Gold Accreditation and the TripAdvisor Certificate of Excellence for the sixth year in a row.

Nurses' Day 2017

Nurses' Day this year will be held on Friday 12 May.

The event is celebrated around the world every year on the anniversary of Florence Nightingale's birth.

We are in the final stages of preparation for this year. The day will consist of various Department Presentations and will focus on this year's chosen theme, "Nurses: A Voice to Lead, Achieving the Sustainable Development Goals".

i For more information contact Eleanor lang on extension 5659 or by emailing eleanor.lang@gjnh.scot.nhs.uk.



This year, we are taking a new approach by adopting the Pecha Kucha presentation style, which uses 20 slides for 20 seconds each, a format which keeps presentations concise and fast-paced.

Keep an eye out for more information in the next few weeks.

New treatment approach for heart attack patients

More than 600 heart attack patients are currently being invited to participate in a research study which is assessing a new treatment approach that is intended to restore blood flow to the small vessels in the heart.

T-TIME is a new heart research study which we are leading in conjunction with the University of Glasgow and NHS Greater Glasgow and Clyde.

The project is funded by the Efficacy and Mechanism Evaluation (EME) Programme, a Medical Research Council (MRC) and National Institute for Health Research (NIHR) partnership. More than 150 patients have been enrolled in the trial across the UK, with 113 of these recruited here at the Golden Jubilee. Overall, 618 patients with an acute myocardial infarction (heart attack) will be invited to participate in eight centres around the country.

The study involves giving a drug which is intended to restore blood flow to the small vessels in the affected part of the heart. The standard approach is to open up the blocked heart artery and place a stent, however, currently, there is no treatment for multiple blockages in the small vessels.

The drug breaks down micro blood clots and restores blood flow to the multiple branches of the affected artery.

Currently the British Heart Foundation reports that survival from coronary heart disease is improving generally, but not in younger women.

Our Research Director, Professor Colin Berry said: "The current treatment for a heart attack patient is to re-open the blood vessel and place a thin metal tube, called a stent. This 'standard of care' treatment is very successful for the affected artery, however, the many smaller branches remain blocked in about half of all patients. This residual heart injury places patients at risk of heart failure days later and in the longer term. We have no specific treatments for this problem, reflecting an unmet need.



Our Research Director Colin Berry, is leading on the study which is taking place around the UK

"We have developed a new treatment approach that involves giving a low dose of a 'clot-breaking' drug directly into the affected artery at the time of the heart attack. In the T-TIME study, we will gather information to assess whether or not this treatment reduces the amount of heart injury, and whether it is safe."

One of the first patients to receive the treatment here was Catherine Gardiner, a 70 year old grandmother, who suffered an unexpected heart attack while attending church in July this year.



Discussing her case, Catherine said: During the service I felt as though I had terrible, terrible chest pains, and I knew something was not right. At first I thought I was having an asthma attack, but as it went on I realised it was something else. My son lives in the next building so I went straight to his house and he phoned an ambulance. I was driven straight to the Golden Jubilee and had a stent put in before being taken up to the ward.

"Having never experienced anything like this or had any major health concerns before, I can only comment on my experience, but the team who took care of me during the T-Time Trial were absolutely fantastic and I can't thank them enough for what they've done for me. Now, I'm eating better and exercising more, and just celebrated my 70th birthday with my family. I'm taking every day as it comes, getting back to normal and I am so grateful to the team that I'm still here."

Occupational Health Physiotherapy

Did you know that under half of all Scottish adults meet the recommended physical activity levels?

The recommended level of moderate level physical activity proven to give health benefits is 150 minutes per week. This can be achieved through five half hour bursts each week, or two longer sessions of one to one and a half hours per week. Moderate level physical activity causes you to breathe faster, experience an increase in heart rate and feel warmer. This can include housework, DIY, walking, cycling, swimming and many more.

You may feel there are barriers to you achieving this recommendation (health issues, financial burden, time pressures etc), but there are almost always ways to overcome these. Remember – some activity is better than nothing and the more you do the more health benefits you get!

If you are unsure where, how or what to do to increase your physical activity, please get in touch with the Rehabilitation team to arrange a "physical activity information" session, which can point you in the right direction.



For more information, visit our official Youtube Channel at www.Youtube.com/NHSGoldenJubilee for video testimonial from our team and Catherine Gardiner.



For more information, please email: physio.occhealth@gjnh.scot.nhs.uk

Five Golden years of social media



It has been five years since we made our first ever posts on Facebook and Twitter.

A huge thanks to our 3,300 Facebook and 2,500 Twitter followers for supporting us and to everyone who has engaged with us over the years.

The reason we use social media is to connect and interact with our patients, staff and visitors so please feel free to send us any messages, comments and experiences you have had.

i You can follow us on Facebook: @ [NHSGoldenJubilee](#) and Twitter: @ [JubileeHospital](#)

Posters

Staff are reminded that all posters displayed in public areas of the hospital should be approved by the Communications Department before being distributed.

Posters should only be placed on notice boards, and for infection control purposes, must not be placed on woodwork, paintwork, or in lifts.

i For more information, email: comms@gjnh.scot.nhs.uk

Our Media, Digital and Social Media Policies

Our Media and Digital and Social Media policies exist to protect the reputation of the organisation and to provide guidance within which staff can operate safely.

Both policies apply to all of our employees, including the Chair of the Board and Non Executive Directors, and service user/patient/carer representatives engaged on official business on behalf of the Board. Staff are required to comply with these at all times.

Digital and Social Media Policy

The Digital and Social Media Policy provides rules and guidelines for understanding our responsibilities on digital activity both in and out of work, e.g. browsing websites, downloading content or posting or publishing anything to the web and use of social media networks.

When someone clearly identifies their association with the NHS Golden Jubilee Foundation / NHSScotland, and/or discusses their work, they are expected to behave appropriately and in ways that are consistent with our procedures and policies.

i For more information or guidance on any of these policies, you can find the entire document on Staffnet, or contact:

Christine McGuinness, Communications Manager, on extension 5195 or email Christine.McGuinness@gjnh.scot.nhs.uk

Sandie Scott, Head of Corporate Affairs, on extension 5073 or email Sandie.Scott@gjnh.scot.nhs.uk



Media Policy

The Media Policy supports a culture of openness and ensures that the reputation of the Board is protected, and if possible, enhanced, and that the chances of misrepresentation by the media are reduced.

It applies to all media contacts, reactive or planned, and provides a framework through which relationships with the media take place within the Board.

The Communications Department are the only people authorised to contact the media. Any other contact with the media by other staff is unauthorised.

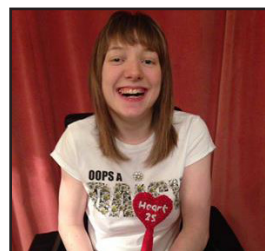
Piece of art for #Heart25

We were delighted to receive a lovely art collage from one of our #Heart25 supporters, Bernie Hunter.

Bernie was really interested in our campaign to help celebrate 25 years of heart transplantation in Scotland as she has family who have had heart surgery.

She is also a big fan of Still Game and even knows some of the cast who supported #Heart25.

i You can see a selection of different collages on Bernie's website berniesartcollages.weebly.com



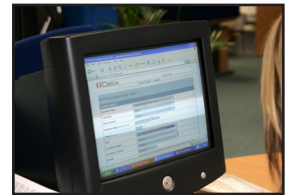
Because Bernie has cerebral palsy she took her own unique approach to our campaign and made this fabulous artwork.

The piece is made up of tiny bits of tissue paper that are rolled into balls one at a time before being placed on the picture with glue.

Thank you for the collage Bernie, we love it!

Simply the best at social media

Datix is changing

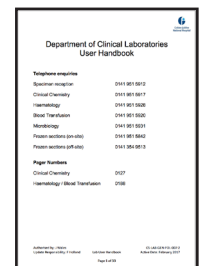


A couple of changes to the Datix system will be in place from Friday 3 April.

The Incident Investigation Form has been redesigned. There are no new fields included while we have re-organised the order and layout of the form to make it more user friendly. Also, the Complaints module is going live. This will only affect people who investigate complaints as this will now be done via Datix.

i If you have any queries please contact Clinical Governance on extension 5864.

Laboratory User Handbook



The latest version of the Laboratory User Handbook is now available on the Laboratory page of Staffnet.

i For more information contact Fiona Holland on extension 5930.



Our Comms Team had a very successful day at the NHS Communications Awards! Pictured, left to right, front row: Simon Cassidy, Sandie Scott, Christine McGuinness. Back row: Emma O'Neill, Ewan McInnes and Karen Ackland

Our Communications Team has been hailed among the best in Scotland at a top industry awards ceremony.

The NHSScotland Communications Awards recognise talent across nine specialist areas, with the Golden Jubilee finalists in three of the four they were nominated in.

We took home the trophy for 'Best Use of Social Media' after a judging panel of experts from across the communications industry recognised the reach and engagement achieved by #Heart25.

Our #Heart25 campaign aimed to raise awareness of advanced heart failure – the condition which can lead to the need for heart transplantation – and highlight the difficulties faced by the 45,000 patients in Scotland with the condition. It also encouraged participation in an online photo album of people making a heart shaped hand gesture.

More than 30 public figures and celebrities from the worlds of politics, TV, comedy, sport, music and cooking showed us their hearts to raise the profile of the campaign and encourage others to get involved.

The social media campaign reached over 560,000 people with more than 800,000 people 'engaged' to like, comment, share and retweet our posts, and our suite of nine patient story films were viewed more than 500,000 times. Our staff and patient event, attended by First Minister Nicola Sturgeon, was even trending on Twitter!

Sandie Scott, Head of Communications and Corporate Affairs, commented: "The #Heart25 campaign was a unique experience, which was delivered on zero budget, with the exception of our time, effort and expertise.

"The team pulled out all the stops to go from concept to launch in just a few weeks and they should be very proud of what they have achieved. As well as receiving extensive national and local media coverage, gaining celebrity endorsement and garnering public engagement, #Heart25 achieved levels of social media engagement and reach which is unprecedented for an in-house team within the NHS."

We were also finalists in the 'Best Use of Innovation' category for their in-house film service, producing more than 100 films in just 18 months. Communications Officer Simon Cassidy was also a Young Achiever of the Year finalist.

Jill Young, Chief Executive, commented: "The Communications team consistently deliver a high quality and constantly evolving service, engaging with increasing numbers of patients and staff every year to keep them informed and engaged.

"The team work round the clock to develop and deliver first class and innovative marketing and communications to support the Foundation's vision of leading quality, research and innovation, and I am delighted that this has been recognised by the NHSScotland Communications Awards."

Holocaust Memorial Day



On Friday 27 January, we were proud to support Holocaust Memorial Day (HMD).

Holocaust Memorial Day takes place on 27 January each year.

It's a time for everyone to pause to remember the millions of people who have been murdered or whose lives have been changed beyond recognition during the Holocaust, Nazi Persecution and in subsequent genocides in Cambodia, Rwanda, Bosnia and Darfur.

HMD is a time when we seek to learn the lessons of the past and to recognise that genocide does not just take place on its own, it's a steady process which can begin if discrimination, racism and hatred are not checked and prevented.

i At the Golden Jubilee, we support this event every year, and encourage all staff to learn more by visiting: www.hmd.org.uk

First Disability Confident Event



Pictured, left to right: Gil Patterson (MSP), Brian Flemming (DWP), Jackie Baillie (MSP), Jill Young (Chief Executive) and Martin Docherty Hughes (MP)

Together with the department for Work and Pensions, we hosted West Dunbartonshire's first Disability Confident employer engagement event, providing employers with support and knowledge on how to attract, retain and recruit disabled people.

We have a strong culture and proven track record of valuing the diversity of all our staff, already a level two employer, and have put in place a range of employee friendly policies and procedures to support staff through different phases of their lives as we continue to work towards becoming a level three "Disability Confident Leader".

Our Chief Executive, Jill Young commented: "We are very proud of our inclusive attitude and behaviours, and we want to be a Disability Confident employer that goes above and beyond.

"By showing our commitment to becoming a level three 'Disability Confident Leader, we can encourage and support other employers on the Disability Confident journey by sharing what we do, and more importantly improve working opportunities for disabled people.

"We are delighted to be hosting the first Disability Confident employer engagement event in West Dunbartonshire and would encourage other employers to commit to becoming Disability Confident - identifying and removing barriers in the recruitment of disabled people".

Replacing the 'Double Tick' scheme, Disability Confident was launched in 2013 with the aim of improving work opportunities for disabled people.

Martin Docherty-Hughes MP opened the event, speaking on behalf of MSP colleagues Gil Paterson and Jackie Baillie.

Martin Docherty-Hughes MP commented: "As the MP for West Dunbartonshire, I was delighted to offer my full support to this very important scheme which seeks to half the disability employment gap across our country.

"Disabled people living in our community have so much to offer and critically if given the opportunity can and will be a valuable member of any workforce.

"Ensuring that more people of disabled working age find employment will involve everyone here today, politicians, employers and government agencies, working together. I would strongly encourage all employers to begin their journey to becoming Disability Confident employers.

"I would like to extend my thanks to all those who have ensured that the event took place, and in particular to the Golden Jubilee Foundation, who are themselves a Disability Confident Employer, for being such gracious hosts."

i For more information, check out our Disability Confident Event 2017 video on our Youtube channel at www.Youtube.com/NHSGoldenJubilee.

Ophthalmology vision

In order to treat more patients and maintain an excellent quality service and experience for our Ophthalmology patients, we have challenged standard practice and has developed new ways of working.

For example:

- Optometrists have been recruited to see new out patients in clinic which releases consultants to spend more time in theatre.
- Nurses are being up-skilled in theatre to undertake additional tasks which also release the surgeons' time to increase productivity.
- Consultants are working across two theatres which enable them to increase productivity.

We intend to install a mobile ophthalmology theatre on site in April 2017 (pending planning permission) as an interim measure while work is being progressed on the 'new build' which is schedule to be completed during 2019/20.



This will allow the team to see an additional 2,800 new out patients which will convert to approximately 2,100 extra procedures. This represents a 30% increase in ophthalmology.

In March, we launched our new Ophthalmology Outpatients Department as part of the ongoing expansion work here at the Golden Jubilee.

We were delighted to welcome the first patient, Suzanne Kerr, who officially opened the new facility.

i To find out more about our Ophthalmology services, visit: www.nhsgoldenjubilee.co.uk/our-services/ophthalmology/

Being and Becoming Exhibition

Brian Keeley, one of our heart transplant patients is exhibiting a piece of artwork for the Being and Becoming Exhibition at the University of Aberdeen.

In 2013, Brian had a heart transplant to save his life and went on to make a miraculous recovery. His piece for the Exhibition, named Renaissance, is inspired by his new post-transplant life.

The exhibition was located in the MacRobert ArtSpace, University of Aberdeen.

i For information on how Brian created the piece, visit: artistteachersite.wordpress.com/.../blog-post-title-2/

Save the Date: NHSScotland Event

This year's NHSScotland Event will take place on Tuesday 20 and Wednesday 21 June. The Event will return to the Scottish Event Campus (SEC) in Glasgow.

Look out for more information about registration and the full event programme in the coming weeks.

i For more information visit: www.nhsscotlandevent.com

Army visit

We recently hosted a special event with the Scottish Armed Forces, featuring presentations and information for our staff about the potential benefits, transferable skills and opportunities available through the Armed Forces Reservists.

The day featured a variety of talks, giving information on the exciting opportunities to take part in adventure training, gain new skills which can have a direct bearing on individual's day – to- day life, and the important role that the Reservists play in the Armed Forces.

At the Golden Jubilee we are proud of our dedication to the Armed Forces, recently signing the Armed Forces Covenant, recognising the value that serving personnel, veterans, and military families contribute to our business and our country.



Our staff gathered to learn about some of the opportunities of becoming an Armed Forces Reservist



Formal accreditation and adventure training are just two of the options available through the Armed Forces

i For more information, a short video on the event can be found on our Youtube Channel at: www.Youtube.com/NHSGoldenJubilee. You can also search the Scottish Armed Forces, to find out more about some of the organisations and opportunities which you could take part in.

Have you had your Personal Development Review?

The Personal Development Review (PDR) is a time where managers sit down with you to have a face to face discussion about all aspects of your role. At this meeting you will:

- discuss your job and know what is expected from you;
- get feedback on your performance over the past year; and
- identify and prioritise any development needs or areas of interest you wish to further explore.

If done effectively, the review can offer a great deal of satisfaction for both you and your manager, increasing employee engagement.

If you haven't had a PDR for over a year, speak to your manager to arrange a suitable time for you both. If you have forgotten your password or login, please contact our administrator Paula Wood, on extension 5188 or email paula.wood@gjnh.scot.nhs.uk

i For more information on the KSF Review Process, please refer to the national KSF website: www.ksf.scot.nhs.uk or the Golden Jubilee Foundation Staff guidance available from Staffnet.

10 years of Enhanced Recovery

Our team recently marked the tenth anniversary of our gold standard Orthopaedic enhanced recovery programme. The Enhanced Recovery After Surgery (ERAS) Conference, January, brought together medical experts from across the UK to share research, innovations and best practice on developments including motion analysis and computer aided orthopaedic surgery. Other topics discussed included bilateral joint replacement and delivering Joint School.

Over the last 10 years, the we have been at the forefront of Enhanced Recovery in Scotland and in 2007, we became the first Scottish hospital to use enhanced recovery. This approach, the CALEDonian Technique, reduced the length of stay for patients from seven days to four, whilst maintaining high levels of patient care.

Our pioneering work has gone on to revolutionise the treatment of patients across Scotland and has increasingly been adopted as a gold standard throughout the UK and Europe.

Our Medical Director, Mike Higgins said: "Hosting the ERAS conference every year is just one of many ways that the Golden Jubilee is leading quality, research and innovation on behalf of the NHS in Scotland.

"We are committed to using the latest techniques and spearheading research to help improve patient experience, outcomes



“we are delighted to share and spread this practice ...”

and quality of life after surgery, and we are delighted to share and spread this practice for the benefit of patients all across the UK and beyond.”

The conference had several guest speakers including Dr David McDonald, Service Improvement Manager at the Scottish Government, Dr Toby Smith, lecturer in Physiotherapy at the University of East Anglia and Tom Wainwright, Associate Professor in Orthopaedics at Bournemouth University.

VIP visits cardiology

We recently welcomed Dr Jean Fajadet, one of the world's leading cardiologists, to the hospital.

Based at Clinique Pasteur in Toulouse, the leading cardiology institution in France, Jean is a member of the executive board of European Association for Percutaneous Cardiovascular Interventions), and also one of the co-founders and course director of the largest interventional cardiology course in the world - EuroPCR.

On his visit Jean visited various areas of the hospital such as NSD, the Intensive Care



Unit and our Research Institute. He also took time out to observe a live case being carried out in the Cath Lab.

The team also took the opportunity to ask questions, to gain the benefit of his 30 years of experience.

20th anniversary of computer aided knee replacements



Frederic Picard carried out the first Computer Aided Surgery 20 years ago, and brought this to Scotland in 2005

Our pioneering Orthopaedic Consultant, Frederic Picard, recently celebrated 20 years since he performed the world's first ever computer assisted knee replacement.

Frederic carried out the Computer Aided Surgery (CAS) at Grenoble Hospital, France, on Tuesday 21 January 1997, having worked on the project since 1993 alongside François Leitner, a computer engineer, and Professor Dominique Saragaglia.

A revolutionary process, CAS helps a surgeon navigate through knee replacement surgery by calculating key areas of the procedure such as angle of the knee, flexion of the bone and range of motion.

20 years later, and we are leading the way in CAS, which was first introduced to our hospital in 2005 by Frederic. The benefit to patients is huge, providing better alignment of the knee, reducing the potential for complications and is less invasive than conventional surgery.

Currently, over half of all total knee replacements are performed with CAS.

Frederic said: "This was a very special landmark, performing the first ever computer aided knee replacement was a very proud day for me and my colleagues.

"CAS has developed significantly since being implemented here and with improvements in robotic tools and new software, I am certain that in the next twenty years all knee replacements will be performed using this process."

This anniversary came as the Golden Jubilee hosted its annual Enhanced Recovery conference in January which was focused on Orthopaedics.

Our Medical Director, Mike Higgins said: "Mr Picard has used CAS to revolutionise total knee replacements and it is a huge honour for the Golden Jubilee to have someone of his expertise within our Orthopaedics department.

"It is vital that the Golden Jubilee develops cutting edge technology like CAS which allows us to deliver a world class, safe and effective service."

Eat Better Feel Better



We are delighted to support the Healthier Scotland Eat Better, Feel Better Campaign!

The campaign is dedicated to helping people of Scotland live healthier lives, regardless of their budget.

Offering a range of healthy tips, recipes and ideas to help accommodate even the pickiest of eaters.

Their full website also provides details and information about a range of events taking place in your local community to help you eat better, feel better.

For more information and support visit: www.eatbetterfeelbetter.co.uk/

Paths for All

Paths for All are hosting a workplace walking challenge from Monday 1 May. The eight week challenge aims to motivate teams and encourage them to walk more throughout the day.

For more information e-mail walkatwork@pathsforall.org.uk

Free role models and allies training

Stonewall Scotland have received funding to enable them to offer their one day LGBT role models or LGBT allies training for free to attendees from public sector organisations.

The Role Models and Allies courses offer participants the opportunity to:

- Explore what it means to be themselves in the workplace and the business case for individuals to be able to be themselves.
- Critically examine how they can be a more effective Role Model and/or Ally for others.
- Identify key ways that they can become active agents of change and help to create and strengthen inclusivity and equality in their workplaces and wider communities.
- Develop a network of support through joining the Stonewall Scotland Role Models and Allies Alumni networks.

Role Models training is only available to staff who identify as LGBT; Ally training is offered to staff who are heterosexual and not trans.

The courses will take place at the COSLA Conference Centre, Edinburgh, on 27 and 28 April.

i For more information contact Carole Anderson by email: carole.anderson@gjnh.scot.nhs.uk or extension 5522.

Landmarks in equality

We received special recognition for several achievements at this year's Stonewall Awards.

For the third year in a row, we were named in the top 100 employers in the UK in the Stonewall Workplace Equality Index (WEI), ranking at number 63 this year.

In addition, Carole Anderson, the Golden Jubilee's Head of Performance and Strategy, was presented with the Stonewall Scotland LGBT Role Model Award.

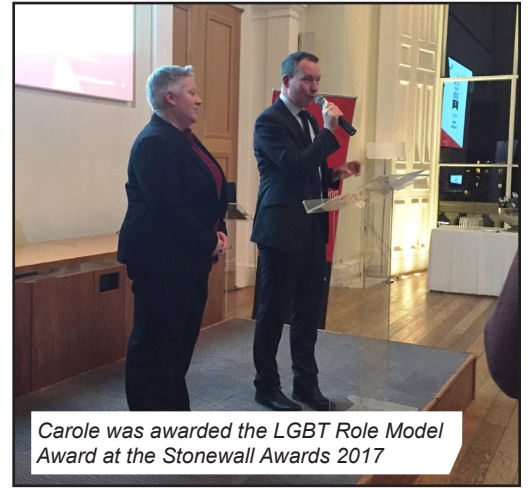
The WEI is a measurement of how an organisation is meeting the needs of LGBT staff, along with serving as an effective indication of how progress is being met against general equality targets.

There were 439 organisations who took part in this year's WEI this year and after meeting a series of strict criteria we ranked 63rd in the UK as a whole.

Carole has been leading our LGBT equality work since 2008, with a passion to create a culture where staff feel safe to be "out" at work, and also aiming to ensure that people who use our services feel supported. She has recently been trained as a role model visiting secondary schools to talk to young people about her experience of being LGBT at school and the importance of having non LGBT Allies at school and the workplace.

On receiving her award Carole said: "I'm honoured to receive this award from Stonewall Scotland and very proud to work for the Golden Jubilee. Our values-based culture sets us apart from other organisations; and together with support from my colleagues, this has been a key factor in encouraging me to step up as a role model."

Safia Qureshi, our Director of Quality, Innovation and People, added: "Our work on equality, diversity and inclusion is an important part of how we demonstrate our organisational values, especially of valuing dignity and respect. We have worked hard to make these values even more visible and appreciate how they influence how we behave each and every day. We are delighted that Carole has been recognised at a national level for her work in this area.



Carole was awarded the LGBT Role Model Award at the Stonewall Awards 2017

“We have worked hard to make these values even more visible...”

“We are firmly committed to providing the highest possible standard of care and service for every patient, visitor, delegate and guest who comes here. This can only happen because we are dedicated to creating an inclusive work environment that not only welcomes individuals of all backgrounds, but actively highlights and celebrates our unique mix of people.”

Colin MacFarlane, Director of Stonewall Scotland, commented: “Carole has been chosen for the Scottish Role Model and won the award because she has gone above and beyond to ensure that LGBT people are accepted without exception, not only at the Golden Jubilee Foundation but across NHSScotland. The NHS is a more inclusive place thanks to having Carole as a visible, vocal role model. We thank her for all she has done to promote LGBT equality in Scotland.”

Last year we were also named Employer of the Year (Over 200 Employees) in the Icon Awards 2016. Our Procurement model was also commended for best practice in governance and leadership for its purchasing processes (see following page for full details.)

i For more information contact Carole Anderson by email: carole.anderson@gjnh.scot.nhs.uk or extension 5522.

Sharing our best practice



An unprecedented number of our trainees and staff recently attended the Society of Cardiothoracic Surgery (SCTS) in Great Britain and Ireland's annual conference, sharing our best practice with peers from across the globe.

The SCTS aims to continuously improve the quality of healthcare that its members deliver to patients in an open and accountable manner.

As the home of the busiest thoracic unit in the UK and Ireland group of our trainees, medical students, medics, nurses and allied health professionals, presented at the event in Belfast, discussing:

- the benefits of prehabilitation;
- lower than average mortality rates after a Pneumonectomy in the regional specialist centre; and
- the outcomes of aortic valve replacement performed by trainees.

Our Director of Medical Education, Alan Kirk, said: "The SCTS Annual Meeting acts as a forum for cardiac and thoracic multi disciplinary staff, providing excellent learning opportunities from experts in this field, as

well as allowing professionals to come together to share their knowledge and ideas. "It is a testament to the recognised good work taking place at the Golden Jubilee that so many of our staff are presenting at this internationally renowned event. We are committed to leading quality, research and innovation for NHSScotland, and any opportunity for our team to develop new skills and share best practice will only benefit our patients and staff in the future."

We are already widely recognised as a champion of healthcare innovation. We pioneered 3D video assisted thoracic surgery (VATS) technology, and have continued to develop minimally invasive surgery, which has reduced the length of time patients spend in hospital. Recently we became the first in Scotland to fit a patient with a minimally invasive implantable lung valve, as part of the groundbreaking TRANSFORM clinical study.

In addition, over the past five years, our resection rates have increased from 10 per cent to 25 per cent, meaning more people are receiving and benefiting from this treatment than ever before.

Dementia champions

We would like to say a huge congratulations to Senior Radiographer, Jennifer Buntin, and Charge Nurse, Hayley Doak, for successfully completing Cohort 7 of the Dementia Champions Programme.

Commissioned by NHS Education for Scotland, the Dementia Champions Programme aims to improve the experiences and outcomes for the growing number of people with dementia being cared for in Scotland's acute hospitals.

The graduation ceremony took place at Murrayfield with Minister for Mental Health, Maureen Watt, delivering the welcome address. The team's hard work was also showcased with a poster marking the improvement work at the Golden Jubilee, presented by our Lead Nurse for Dementia, Tilda McCrimmon.



Jennifer and Hayley are our newest Dementia Champions

i For more information on the Dementia Champions programme or the work we do, contact Tilda McCrimmon on extension 4278.

Lesbian, Gay, Bisexual and Trans (LGBT) History Month



February marked LGBT History Month with the theme of Law, Education and Citizenship. This focused on the need for inclusive and supportive education to challenge homophobic, biphobic and transphobic bullying in schools.

This year marked 50 years since the partial decriminalisation of male homosexuality in England and Wales, but only 37 years since it was decriminalised in Scotland. In spite of this, many men prosecuted under these laws are still unable to seek employment in some areas or carry out voluntary work, as their convictions appear on Disclosure checks.

Over the past 16 years, legislation has been passed to allow same sex couples to adopt children and marry, and for trans people to achieve legal recognition.

i For more information about LGBT History, visit: www.lgbthistory.org.uk

Be Health-Wise this Easter

This Easter, NHS Inform are running the “Be Health-Wise” campaign, dedicated to ensuring that ill-health doesn’t spoil anyone’s holiday.

GP practice and pharmacy details

Over Easter, your GP practice and pharmacy opening hours are likely to be different. Make sure you have checked, and collect any repeat prescriptions you may need in plenty of time.

You can check your GP and Pharmacy details by visiting: www.nhsinform.scot/national-service-directory

Emergency Medicine

If you do run out of medicine, and your GP practice isn’t open, there are always ways to get an emergency supply. Use their self-help guide for advice if you’re having difficulty getting the medicine you need.

You can find more info at: www.nhsinform.scot/self-help-guides/accessing-medicines

i For more information, along with tips of what to make sure you haven’t run out of, visit: www.NHSInform/scot/Easter

SAVE THE DATE

‘What matters to you?’

6 June 2017

#WMTY17

‘What matters to you?’ day is being held on 6 June 2017. Save the date and plan now for how you might join in on the day.

The aim this year is not only to encourage and support more meaningful conversations, but also to focus on the action that needs to happen in response to these conversations to deliver the care and support people really need and want.

We know from experience and evidence that the effect of focusing on what really matters to people can lead to improvements in the quality and effectiveness of what we do. Having a better understanding of what is important to people also helps develop relationships that provide the support and help people need to achieve optimal health and wellbeing.

Last year, ‘What matters to you?’ day had more than 520 health and social care teams across Scotland making a special effort to



have more person-centred conversations with the people they work with. In addition to this, more than 100 teams from 13 countries joined our Scottish initiative. You can read more about it in our ‘What matters to you?’ day 2016 report at:

www.whatmatterstoyou.scot

The Scottish Government and Healthcare Improvement Scotland’s person-centred health and care team will also be supporting health and social care organisations practically to participate in the day by providing advice and resources through the website at www.whatmatterstoyou.scot

i To ask questions or find out more, please email the person-centred health and care team at hcis.personcentredscot@nhs.net

Patient Opinion becoming Care Opinion

Over the past 12 years, Patient Opinion has pioneered a new approach for people to share their stories of care, and for staff to learn how their patients feel. Our non-profit service has helped resolve issues, restore relationships, encourage staff and improve services in many parts of the UK.

As health and social care services across the UK continue to evolve and integrate, so we are merging our two services – Patient Opinion and Care Opinion – into a single integrated and simplified service. One online feedback platform will handle stories from everyone, whether they are about health

or social care services. Our new name will reflect this unified approach: Care Opinion.

This new, integrated service will launch on 1 May 2017. Nothing about the service will change until then.

From 1 May onwards, everyone visiting Patient Opinion will be automatically redirected to the new Care Opinion site. Although the site will have a new name and address, it will look more or less just as it does now, and everything will continue to work in the way you would expect.

i You can find out more about Patient Opinion on their website www.patientopinion.org.uk

Celebrity Chef adds some Seasonal Spice for Charity



Our own Chef shared some banter with Celebrity Hardeep Singh Kohli as he took over our kitchen

Just before Christmas, we welcomed individuals diagnosed with breast cancer to a special, one of a kind, festive feast prepared and presented by celebrity chef and stand-up comedian, Hardeep Singh Kohli.

Taking over the kitchen of our Hotel, the TV and radio star prepared a personalised three course meal thanks to the generosity of several donors to Breast Cancer Care.

Bidding at a recent event, the group won an auction for the prize of having the star come to their home to cook for them and friends. Instead, they decided to spread the holiday cheer, giving the prize back to the charity and inviting people affected by breast cancer and volunteers to a festive night out like no other.

Hardeep Singh Kohli, best known for his TV and radio shows and multiple sell-out cookery tours of the UK, worked with the Hotel's Food and Beverage Team throughout the night to prepare the festive feast.

Breast Cancer Care is a UK-wide charity dedicated to providing care, information and support for those affected by breast cancer.

Our Chief Executive, Jill Young said: "We support Scottish cancer patients through our diagnostic and surgical services. With this in mind, it made perfect sense for us to welcome Breast Cancer Care and help them make an evening to remember."

General Manager of the Hotel, Gary Rice commented on the evening saying: "This was

an incredibly kind gesture from some of the amazing supporters of Breast Cancer Care and we were only too happy to host them, offer up our kitchen and do whatever we could to support this worthwhile cause.

"To welcome Hardeep into our kitchen was not only a privilege and a testament to the fantastic facilities and team we have here, but was also great fun for everyone involved. The festive spirit was in full swing, complete with service with a smile as table service was provided by the donors who made the evening possible.

"We were delighted to work with Breast Cancer Care to help support the fantastic work they do for those affected by this terrible disease. We would not only like to thank Hardeep for giving up his time this holiday season to do something wonderful, but the selfless donors who gave up their time and money to make this incredible evening come to life."

Nicolas White, Head of Scotland at Breast Cancer Care, said: "We're so grateful to the Golden Jubilee Foundation for their hospitality and to Hardeep Singh Kohli for cooking for all of the guests.

"Every year more than 4,500 people are diagnosed with breast cancer in Scotland, and that figure is only set to grow. With support from organisations such as the Golden Jubilee and the generous donors, we can be here for more people, whenever they need us."

Scottish Cardiac Society Spring Meeting 2017

The Scottish Cardiac Society Spring Meeting 2017 will take place on Wednesday 26 April 2017 at Dunblane Hydro Hotel, Dunblane.

Open to physicians, surgeons, nurses and allied health professionals working in cardiology and cardiac surgery, the event is free to attend for members and those applying for membership.

Topics covered will include the launch of the new SIGN guideline, what's new in Coronary Intervention and Social Media and Cardiac Education.

i For the full programme and to register please visit scottishcardiac.org/spring-meeting-2017

Smoking and Uniform policies

Staff are reminded that smoking on the grounds of the Hospital or Hotel is not permitted at any time.

Staff who are caught smoking on site or in uniform could be subject to disciplinary action.

i More information on our smoking and uniform policies can be found on Q-Pulse.

i For care, support and information from day one, call Breast Cancer Care free on 0808 800 6000 or visit breastcancercare.org.uk

British Transplant Games 2017

Registration for this year's British Transplant Games is now open.

The Games have been staged annually since 1978 in cities across the UK and the 2017 Games will be held in North Lanarkshire between 27 and 30 July.

As the only hospital in Scotland to carry our heart transplants we are extremely proud to support Transplant Sport's flagship event.

Developed by Maurice Slapack, transplant surgeon, in 1978, the Games see teams from hospitals across the UK come together to compete. Many athletes will also go on to take part at the World Transplant Games.

i For more information on this year's event or to register visit: www.britishtransplantgames.co.uk/

Spiritual Care

Staff are reminded that the rooms in Spiritual Care on level one must not be used for coffee breaks or for eating lunch.

These rooms are used by visitors and staff for praying and for quiet time while visiting the hospital. They are not to be used for any other purpose.

i For more information contact Elaine Barr on extension 5012.

Our Teams...

Clinical Governance



Meet the people behind our Clinical Governance Department

Led by Laura Langan Riach, Head of Clinical Governance, the team is split into two areas, Safe and Effective, and is also supported by administrative staff.

Clinical Governance is focused on how we make sure we deliver safe care to patients that is evidence based and meets their needs.

Like Prevention and Control of Infection – this affects all of us, and is everyone's business. The team make sure that the systems and processes are there to support all services; whilst patients are our key focus, we can't forget about staff and visitors too.

Our focus is on learning, making sure that, if things go wrong we learn from this. It is also essential that we make sure what we are doing is done in the best way, i.e. without waiting for something to go wrong.

Their department aim is to support, promote and empower:

- C**ontinuous learning by
- G**iving a quality service that helps people
- D**evelop safer processes and practices

The Admin Support Team

Maria Breslin, Kay Glancy and Agnes Erskine

Marie, Kay and Agnes work part time in the role of Clinical Governance Assistant. These roles provide administrative support across the department and involve administering various governance forums across the hospital. Each is aligned to an area within the team to provide additional

support to them. Maria is aligned to the Effective team and also supports SPSP Leadership Walk Rounds. Agnes is aligned to the Safe team; providing them support for Speakeasy. Kay also provides administrative support to Laura including diary management.

The **Safe** Team

The Safe team is responsible for supporting management of risk. A big part of this is management of Adverse Events using the Datix system. They maintain the system, help managers in using this and support investigation of significant events. The team also manages patient complaints and all legal claims including any links to the procurator fiscal. We use risk assessment and risk registers as tools to try and proactively manage risk and the team provide support round these linking to Health and Safety for risk assessment.

Lynn Heatley

The safe team is headed by Lynn, Risk Manager, who was appointed in January 2016 and previously worked for NHS Greater Glasgow and Clyde as a Clinical Risk Manager and NHS Argyll and Clyde as Risk and Safety Manager, bringing more than 25 years experience to the role.

Debbie McCard

Debbie is the Risk Coordinator and has 10 years experience in Clinical Governance/ Risk Management. In her role as Risk Co-ordinator, Debbie supports staff with adverse event reviews and has a role to play in ensuring the DATIX system remains fit for purpose.

The **Effective** Team

The effective team is responsible for supporting clinical improvement and effectiveness. This includes support for the Scottish Patient Safety Programme (SPSP) across the hospital and also wider clinical improvement projects from individuals and areas. Effectiveness involves policies/guidelines i.e. is what we do evidence based and do we do it reliably?

Ashley Calvert

The effective team is led by Ashley Calvert, Clinical Effectiveness Manager. Ash was appointed to his role in February 2017, having initially joined us in May 2016 as Clinical Improvement Coordinator. His background is in nursing having worked within various specialties for NHS Lothian for over 15 years and having been a registered practitioner since 1990.

The Effective Team currently has a vacancy following Ash's promotion to manager. This role is focused on supporting frontline staff in improvement working with clinical teams on SPSP and also locally identified clinical improvements.

Scott McPhillimy is spending some time in the team as part of his graduate training scheme.

Paula McPhail

Paula is the Feedback and Legal Coordinator; who started working here in July 2014. Her role deals with all feedback, (complaints, concerns, comments and compliments), legal claims, and Procurator Fiscal enquiries. A focus of the role is how we improve and learn through feedback.

Alison McKay

Alison is a Risk Officer and has been a member of the team since May 2009. Her role involves ensuring the DATIX database is updated flagging up any high or very high incidents to the Risk Manager. Alison works closely with the Risk Coordinator and Risk Manager.

Marie Rush

Marie is the Clinical Governance Officer. Her role involves supporting the data collection and reporting for SPSP; the dissemination of clinical information (i.e. information we get sent to us from national bodies such as SIGN and NICE) and support to the clinical audit database. Eilidh McCabe is temporarily supporting this role.


Equality Outcomes

We are committed to creating an inclusive, respectful environment, where diversity is recognised, valued, and all patients, visitors and guests are treated with dignity and respect.

Our work on ensuring equality, diversity and inclusion is embedded in our culture and is an important to demonstrate our organisational values. We have worked hard to make sure these are visible across the organisation and that we are aware how they influence our behaviour every day.

To allow us to continue to improve in this area, we would like your help to review and comment on our draft Equality Outcomes 2017-20, which can be found at: www.nhsgoldenjubilee.co.uk/files/6414/8854/9702/Equality_Outcomes_2017-2020.pdf

Your input into these outcomes is hugely appreciated, and we want to thank you in advance for taking the time to help us with this important piece of work. If you would prefer to receive a hard copy, you can contact us using the details below.

 Please send any comments or feedback by Friday 31 March 2017 to us at equalities@gjnh.scot.nhs.uk If you would like to do discuss any of the Equality Outcomes please contact David Miller on extension 5039.

Experience Panels



At least 2,000 people with direct personal experience of the current social security system are being recruited to help shape Scotland's new system.

Experience Panels made up of people from across the country who use the current system will give their views on the design of Scotland's new system and how to build and refine a better model.

Registration is now live and people can do so online and by post. A free phone-line is also available for those who do not have online access or need any additional support: 0800 029 4974 (includes language line translation).

Scottish Ministers have made clear they want to reach as many people with recent experience of benefits as possible, and it is crucial to get a wide representation across all of the devolved benefits.

i More information about the Experience Panels is available at: www.gov.scot/socialsecurity

Ben Nevis walkers raise money for Golden Jubilee 'In Kevin's Name'



Friends and relatives of Kevin Maloney went above and beyond to raise money

The family and friends of a man treated for heart failure raised over £6,000 for our services by walking up Ben Nevis, the highest mountain on the British Isles.

Bobbie Patten set about raising money in memory of her partner of 22 years, Kevin Maloney, after being overwhelmed by the level of support and care he received at our hospital.

Bobbie said: "We wanted to donate this money because the staff at the Golden Jubilee did everything they possibly could for Kevin. The nurses kept our spirits high and continually updated us, even when there was little change. Kevin really couldn't have been cared for in a better place".

After feeling unwell whilst on holiday in May 2015, Kevin attended his GP and after routine tests he was admitted to Ninewells Hospital in Dundee where he was diagnosed with heart failure.

Kevin was immediately transferred to the Golden Jubilee for urgent Extracorporeal Membrane Oxygenation (ECMO), a technique that oxygenates blood outside the body, and he was on ECMO for 10 days before he sadly passed away. His family later learned he had an enlarged heart,

which was never previously discovered as he was always generally in good health.

On the first anniversary of his death, Kevin's closest friends and family committed to climb Ben Nevis 'In Kevin's Name'. Debbie Anton, Kevin's step daughter, said: "We could have sat in the house on that day mourning again and feeling upset, but instead we decided to do something positive, something which would help and benefit other patients, something to be proud of whenever we thought of Kevin. Little did we know we would raise over £6,000."

Two of our Critical Care Nurses, Nicola Hart and John Wales, who cared for Kevin, travelled to his home town of Coupar Angus for the cheque presentation. They took part in the quiz night which was organised by Kevin's brother Patrick and the football team in which Kevin played.

Our Nurse Director, Anne Marie Cavanagh added: "Contributions like this £6,000 will make a real difference to the lives of patients, visitors and guests in our care and we are extremely grateful to Kevin's family and close friends for the generosity and kindness shown to the Golden Jubilee. On behalf of all the staff, I would like to offer our heartfelt thanks for thinking about us."

Isle of Man Visit



Recently, we welcomed visitors from the Isle of Man Government and Hospice for a tour of our world-leading facilities .

As part of our commitment to sharing best practice and helping drive forward innovation for the NHS as a whole, our guests were shown around the hospital, and given a first hand look at our Arthroplasty Department, Cardiac Catheterisation Laboratories and our on-site Research Institute.

Our Chief Executive, Jill Young, also gave a presentation on our Quality Framework which provides, at a glance, an assurance of our quality of care for staff, patients and the public.

Director of Quality, Innovation and People

Welcome to Safia Qureshi, our Director of Quality, Innovation and People, who joined Golden Jubilee Foundation in January.

Safia joins us from the Scottish National Blood Transfusion Service, bringing 15 years experience in senior management roles and a background in leading major change programmes, continuous improvement and innovation, as well as strategic collaborative working.



Young People Forum

We recently held the first meeting of our Young People Forum on Monday 20 March. This is an opportunity for anyone, aged 16-24, who work for our organisation to contribute to the overall direction of our services and provide their feedback on key aspects of our strategy.

i If you would like more information, or are interested in taking part, please contact Elaine Barr, Human Resources Manager, by calling extension 5012 or email Elaine.Barr@gjnh.scot.nhs.uk.

Fond farewells

After more than 20 years of service, our team recently held a leaving part for one of our Financial Accountants, Karen Fee, as she moves on to an exciting new opportunity.

We also said goodbye to Senior Nursing Assistant, Ray Brennan, after nine years with the Golden Jubilee. Ray is moving to the Lake District and the team from Ward 3 West joined him to say wish him well in the future.

On behalf of everyone at the Golden Jubilee, we want to wish Karen and Ray all the best in the future!



Christmas Jumper Day



Thank you to everyone who wore their Christmas jumper on Friday 16 December, a total of £157.82 was raised for Save the Children.

The winner of the Woolly Wondrous Sweepstake was Karen Main in Radiology, who won the £30 prize.

THE SOCIAL SIDE

Poetry Corner

We recently received this lovely poem from one of our Cardiology Patients, reflecting on their time at the Golden Jubilee National Hospital.

While they have said they would rather not be named, we would like to take this opportunity to thank them on behalf of all the staff in our Cardiology Department for this kind gesture.

I finally got ma letter

I finally got ma letter
wae ma hospital date inside
and it telt me tae go tae that
bildin that o'er looks the Clyde.

Ye see there's sumthin wrang wae my tikur
an they say a need a stent
so wae ma case in the boot
an ma wife at ma side
in the car, up tae Glasca we went.

A week bit apprehensive...
The understatement o' the year
But it's the no no'in whits gony happen
That fills ye foo o' fear.

So ye sit in yer sexy goonie
An ye watch the cloak on the wa'
An ye hope an pray it's your turn next
When the nurse cums doon the hall.

A shood na huv worried
wan wee bit
cause the staff were he'ven sent
gave me love and care an reassurance
oh' an no firgetting ma stent.

So to all you cardiology folk
from the bottom to the top o' the tree
thanks fir all you did fir me
on my visit to the Jubilee.



If any of you would like to submit stories, poems or artwork for consideration by our team, email

Comms@gjnh.scot.nhs.uk

Bake sale fundraisers

Our Radiology team raised a whopping £540 for Alzheimer Scotland.

In the run up to Christmas, the department raised funds by hosting a bake sale and a hamper raffle which proved to be very popular with our staff.



Fiona Kane (right), from the charity's West Dunbartonshire branch, came in to meet our Radiology team where she was presented with the cheque.

A fundraising bake sale, tombola and raffle recently held in the Conservatory raised an incredible £1,000.

The event was held by Alison Forbes, Cardiology Secretary, to help her daughter Bethany raise funds for the Vine Trust in advance of a visit to Tanzania, where the money will go towards a homebuilding project.



Alison is pictured on the right with Bethany at her side.

Alison, Bethany and family would like to thank all those who contributed in donations for the raffle/ tombola and also those who worked so hard to make the wonderful baking.

They have been overwhelmed by everyone's generosity and of course those who came along and spent their hard earned money on the day.

Although every care is taken with materials submitted, e.g. photographs, no responsibility can be accepted by the magazine staff in the case of loss or damage for any reason whatsoever. Views expressed by contributors are their own and do not necessarily reflect those of the Communications Department or Golden Jubilee Foundation.