

The background of the cover features a dark blue gradient with two semi-transparent images. The top-left image shows a male and female healthcare professional in white scrubs looking at a tablet. The bottom-right image shows four female healthcare professionals in white scrubs gathered around a patient in a hospital bed. A large, bright blue diagonal shape cuts across the bottom-left corner of the cover.

# Clinical Education Team

# Annual Report 2023

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# 2024

# Table of Contents



<b>Table of Contents</b> .....	<b>2</b>
<b>Introduction</b> .....	<b>3</b>
<b>Board wide training</b> .....	<b>4</b>
Resuscitation Training Team .....	4
Caring Behaviours Assurance System (CBAS) .....	5
Dementia Training .....	5
<b>Divisional updates</b> .....	<b>6</b>
Perioperative Department .....	6
Critical Care .....	7
3 East, 3 West, Cardiothoracic Rehabilitation Service and National Services Division (NSD) .....	8
National Elective Services (NES) Wards .....	9
Outpatients Department (OPD) .....	10
Eye Centre .....	11
Interventional Cardiology .....	12
International Registered Nurses (IRN) Programme .....	13
Team working .....	14
<b>Training reports</b> .....	<b>15</b>
Professional development attendance .....	15
<b>Supporting Staff</b> .....	<b>17</b>
Clinical SVQ Programme NHS Golden Jubilee SVQ Centre .....	17
Pre-registration students .....	18
<b>Team successes</b> .....	<b>19</b>

# 1. Introduction



Welcome to the Annual Report for the Clinical Education Team for 2023/2024.

Our International Nurse Recruitment programme continued to be a significant project over this year. We recruited our final cohort of nurses in March 2024 and these staff will transition to their new clinical areas in summer. With the support of the Senior Nursing Team, we opened up the opportunity for our existing Health Care Support Workers within the Hospital with a registered nurse qualification from overseas to participate in the learning alongside the new recruits. This opportunity has enabled these nurses to gain Nursing and Midwifery Council (NMC) registration and join our registered nurse workforce.

We continue to support training at all levels of nursing staff to support workforce plans for the opening of the new Surgical Centre.

There has been significant work in supporting training for staff for new equipment and ways of working over this year and this will continue with the plans for implementation of HEPMA and eRostering over the coming months.

We have welcomed new members to the Clinical Education team, in new roles replacing colleagues who moved to new career opportunities and retirement.

This report highlights the wide and varied work that the clinical education team contributed to the Nursing Department in 2023/2024.

**Eleanor Lang, Associate Nurse Director**

# 2. Board wide training



## 2.1 Resuscitation Training Team

Resuscitation Officer activity remains high for 2023/2024. In addition to our life support courses (Basic, Immediate and Advanced), we continued to support other clinical educators and departments in simulation training and course development. These include Tracheostomy, Internationally Recruited Nurses, New graduate nurses in critical care, Anaesthetic Emergency in Intensive Care Unit (ICU), Extra Corporeal Membrane Oxygenation (ECMO), Electrocardiogram (ECG) training, Cardiothoracic Advanced Life Support (CALS), mechanical Cardio Pulmonary Resuscitation (CPR) training and a variety of initiatives linked to resuscitation or simulation.

Following consultation with the resuscitation service the Medical Physics department purchased a group of new Automated External defibrillators, to support the hospital expansion. In preparation for their deployment an implementation plan including a Training Guide and Train the Trainer sessions have been completed. Targeted groups are currently receiving education on this device prior to deployment.

The Resuscitation Team continue to work with Clinical Governance on a Healthcare Improvement Scotland / Scottish Patient Safety Programme to identify potential learning from cardiac arrests. The first stage of improved resuscitation audit has led to improvement in compliance and discussions with multi-disciplinary groups are ongoing to decide next steps.

Plans for 2024/25 include introducing Immediate Life Support Instructor courses to allow GJUNH staff to train as Immediate Life Support course instructors. This will support the challenges of meeting Resuscitation training needs of our clinical staff.

**Calum Cassidy, Resuscitation Officer**

## 2.2 Caring Behaviours Assurance System (CBAS)

The principles of caring behaviours continued to be evident within teams and departments over the past 12 months. Revised versions of the 2023/2024 Person Centered Care Instrument (PCCI) have been made visible and available in clinical areas for patients, public and staff to see. This is a dedicated framework for describing what person-centered, quality, safe and effective care for patients and staff means to individual teams.

A key driver for CBAS training is the emphasis of caring for staff, focusing on self-care for individuals and teams in order to enhance resilience and improved team working. The main themes of the training include:

1. Recognising own and others need for self-care
2. Importance of resilience
3. Strategies to enhance resilience
4. Resources available within the organisation to help maintain resilience

CBAS training is a 2-day course which runs twice per year and is offered to all staff within the organisation. The focus of the training clearly aligns to the Board's Health and Wellbeing Strategy.

CBAS Facilitator Jacqui Brown continues partnership working with Healthcare Environment Inc. and international colleagues, contributing to international research around concepts of caring science.

**Jacqui Brown, CBAS facilitator**

## 2.3 Dementia Training

Following recruitment of a new Lead Nurse for Dementia in March 2023, we have made significant progress this year in implementing our dementia action plan.

We updated and launched our Board wide Dementia Strategy in March 2024, which clearly maps to the revised National Dementia Strategy.

Several board wide groups have reconvened, including the Dementia Champions meetings and Delirium group. A programme of education was developed for our Dementia Champions to refresh knowledge, and the Best Practice in Dementia Care course for HCSWs restarted.

We participated in the Dementia Awareness week in May 2023 and are developing links with local Alzheimer's Scotland team in West Dunbartonshire.

**Con Gillespie, Lead Nurse for Dementia**



# 3. Divisional updates



## 3.1 Perioperative Department

The Perioperative Clinical Education Team continue to facilitate the Theatre Induction programme for all new Nurses, Operating Department Practitioners (ODP), Assistant Perioperative Practitioners and Theatre Assistants as well as delivering reactive training throughout the department.

A new Assistant Clinical Educator joined the Team in November 2023 giving capacity to support the full skill set of theatre nurses. The International Registered Nurse Recruitment Programme has been a major success for the Theatre Department, with 43 International Registered Nurses (IRN) joining many of the specialties within theatres.

With the planned expansion of the Theatre Department the education team devised a series of educational workshops for new staff. These workshops introduce the learner to the basic skills and knowledge required to work safely within the theatre environment and allow each learner sufficient time to gain competence and confidence in these areas.

This experience is then directly transferable into their daily practice, under the supervision of their preceptor until competency sign off.

Our partnership with the NHS Scotland Academy continues and the department support registered staff to attend the Foundations of Perioperative Practice course, the Accelerated Anaesthetic Programme and non-registered practitioners have participated in the Assistant Perioperative Practitioner programme.

The department continue to support the Student Operating Department Practitioner (ODP) programme. With support from ODP Mentors, the students gain competence in clinical skills allowing them to work in Anaesthetic, Scrub/Circulating and as Post Anaesthetic Care Unit practitioners. In Autumn 2024, 3 student ODPs will graduate and successfully transition into posts within the Department as Registered Practitioners.

The theatre team continue to deliver learning for all nursing staff during the Continuing Medical Education (CME) days. This is a blend of mandatory and specialty-specific training, working collaboratively with the wider Clinical Education Team, medical staff and industry representatives.

**Lisa Parry, Perioperative Clinical Educator**

## 3.2 Critical Care

There has been a high number of Newly Qualified Practitioners (NQP) in Critical Care employed over the course of 2023/2024. The team developed and delivered a 6 months departmental specific training programme to support this cohort of staff. These classroom sessions along with tailored bedside teaching opportunities has given these individuals a fantastic start to their career within critical care. The sessions were evaluated very well and feedback has been that staff feel more 'confident and in control'.

The team are always seeking alternate forms of education support i.e. placing education resources on QR codes and quick learning snippets on 'Learning on the Loo' posters. The initiatives are proving beneficial and have had excellent feedback.

Scenario based training remains a high priority, in particular the CALS (Cardiac Advanced Life Support) for Senior Nurses, which teaches the principles of re-sternotomy in an emergency cardiac arrest situation post cardiac surgery. We work closely with Intensivists, Resuscitation Officers and surgeons to maintain the high standard of teaching.

The Clinical Educators continue to guest lecture at University of Glasgow, teaching pre-registration student nurses many aspects of nursing care post cardiac surgery.

**Lesley Truesdale, Critical Care Clinical Educator**



### **3.3 3 East, 3 West, Cardiothoracic Rehabilitation Service and National Services Division (NSD)**

The Clinical Educator for NSD was seconded to the IRN Programme and a temporary Assistant Clinical Educator has supported the clinical areas throughout 2023/2024.

#### **3 West**

The Day Zero Pathway is now embed into routine clinical practice. The Assistant Clinical Educator continues to deliver staff training on caring for a patient on a day zero pathway.

The Acute Pain Service, with support from the Assistant Clinical Educator, continue working with staff to deliver Erector Spinae local anaesthetic intermittent bolus injections, administered by trained nursing staff in 3west to facilitate the management of post-operative pain.

To ensure, as far as possible, all teaching opportunities were utilised the Assistant Clinical Educator delivered on the ward roll out of new equipment and introduction to new paperwork, patient bedside teaching sessions and classroom session of the Thoracic Study Day which focused on the essential thoracic specific skills.

#### **3 East**

Newly Qualified Practitioners who joined the team in autumn 2023 attended a Cardiac Training day, organised by the Assistant Clinical Educator. This focused on the essential skills required for cardiac surgery nursing and included contributions from a Cardiac Surgeon.

3 East now cares for patients transferred from critical care post-op day 1 following cardiac surgery. This is a significant change in the acuity of patients seen in the clinical area. The Assistant Clinical Educator has been working alongside junior staff supporting them and building their confidence in caring for this level of patient.

To ensure all teaching opportunities were utilised, as far as possible, the Assistant Clinical Educator delivered training on the ward to roll out new equipment, patient documentation and bedside teaching sessions.

#### **National Services Division (NSD)**

NSD had a period of redesign in 2023/2024 and opened a new second unit. This led to an increase in nursing staff numbers. The Assistant Clinical Educator has ensured the new members of staff were assigned to appropriate study days and NQPs participated in the induction process.

Healthcare Support Workers (HCSWs) new to the department are supported within NSD with ongoing development into their role.

**Tracey Mackinnon, Cardiothoracic wards Assistant Clinical Educator**



### 3.4 National Elective Services (NES) Wards

The Education Team within NES wards aim for education to be visible, supportive and to maximise learning opportunities through both facilitated teaching sessions and bedside learning.

A new Assistant Clinical Educator joined the team in April 2023, which has helped the team deliver this objective.

Each of the ward areas within NES have undergone change during 2023/2024, in preparation for the opening of the Surgical Centre, which has seen recruitment at all levels. Due to the period of change, the educators aimed to ensure that both new and existing staff had clarity of their role, understanding of their competencies, demonstrated competence and had confidence in their role. A key aspect of this was ensuring they had access to learning opportunities, as well as knowledge about wellbeing support available in the workplace.

In order to achieve this a systematic induction checklist was used, individualised learning pathways were developed, educators maximised learning opportunities and it was ensured that staff had the skill sets required daily to care for patient needs. An education MS Teams channel was developed to share learning opportunities and materials.

#### Surgical Admissions and Recovery Unit (SARU)

The nursing team are preparing to transfer to the new SARU with the opening of Phase 2 of our expansion. The Education Team are confident the workforce is well prepared in their knowledge and skills, and look forward to supporting this transition.

#### Enhanced Recovery After Surgery (ERAS)

There are a number of improvement projects taking place within Orthopaedics and Day Surgery, with Clinical Educators working closely with staff to help implement change in a structured way.

Both Orthopaedics and Colorectal units have ERAS Nurses who lead on improvement projects within their areas of speciality. Our Clinical Educators are also working closely with these individuals to oversee and implement the required changes for the service.

#### Complex Orthopaedics

Complex Orthopaedics has commenced improvement work in collaboration with the Clinical Psychologist, Senior Charge Nurses, Charge Nurses, Dementia Lead Nurse and Clinical Educators to implement a robust pathway supporting early recognition of delirium and deteriorating mental health

#### Wellbeing

Special thanks to our spiritual care team and Learning and Organisational Development (L and OD) colleagues for supporting the teams through the recent changes.

**Hayley Doak, Orthopaedic/General Surgery Clinical Educator**

### 3.5 Outpatients Department (OPD)

In November 2023 the new Orthopaedic Outpatient Department opened. Prior to its opening, the Clinical Educator was involved in organising education around deteriorating patient scenarios, with the help of the Resuscitation Officer. This was to ensure staff were familiar with the new clinical environment should a patient become unwell.

In the Orthopaedic Outpatient Department, there has been the introduction of a Nanoscope procedure in 2023. The Clinical Educator has supported the education of staff who support the consultant carrying out this procedure.

Registered Nurses and Senior Healthcare Support Workers within Orthopaedic OPD have attended a Casting Course with external trainers 'Essity'. This gave the staff the skills to apply and remove casts, allowing clinics to run more effectively.

ECG MAC VU360 GE Healthcare recorders were rolled out to all nursing staff in OPD, with the Clinical Educator playing a vital part in the implementation of this equipment.

To ensure a consistently high level of care is delivered across the multiple specialities covered by the pre-operative service, the practice of staff rotation has now been embedded. Senior nursing team and the Clinical Educator to support this provide education, when required.

Investing to support the commitment and professionalism of OPD staff continues via the CME education programme. Each month, targeted training is identified for each staff group, along with regular meetings to review and address any areas of concern, to support the wellbeing of our teams.

**Ingrid Barr, Clinical Educator OPD**

## 3.6 Eye Centre

The Eye Centre appointed a new Clinical Educator in March this year, with extensive experience in ophthalmology nursing and education.

The Clinical Educator works closely with the wider nursing team and the Senior Charge Nurses to support and collaborate with both Clinic and Theatre efficiency groups. This collaboration has led to successful standardisation of theatre equipment, yielding significant cost savings for the department.

The Clinical Educator has also been instrumental in the development of new protocols to provide clear guidelines and promote standard operating procedures across the department.

The ophthalmology service continues to expand, which has resulted in a number of successful recruitment drives. The induction of new staff includes a bespoke training package, role specific competencies, 1-to-1 sessions, group work, and workshops. Staff rotation is supported between the 3 clinical areas within the Eye Centre, as this allows staff to learn new skills in order to improve their knowledge and offers a good understanding of the patient's journey throughout their care.

The Clinical Educator continues to support staff in their personal and professional development. We have a staff member currently undertaking the Digital Leadership course and 3 staff undertaking a Quality Improvement project.

The Clinical Educator recently organised an external Scottish Ophthalmic Nurses Study Day at University of Glasgow, which received fantastic feedback. The Clinical Educator is also a Scottish Vocational Qualification (SVQ) Assessor, who supports the NHS Golden Jubilee SVQ Centre.

Our Ophthalmology Assistant Practitioner staff are required to complete a SVQ Level 3 (healthcare) award as a mandatory requirement to their role. Going forward the plan within Ophthalmology is to offer all HCSWs the opportunity to undertake the SVQ award.

The Dementia Champions regularly link in with the Clinical Educator for support with training. They have contributed with the implementation of the new Dementia Strategy and have composed a staff questionnaire to gain insight to the learning needs for staff.

Ophthalmology continue to invest and support staff with targeted education on CME afternoons. These are great opportunities to facilitate scenario-based training, presentations, and the delivery of education sessions to the department. Every month, feedback and suggestions are collected to ensure that we are delivering education based on staff requirements and requests.

**Ailsa Doherty, Ophthalmology Clinical Educator**

### 3.7 Interventional Cardiology

The Cardiology department appointed 2 new Clinical Educators in 2023/2024. This replaced a Cardiology Clinical Educator following their retirement, and the other is a new position covering Cath Labs and Cardiac Day Unit. The addition of the Cath Lab Clinical Educator, allows this clinical area to have a dedicated educator to work with staff to ensure they have the specialist skills and knowledge required.

With the new educators in post, the focus has been on a 'back to basics' approach. This has allowed the Cardiology Education Team to get to know staff, work with them and the senior nursing team, to progress with competency sign off. This helps ensure mandatory training is up to date along with the introduction of new equipment and implementation of new documentation to clinical areas.

There has been several new members of staff joining the department during this time. To support this, the Cardiology Clinical Educator has developed an Introduction to Cardiology study day, delivered as part of the induction process. Members of the multi-disciplinary team support this day, including:

- TAVI (Transcatheter Aortic Valve Implantation) and Structural Heart Service
- Electrophysiology and complex devices (EP)
- Scottish Pulmonary Vascular Unit (SPVU)
- SACCS (Scottish Adult Congenital Cardiac Services)

In order to capture all available teaching opportunities the Clinical Educator delivers short focused education sessions in the clinical areas when possible.

There is a Microsoft Teams Channel that is in the process of being populated as an educational resource for staff to further open up opportunities for teaching.

**Lucy Flaherty, Interventional Cardiology Clinical Educator**



### 3.8 International Registered Nurses (IRN) Programme

A second full time Assistant Clinical Educator was appointed to the team in February 2023 to support the ongoing delivery of our immersive model. Our candidates have achieved high ‘first time’ pass rates in the Nursing and Midwifery Council (NMC) Objective Structured Clinical Examination (OSCE). This enables them to join the registered nurse workforce earlier with no delays due to second or third attempt resists.

Nationally collated data reflects that NHS Golden Jubilee has the highest first time pass rate for IRNs in NHS Scotland, directly evidencing that the model we have refined over the past 2 years is extremely effective and successful.

Over 2023/2024 a further 4 cohorts of IRNs were interviewed and appointed to posts within NHS Golden Jubilee (Table 1).

Table 1 – IRN cohorts

Cohort 4	July 2023	5 (1 HCSW)	Registered September
Cohort 5	September 2023	11 (1 HCSW)	Registered December
Cohort 6	December 2023	10 (2 HCSW)	Registered February/ March
Cohort 7	March 2024	11 (+1 HCSW)	Registered June/ July

We opened up the opportunity for our HCSW workforce who had qualified as registered nurses overseas to participate in this programme. A small number of staff were identified and we ensured that there was clear governance and support from the Senior Nursing team around implementing this. This opened up the opportunity for these staff to join our registered nurse workforce and avenues for career progression which would not otherwise have been available.

We continued to focus on the holistic approach for the IRNs to ensure that not only their educational needs are met, but that they are fully supported to get settled in the local community. There is ongoing pastoral support for all candidates and help to make links to their local cultural communities.

This project ended with our final cohort 7 (March 2024) who completed their learning in late spring 2024. Whilst this model of training has ended, there are opportunities for the learning gained from this project development and implementation to be retained and utilised effectively in the future.

The IRN educator team will take the opportunity to write up this project and the many facets to developing and delivering the course.

**Eleanor Lang Associate Nurse Director**

### 3.9 Team working

As a team, the Clinical Educators support implementation of training across the Hospital and we have kept the opportunities for learning high over the year.

Nurse Induction continues for all Registered Nurses, Operating Department Practitioners (ODP's) and HCSWs. A bespoke induction programme was held for Newly Qualified Practitioners (NQPs) in autumn 2023 with 62 NQPs.

The Clinical Educators also continued to deliver training on new clinical equipment and extended role training. Hospital wide training courses have been reviewed and updated to ensure they meet the needs of our nursing staff and we are using all on line training opportunities available.

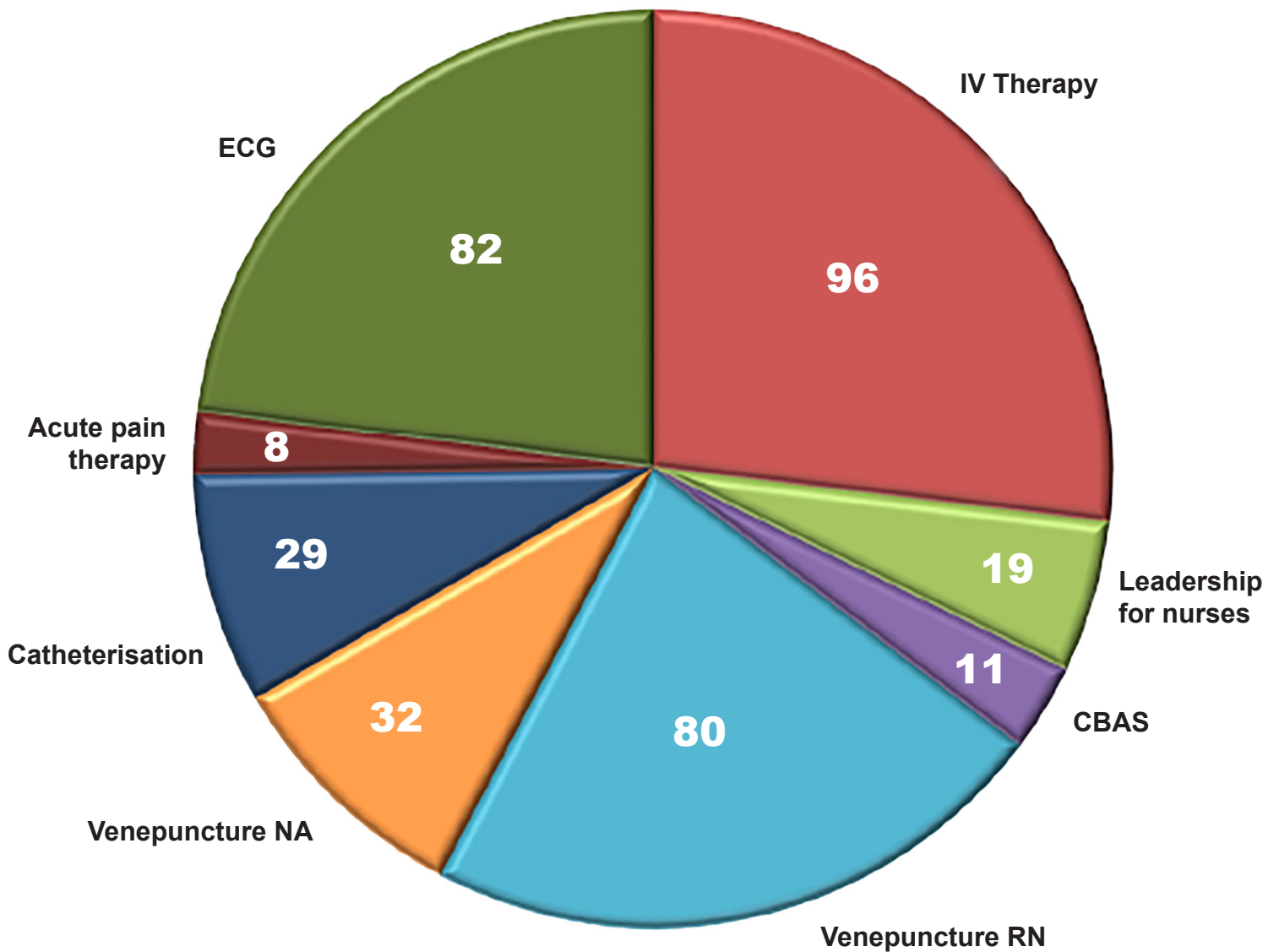


# 4. Training reports

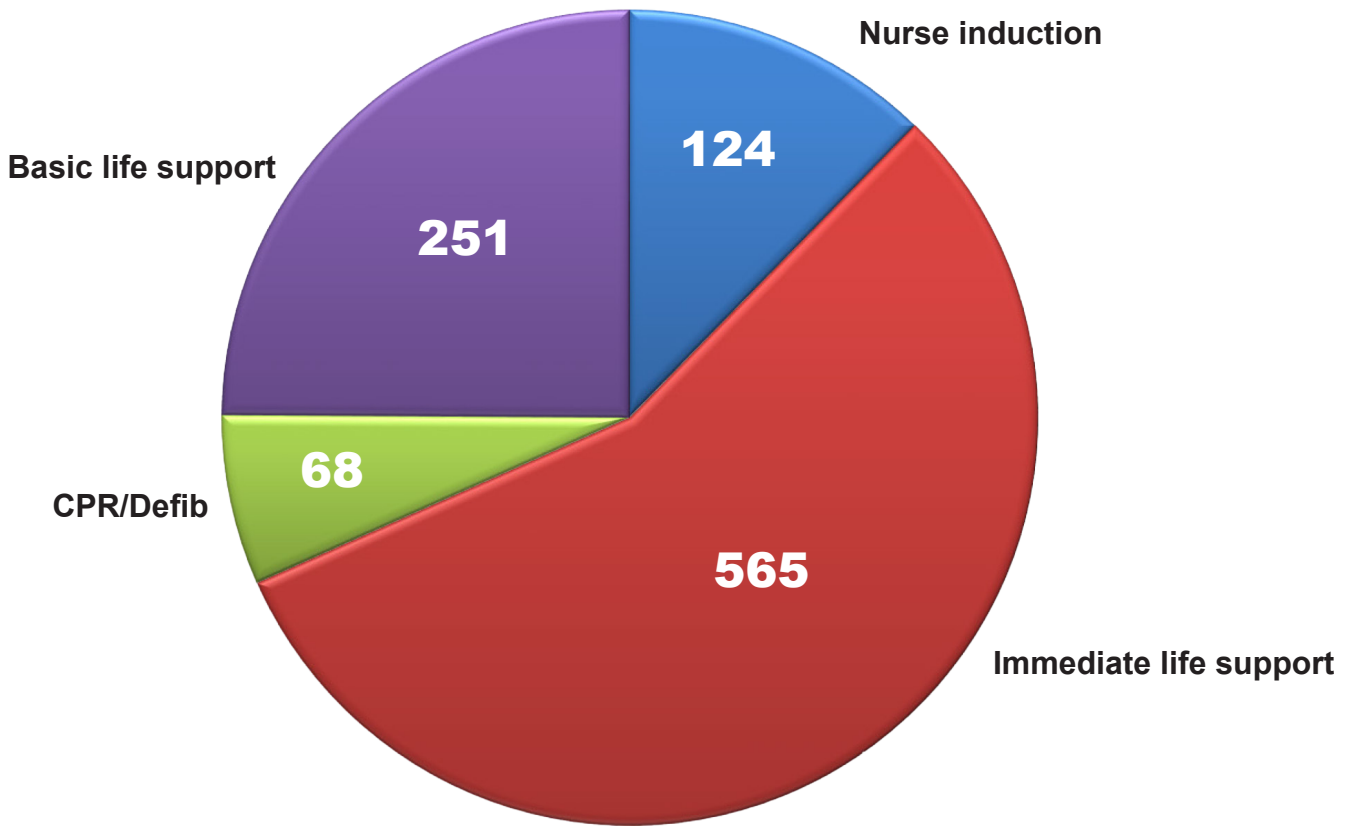


## 4.1 Professional development attendance

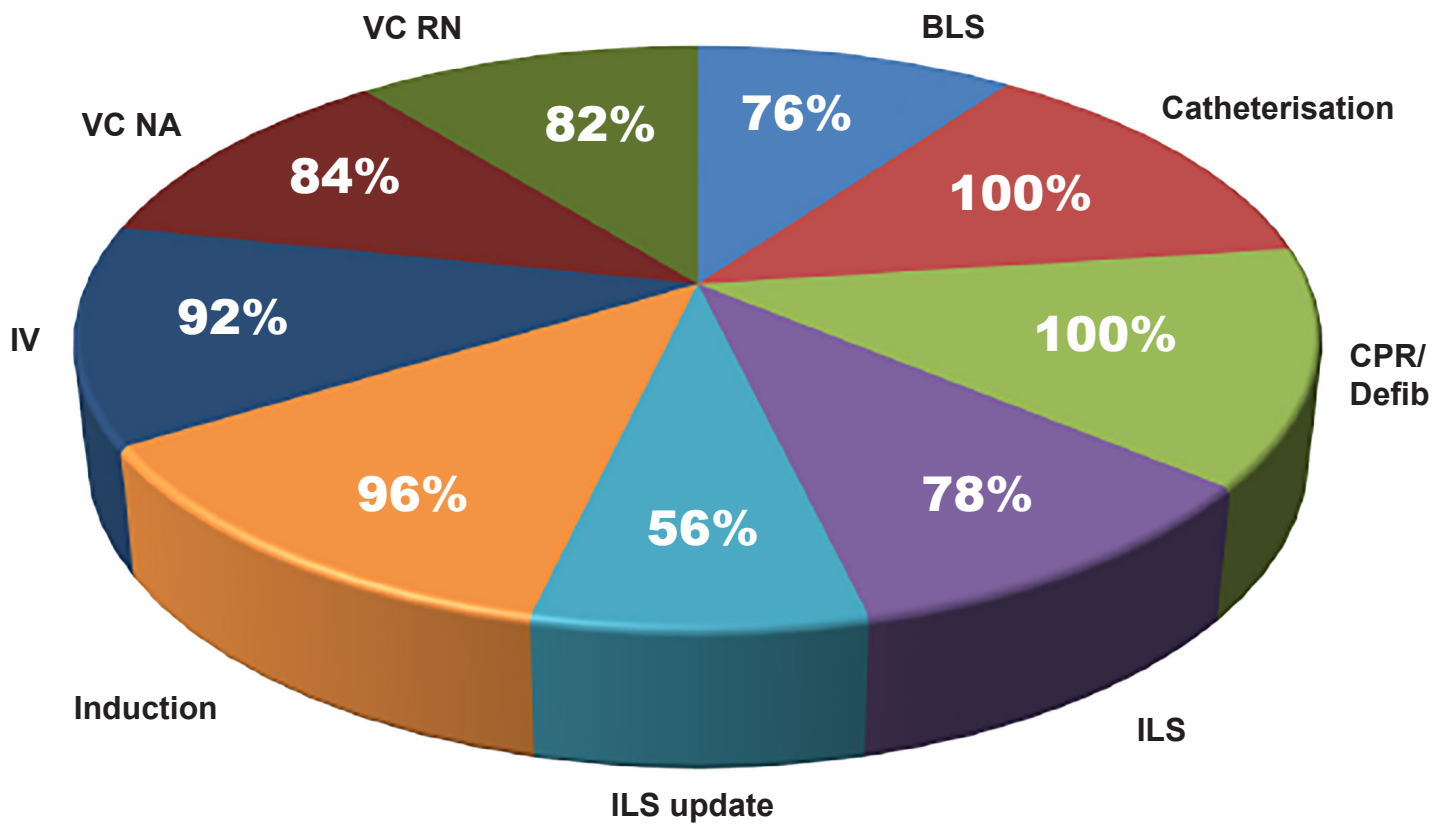
In-house development training 2023-24



**Mandatory Training 2023-24**



**Course Attendance**



Elizabeth Keatley, Clinical Education Administrator



# 5. Supporting Staff



## 5.1 Clinical SVQ Programme NHS Golden Jubilee SVQ Centre

The Vocational Qualifications Team continue to support Clinical Healthcare Support Workers (HCSW) attain nationally recognised qualifications in the workplace. Some of these staff have already progressed to become Registered Nurses and OPDs, successfully securing posts within the Hospital. This is hugely rewarding for all involved.

For other HCSWs, this provides the opportunity to gain accredited recognition for the work they do whilst meeting the requirements of the NHS Education Scotland Development and Education Framework for their role.

By adding the Assessor and Internal Verifier awards to the qualifications we deliver, we have been able to train our own SVQ Assessors in-house. This has made the SVQ Centre more cost effective and sustainable by reducing our reliance on external agencies.

Providing support to our colleagues in the NHS Scotland Academy Endoscopy and Perioperative programmes is ongoing in the provision of Internal Verification for their Assessors.

Last year we had another successful Qualifications Verification visit from SQA for our Healthcare Support (Clinical) awards at Scottish Credit Qualifications Framework Levels 6 and 7.

High confidence was noted in the maintenance of SQA Standards in terms of candidate support, resources and internal assessment and verification. Three areas of good practice identified were assessment planning, high standard of work from both assessors and candidates and comprehensive continuous professional development.

This allowed us to support 12 candidates to gain nationally recognised qualifications with a further 31 scheduled for completion this year.

We are currently exploring the possibilities of again adding to awards we offer, liaising with colleagues at Scottish Qualifications Authority and other areas.

**Lynn Wilson, Clinical Educator Vocational training**

## 5.2 Pre-registration students

The Practice Education Facilitator (PEF) team, continue to support Practice Supervisors (PS) and Practice Assessors (PA) and also link practice with our further and higher education institute partners. All of this ensures the support, supervision and assessment of students accessing practice learning experiences within the board.

We introduced 2 new standalone Practice Learning Environments (PLE) which are now audited and supporting pre-registration student nurses, Hospital at Night and Advanced Nurse Practitioners.

As the hospital expands, we will continue to develop new PLEs for our students.

Our Meet the Director sessions and spoke associated learning experience with Senior Nurses has continued this year and is well received and evaluated by students. We will continue these sessions moving forward.

We continue to monitor student practice learning environment feedback (SPLEF) via the Quality Management of the Practice Learning Environment (QMPLE) system. Response rates have improved and feedback is shared with all teams and actioned as required. We will continue to encourage and support student completion of the SPLEF.

**Emma-Louise Kerr, Lead PEF**



# 6. Team successes



International Nurse Recruitment presentation at NHS Academy / the Nursing and Midwifery Council Symposium - Margaret Hart and Jacqui Brown.



If you have any comments or require further information on our report, please contact [Eleanor.Lang@gjnh.scot.nhs.uk](mailto:Eleanor.Lang@gjnh.scot.nhs.uk)

**Eleanor Lang, Associate Nurse Director**





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