

Jubilee Life

Issue 11

Expansion mascot Kiera
gets down with the kids



Valuing our
volunteers

Boost for
organ donation

**Jubilee's 2020 Vision on track ~ Board Strategy update
Innovative new ways to treat heart attack patients ~ First 'Inspire baby' ~
Hip, hip for AHPs ~ Who are our Movers and Shakers? ~ and much more...**



Foundation for the future

Meeting the demand for services

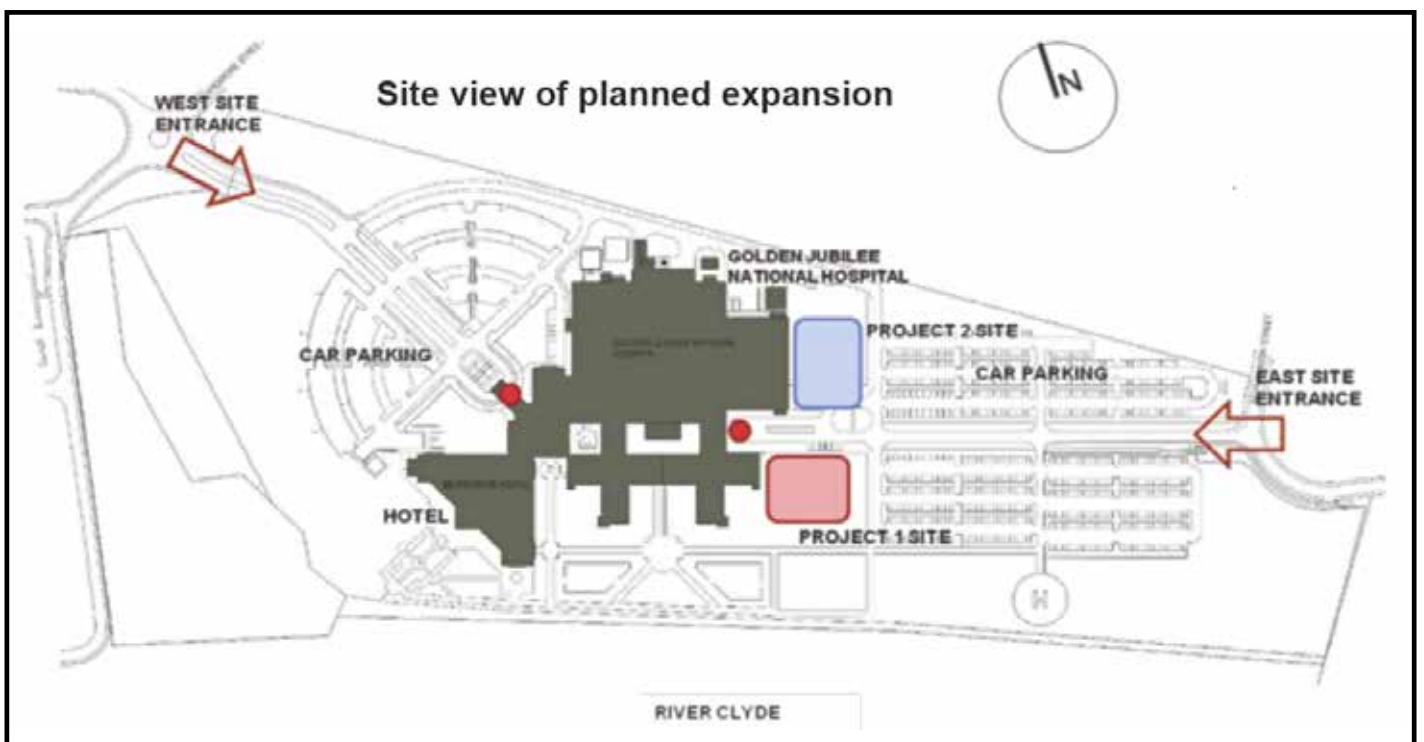
As part of the Scottish Government's investment of £200 million to meet demand for elective procedures over the next 10 years, NHS Golden Jubilee is now focusing on creating an expansion programme to treat more patients than ever before. Our hospital expansion will be delivered in a phased approach subject to necessary Scottish Government approval.

Phase one building work has already started and will deliver a new integrated eye centre which is scheduled to open in July 2020. Phase two will deliver new surgical capacity across orthopaedics and general surgery and increased capacity for endoscopy procedures. This will open in 2021, significantly increasing elective care capacity for NHSScotland.

The key objectives for our expansion are to:

- create sufficient additional elective care capacity for the west of Scotland region to meet the predicted need for elective care by 2035;
- provide innovative patient centred models of care that are both efficient and sustainable;
- provide sustainable workforce models that ensure NHS Golden Jubilee remains an exemplar employer and an attractive place for staff to work;
- reduce or eliminate routine use of the private sector;
- reduce the chances of cancellation of elective surgery and reduce cancellation rates;
- enable delivery of current and future Government guarantees on inpatient / day case waiting times on a sustainable basis; and
- 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".

The image below demonstrates the locations for both phases of the new Golden Jubilee expansion



Delivering more cataracts through collaboration



The planned expansion of NHS Golden Jubilee, as part of the elective centres programme for 'in demand' specialities, has already started.

Building work is underway on the new Golden Jubilee Eye Centre that will specialise in cataract surgery and build upon its role as one of Scotland's largest ophthalmic units, currently carrying out 18-20% of all cataract operations in Scotland.

The new facility will harness the Golden Jubilee ophthalmic model of cataract care that focuses on a team approach that, not only treats more patients, but provides an excellent quality of service and patient experience.

The model, which has been tested in advance, allows optometrists see new outpatients in clinic and enhanced nursing roles have been developed to allow consultants to spend more time in theatre. Consultants are also now working across two theatres which enables them to increase the number of patients receiving surgery.

Our Eye Centre will start treating patients in 2020 and will increase the numbers of patients receiving cataracts year on year in line with projected demand across the west of Scotland. By 2035, the Golden Jubilee will be treating a minimum of 18,000 people a year for cataract



April 2019



May 2019



June 2019



Information evening

Our expansion team recently held a clinical information evening to provide an update on our ophthalmology expansion.

Colleagues from NHS Golden Jubilee and hospitals across the West of Scotland heard about our innovative model of care and patient pathway, viewed artist impressions and watched a 3D fly through of the new Golden Jubilee Eye Centre.



Little builders

Our neighbours from Nursery Times by the River visited our expansion site to meet Kiera, the Kier Construction mascot, and to see the progress of the new Ophthalmology unit.



The children are pictured with Kiera, Programme Director John Scott, Programme Administrator Heather Smith and Clinical Lead Susan McLaughlin

Opt-out system for organ donation gets the go-ahead



Roger Marr, right, with transplant surgeon Phil Curry, is grateful to his organ donor after receiving a heart transplant last year

Legislation to introduce an opt-out system of organ and tissue donation for deceased donors has been passed by the Scottish Parliament.

The Bill was introduced in June 2018 to add to existing measures aimed at

increasing the number of successful donations in Scotland. International evidence suggests that opt-out legislation can lead to increases as part of a package of measures.

Under the new law, if an adult does

“The new opt-out system will add to the package of measures already in place which have led to significant increases in donation and transplantation over the last decade.

“However, in Scotland there are an average of more than 500 people waiting for an organ transplant at any one time so it’s important that we do all we can to improve the lives on the waiting list.

“I would encourage people to continue to make a decision about donation and discuss it with their family.”

Joe FitzPatrick,
Public Health Minister

not opt-in or opt-out of donation they may be deemed to have authorised donation for transplantation. This is subject to the safeguards in the Bill which seek to ensure that donation will not go ahead where it would be against the person’s wishes.

Lancastria remembered



Every year the Golden Jubilee has the honour of hosting Scotland’s annual remembrance event for HMT Lancastria as this is the site of the official memorial

Around 4,000 men, women and children lost their lives when the Lancastria sank 20 minutes after it was bombed by the Germans near the French port of Saint-Nazaire on 17 June 1940 - the largest loss of life from a single engagement for British forces in World War Two and is also the largest loss of life in British maritime history.

The Golden Jubilee was originally the site for the William Beardmore and Sons shipbuilding yard where the Lancastria was built.

Innovative new ways help to



‘Stay in hospital significantly shorter’

NHS Golden Jubilee’s renowned heart and lung team introduced an innovative model of care that allows direct referral and admission for patients who have suffered a high risk heart attack.

Previously, patients presenting with a NSTEMI (Non-ST-elevation myocardial infarction), were admitted to their local hospital and then subsequently transferred to the Golden Jubilee for treatment, which introduces potential delays for the highest risk patients.

Evidence and international guidelines demonstrate that patients presenting with a high risk NSTEMI should undergo angiography and revascularisation within 24 hours of admission to get the maximum clinical benefit.

To achieve this, the Golden Jubilee collaborated with referring hospitals and paramedic crews from the Scottish Ambulance Service to develop detailed NSTEMI protocols and re-design chest pain pathways to ensure high risk patients come direct to the Golden Jubilee.

“Since 2008, the Golden Jubilee directly admitted STEMI (ST-elevation myocardial infarction) patients who need to be treated immediately.

“By implementing this new way of working, the Golden Jubilee extended the benefit of direct admission to those patients in the west of Scotland who present with a high risk NSTEMI heart attack.

“Not only are these patients treated faster, maximising the clinical benefit of treatment, their stay in hospital is consequently significantly shorter.”

Dr Mitchell Lindsay, Lead Consultant Cardiologist

“The Golden Jubilee has proven the benefits of direct admission for this group of patients – a process that is translatable to heart attack care across the UK. This service redesign was awarded the inaugural Innovation award at the National Cardiothoracic Benchmarking Collaborative in London.

“So far we have treated in excess of 600 patients through our cardiology direct NSTEMI service with approximately £1.1 million saving to NHSScotland.

“Although the economic benefits are important, the main winners are patients across the west of Scotland, who can now get home quicker after experiencing faster, specialised care.”

Jann Gardner, Chief Executive

treat heart attack patients

New approach could improve care pathway

Patients with life-threatening heart problems could benefit from a new approach to tracking treatments and outcomes throughout their care.

An e-Registry of electronic health records has already helped cardiologists bring together six care pathways for heart attack patients in the NHS. The e-Registry tracks the treatment and outcomes of heart attack patients, providing new insights into their care.

Over one year, the e-Registry gathered and linked anonymised data for 2,500 'patient events' for people with confirmed or suspected heart attacks and angina episodes at seven acute hospitals across NHS Greater Glasgow & Clyde and the specialist cardiothoracic intervention centre at the Golden Jubilee National Hospital.

Clinical lead for the programme, Professor Colin Berry, Research Director at the Golden Jubilee and University of Glasgow, says the

“The e-Registry has allowed us to analyse hospitalisations for angina and heart attacks across the complex healthcare system of the Greater Glasgow and Clyde area. The e-Registry creates a unique, near real-time tool to show the pathways and outcomes for thousands of patients.

“Armed with that information, changes have already been made to how we prioritise people with certain forms of high risk heart attack, diverting their ambulances directly to the specialist cardiology service at the Golden Jubilee National Hospital instead of a local Emergency Department.”

Professor Colin Berry, Research Director at the Golden Jubilee National Hospital and University of Glasgow

e-Registry has the potential to improve the quality of care for people who have heart attacks across Scotland.

Based on the e-Registry data, a pathway for high risk NSTEMI heart attack patients led by the Golden Jubilee National Hospital has been successfully implemented with the e-Registry system providing evidence of benefits to patients and the NHS.

More than 600 patients judged to need urgent treatment have already been diverted directly to the regional and national heart specialist centre at the Golden Jubilee. The new pathway allowed many of them to be discharged sooner, saving approximately £1.1 million to NHSScotland.

The ACS e-Registry was developed through joint working by NHS Greater Glasgow and Clyde, Golden Jubilee National Hospital, University of Glasgow, Scottish Ambulance Service and AstraZeneca UK Limited, with work enabled by funding from The Data Lab.

Expert group to review governance of Scottish NHS Endowment Funds

Health Secretary Jeane Freeman MSP has appointed a Chair for a new expert group to provide recommendations on the governance of charitable funds in the NHS.

The Project Group delivers the recommendations from the Office of the Scottish Charity Regulator (OSCR) report on the Inquiry into Tayside NHS Board Endowment Funds.

The group will review the governance of NHS Endowment Funds and make recommendations for improvements by the end of 2019.



“I am pleased to announce that I have appointed Julie Hutchison to chair a review of the governance of NHS Endowment Funds in Scotland. Ms Hutchison is an independent specialist in charities governance and will lead an expert Project Group to provide me with a report and recommendations before the end of this year.

“The group will consider how to ensure that those responsible for the management and control of these charitable funds are able to demonstrate at all times that they are acting in the interests of the charity.

“This will involve reviewing current models of structure and operation, the strengths and weaknesses of potential alternative models of governance, and the practicalities of how to deliver improvements.”

Jeane Freeman, Health Secretary

Patient care programme is truly inspirational

Staff celebrate first 'Inspire' baby

Specialists from the InS:PIRE (Intensive Care Syndrome: Promoting Independence and Return to Employment) programme received an extra special visitor in May.

Six-week-old Rex Rainey was accompanied by grateful dad Duncan, who was treated for a cardiac arrest at the Jubilee, and miraculous mum Steph - who helped save Duncan's life.

Staff are proud and delighted that little Rex is the first baby to be born from a patient who attended the Golden Jubilee's InS:PIRE programme since its inception three years ago.

Duncan collapsed when he had a cardiac arrest at home in Glasgow last March and is lucky to be alive today after wife Steph had to give him CPR while awaiting an ambulance.

The 35-year-old spent five days in our Intensive Care Unit

(ICU) and a further five in the Coronary Care Unit (CCU) before having a defibrillator fitted.

Another major plus for Duncan is that he has been able to return to work as an assistant manager with a supermarket chain, which InS:PIRE is designed to help with.

The programme focuses on the social issues and hardships patients may face which traumatic experiences like a heart operation can cause.

Difficulties can be physical, psychological or even financial for the patient or their family members.

InS:PIRE aims to give intensive care patients and caregivers the best chance of rehabilitation and return to normal life and work through follow-up clinics with health professionals and peer support with other patients who have been through similar experiences.



Anaesthetist Phil Henderson, Andy's daughter Lynn, Andy and Senior Charge Nurse Lisa Davey

Handy Andy raises the bar for the Jubilee

AI joiner who almost died on the operating table returned to the Golden Jubilee with a massive cheque to thank staff for saving his life.

Andy Hunter, 57, was having a routine hernia operation in October last year when he took a severe allergic reaction to the anaesthetic and went into anaphylactic shock causing cardiac arrest. Staff managed to stabilise him without the need

for any form of heart surgery, but his health is still vulnerable and he is receiving aftercare through the InS:PIRE programme.

To say thank you for his care, Andy and wife Pauline and daughters Lynn, Susan and Gillian, raised a whopping £3,220 thanks to the generosity of their guests, family, community and local and national businesses at an entertainment night they organised.

“I don't think I would be here today if it wasn't for a series of things.

“First, Steph was there to give me CPR and there was an ambulance crew close by who got to me quickly.

“The emergency doctor who was called out then argued for me to be sent to the Jubilee as this was a specialist unit and I think that decision kept me alive.

“But being able to come back to the InS:PIRE Cohorts really has helped my recovery. It helps you understand what you've been through better and get that peer support from people who've been through the same, as well as the medical care and advice you get.”

Duncan Rainey, patient



Consultant Anaesthetist Isma Quasim, Steph, Duncan and Rex Rainey and Senior Charge Nurse Annette Asher

Pensioner shows he's all heart

An inspirational pensioner who underwent a triple heart bypass operation at the Golden Jubilee returned to say thanks with a massive cheque.

Garage owner Scott Bennie, 78, from Strathaven, received the treatment here last August and spent 12 days in the Intensive Care Unit following additional lung problems.

He ended up spending four weeks in the Golden Jubilee and a further week in Hairmyres hospital in East Kilbride before being discharged. Since then he has received aftercare through InS:PIRE.

And it's this care which inspired Scott and wife Helen, also 78, to raise money for NHS Golden Jubilee by holding a concert and supper night in their local Strathaven Trinity Church, raising a massive £1,480.

Scott said: “I'm really fortunate to still be here and if it wasn't for the amazing staff at the Golden Jubilee I

probably wouldn't be.

“Through InS:PIRE I've been able to get one-to-one sessions and the staff have been able to solve a few problems for me. The staff have also given me a lot of confidence so it's a very worthy thing.”

Charge Nurse Annette Asher said: “Speaking to the patients at the InS:PIRE groups helps us too and

practices based on their feedback.

“It's also great for staff who never see patients again after treating them so it's brilliant to see how great Scott is doing and getting back to his old self and having a decent quality of life again.

“We are so grateful for the donation they have made, it's a fantastic amount to raise from one night.”



Isma Quasim, Scott and Helen Bennie and Annette Asher

Local delivery plan standards

In addition to our Board priorities laid out in our Annual Operational Plan, we are required to continue to deliver against the existing Local Delivery Plan standards.

What we said we would do	Examples of what we have achieved	 Status
Staphylococcus Aureus Bacteraemia (SAB), including MRSA infections, to be maintained at less than 0.24 per 1000 acute occupied bed days.	<ul style="list-style-type: none"> Just six instances of Staphylococcus Aureus Bacteraemia (SAB) during 2018/19. An occurrence of 0.12 per 1000 occupied bed days which is 50% below the trajectory. 	 Green
Clostridium Difficile Infections to be maintained at less than 0.32 per 1000 acute occupied bed days.	<ul style="list-style-type: none"> The Golden Jubilee recorded only one instance of Clostridium Difficile during 2018/19. An occurrence of 0.02 instances per 1000 occupied bed days; well below the 0.32 per 1000 occupied bed days trajectory. 	 Green
Achieve a sickness absence rate of below 4%.	<ul style="list-style-type: none"> The sickness absence rate for 2018/19 was 5.03%. 	 Red
At least 95% of patients on a cancer treatment pathway to be treated within 31 days.	<ul style="list-style-type: none"> During 2018/19, 100% of patients on a cancer treatment pathway were seen within 31 days. 	 Green
Patients to receive an initial outpatient appointment within 12 weeks of referral.	<ul style="list-style-type: none"> 5,989 (83%) patients referred for a heart and lung procedure received their treatment within 12 weeks. 	 Green
90% of patients to be treated within 18 weeks of referral.	<ul style="list-style-type: none"> 1,935 (93%) heart and lung patients referred were treated within 18 weeks of referral. 	 Green
100% of patients to be treated within 12 weeks of decision to treat.	<ul style="list-style-type: none"> 5,990 (83%) patients referred for a heart and lung procedure received their treatment within 12 weeks. 	 Red

Workforce

2020 Workforce Vision

What we have achieved so far

Healthy Organisation Culture

- Over 70% of our teams created an iMatter action plan, helping individuals and teams to understand and improve staff experience.
- Internal and external speakers share their expertise and passions through Equalities Sessions.
- Retained our Top 100 Employer status in Stonewall Workplace Equality Index.
- Human Factors and Quality Improvement training continue to be rolled out to all our staff.
- Our Workforce Policies have been reviewed and developed to ensure that they reflect best practice and enable our workforce to be treated fairly and consistently.

Sustainable Workforce

- Continued to review the skills required to provide safe, effective and person centred care.
- Continued to develop our advanced practice roles.
- Maintained the Ministry of Defence's highest badge of honour – the Employer Recognition Scheme (ERS) Gold Award.
- Maintained our 'Disability Confident Leader' accreditation and continue to work as a 'Disability Confident Employer'.
- Our Training Academies continue to be successful, ensuring a high quality source of staffing.

Capable Workforce

- Developed and implemented an Allied Health Professions (AHP) strategy aligned to the active independent living programme.
- Implemented eESS and TURAS appraisals throughout the Board.
- Embedded our values based recruitment process for senior appointments across NHS Scotland.
- Developed a workforce plan to support phase one expansion. Ensuring that the right staff will be in the right place at the right time.
- Ensure our staff met their mandatory training requirements to safely operate in their role.

Integrated Workforce

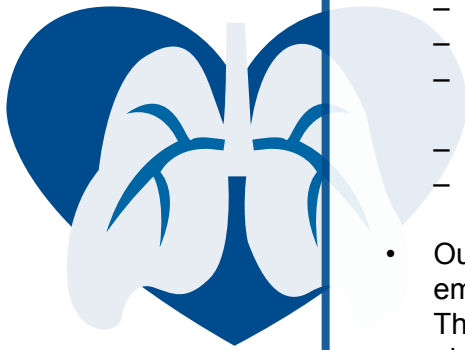
- Delivered sign language training to our staff in conjunction with West College Scotland.
- Supported our first graduate apprenticeship within the NHS Golden Jubilee.
- Continued to work with West Dunbartonshire Council and Job Centre Plus.
- Continued to work with the National Board Delivery Programme and West of Scotland Regional Boards to maximise effective use of resources.

Effective Leadership and Management

- Delivered a fourth cohort of our Regional Leadership programme.
- Participated and developed the new Management Development Programme for National Board employees.
- Supported staff to explore talent management through Project Lift.
- Developed an approach to coaching across the National Boards.

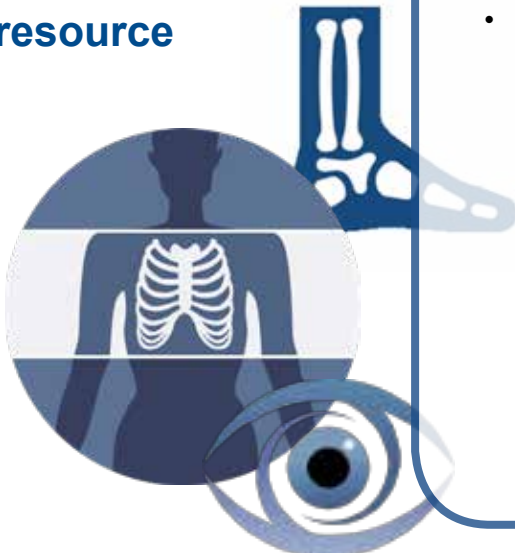
Performance key points

Heart and Lung



- Nine heart transplants were carried out during 2018/19.
- Following a number of successful retrievals using our Organ Care System (OCS) with Donation after Brain Death (DBD) the GJNH retrieval team will expand its use to Donations after Circulatory Death (DCD).
- We continue to participate with the National Organ Retrieval Service (NORS) as part of the formal scout rota.
- As of 9 April 2019 79 patients had been successfully treated with a planned Robotic Assisted Thoracic Surgery (RATS) procedure.
- Our innovative model of care allowing direct referral and admission for patients presenting with a NSTEMI (Non-ST-elevation myocardial infarction) heart attack won the Innovation Award prize from the National Cardiothoracic Benchmarking Collaborative.
- Our Interventional Cardiology Strategy has been approved, outlining the expectation of the future demands on the service and the current ability to react. The key recommendations included:
 - Increasing Cardiac Catheterisation Laboratory (Cath Lab) capacity
 - Improve patient flow challenges
 - Scope requirements for five year strategy to develop as an Interventional Centre of Excellence
 - Develop a Cardiac Physiology Training Academy
 - Develop capacity required to commence extended NSTEMI transformation project
- Our Transcatheter Aortic Valve Implantation (TAVI) service is now embedded with 85 patients being successfully treated during 2018/19. The TAVI service forms a key component of our Structural Heart Service alongside Left Atrial Appendage Closure (LAAC), Mitraclip and Patent Foramen Ovale (PFO) closure.

Elective Care Centres and commitment as a national resource



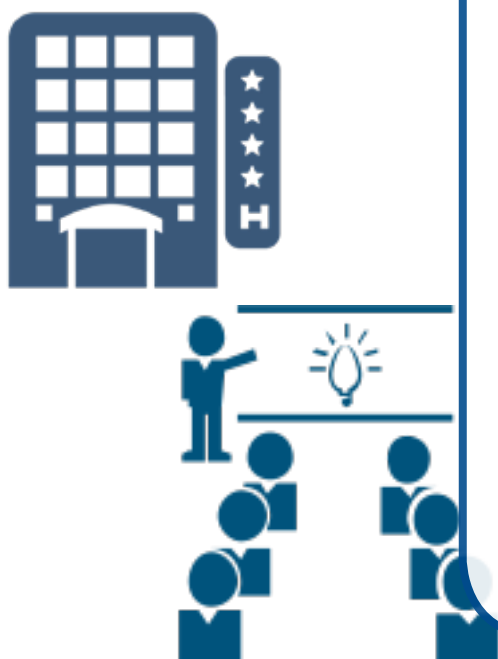
- Our activity plan for 2018/19 included capacity for orthopaedic joints, foot and ankle surgery, orthopaedic 'other' (intermediate and minor procedures), general surgery, plastic surgery, ophthalmology, endoscopy and diagnostic imaging.
- During 2018/19 we carried out 62,550 inpatient, day case and imaging procedures against a target of 48,419 (8.6% above plan).
- Work is progressing to deliver the Golden Jubilee Elective Care Centre programme. The programme is structured in two phases:
 - Phase One – delivery of additional ophthalmology elective care capacity is well underway. Enabling work began in November 2018 with construction starting in January 2019, completion is expected in summer 2020.
 - Phase Two – delivery of additional orthopaedic and other surgical elective care capacity has the potential for initial enabling work to begin onsite from November 2019 with the construction expected to be completed by the end of 2021.

Increasing and supporting Innovation and Research



- The Golden Jubilee Research Institute (GJRI) continues to exceed its research targets.
- The GJRI had two Medicines and Healthcare products Regulatory Agency (MHRA) inspections during 2018/19 with very positive outcomes.
- A Golden Jubilee Research Quality Framework has been created to support fundamental aspects of research governance.
- Our strategic partnerships continue to expand and return excellent benefits. These partnerships with the NHS, industry, academia, innovation vehicles and investors help facilitate the development of our research and technical reputation and encourage economic growth within Scotland.
- The Alpha Defensin project, developing the only UK based Laboratory Service focusing on effective and early diagnosis of prosthetic joint infection, is in progress.
- The Motion Analysis Lab opened in May 2017. Motion analysis is now an established outcome for orthopaedic research projects.

Golden Jubilee Conference Hotel Strategy



- The Hotel was awarded the Scottish Conference Hotel of the Year 2018 and earned the highly regarded Venue Verdict Gold Standard 2018.
- For the first time the Hotel achieved a turnover of more than £5 million during 2019/20.
- We have been successful in our application to join ICCA (International Congress and Convention Association). ICCA members represent the top destinations worldwide and the most experienced specialist suppliers including venues.
- 8,523 rooms were provided to patients and patients' families during 2018/19.
- With most of the infrastructure now in place to deliver the Hotel's 2020 strategy the final phase is focusing on realising the business potential, completing the bedroom refurbishment and developing plans to increase conference and dining capacity.
- A new sustainable investment strategy is being considered as part of a five year financial plan for the Hotel.

Top Chef adds his flavour to new menu

One of Scotland's most respected chefs has injected some innovation into the Golden Jubilee Conference Hotel's new menu, which is "wowing" discerning diners.

Master Chef Willie Pike worked with our Chef Iain Ramsay and kitchen staff to produce an eye-catching menu full of creative dishes that will capture the imagination and tantalise the taste buds.

Among Willie's culinary creations for the new menu is a braised beef dish which features a Scots' favourite – 'Coo in Irn Bru'.

The menu also features healthy options such as the Pan Fried Sea Bass with Chilli Prawns and the Chilli and Lime Coated Chicken Super salad, which aid the digestion system, boost the immune system and help replenishes nutrients into the skin.

To develop the new menu, the Hotel wanted to draw on Willie's years of experience, knowledge and expertise in the food and hospitality industry, during which he has won scores of prestigious titles and accolades, including an MBE from the Queen.

Talented craftsman Willie, who set up his own chef consultancy business in 2009, specialises in chef training, menu compilation and specialist courses and is an expert in modern cooking and fine dining. He is also the founder of the Scottish Chef's Conference.

Hospital staff receive a 20% discount on food in the Hotel.



Hotel Chef Iain Ramsay, left, with Willie Pike

“Willie is one of the best chefs in Scotland. We wanted to tap into his creativity and wealth of experience to spice up our menu and we are delighted with what he has delivered.

“We think customers will love the new dishes we have on offer. They are absolutely delicious and, as part of his brief, Willie has managed to bring a la carte dishes to the menu at affordable prices.”

Bronagh Bell, Hotel Director



“I've been absolutely delighted to be involved with the Golden Jubilee which already has a fabulous reputation. My challenge was to review and take the menu up a level and I think myself and the brilliant team here have done that.

“Scotland has a fabulous reputation for great produce so it's about making sure that what we do - we do it well.

“We want to have the best of the popular meals diners like, but we also want to deliver some innovative and different dishes incorporating some of Scotland's clever ingredients.

“Our job is wow our customers and hopefully exceed what they expect and I think this menu really delivers.”

Willie Pike



Hotel is Scotland's 'Most Accessible'



Hotel Manager Denis Flanagan with the awards

The Golden Jubilee Conference Hotel was named Scotland's 'Most Accessible' at the industry's top awards night.

Two members of staff also lifted prestigious titles at the Scottish Hotel Awards in Glasgow on 28 April 2019. Denis Flanagan, who was recently promoted to Hotel Manager, was named as Scotland's Food and Beverage Manager of the Year, while Chef Garry Gault received the accolade for Banqueting Chef of the Year.

As an NHS and public sector venue of choice, our Hotel prides itself on the level of accessibility it provides all guests, customers and delegates. All staff also have equality and diversity training.

Our four-star venue, which was named Conference Hotel of the Year at the 2018 awards, was once again

“We are very passionate about catering for people of all abilities here at the Golden Jubilee Conference Hotel.

“We constantly review and invest in accessible features within our facilities and services, so I am absolutely delighted this has been recognised on a national level at these fantastic awards.

“Our staff are among the most dedicated team in the business and go the extra mile for guests, customers, and delegates, always striving to deliver the best possible service.

“I'd like to congratulate Denis and Garry on their individual wins and Margaret and Sasha for winning the Regionals and making the shortlists for the National titles.

“It's very much a team effort at the Golden Jubilee and all of our staff deserve great praise for their hard work, professionalism and dedication to top class customer service.”

Bronagh Bell, Hotel Director

shortlisted for the top award after winning the Regional Glasgow title in January.

As well as Mr Flanagan and Mr Gault, Sasha Paton was nominated for the Duty/Operations Manager of the Year title and Margaret Young was up for the Banqueting Individual category.

Proud to join prestigious ICCA Family

The Golden Jubilee Conference Hotel has joined the globally renowned International Congress and Convention Association (ICCA).

We are now proud members of the ICCA family and are becoming actively involved in this specialist association.

This distinguished community includes top international conference destinations, suppliers and venues within the international meetings industry and offers a range of initiatives to allow us to grow as one of Scotland's leading venues.

These links will continue to raise the profile of the Golden Jubilee with our industry partners, as well as potential future clients based across the world.

Our membership will enable us to promote the venue under the ICCA umbrella as well as make use of an extensive knowledge base and expertise targeted towards the associations' meetings sector.

With the Hotel's ties to NHS Scotland, we host a large number of healthcare events each year, continually striving to build relationships and bring conferences to our venue.



“We facilitate a large number of NHS and healthcare events each year, continually striving to build relationships and work with the various medical associations across the country, and internationally, to bring conferences to our venue and Scotland.

“I am confident that by joining ICCA, our membership will help to increase the number of international conferences that are attracted to the Golden Jubilee Conference Hotel, and also continue to raise the profile of the venue with industry partners.

“The Golden Jubilee Conference Hotel looks forward to developing links and enjoying future successes within the ICCA family.”

Bronagh Bell, Hotel Director

First anniversary for AHPs – hip, hip!

We celebrated the first anniversary of our Allied Health Professionals (AHP) Strategy which focuses on the health and wellbeing of our patients and staff.

Our radiographers, dieticians, physiotherapists, occupational and speech and language therapists work with patients and colleagues to help them live healthy, active, independent lives through person-centred care.

One of the key improvements in the first year has been extended hours for occupational therapy, which means patients spend less time in hospital.

West Dunbartonshire MSP Gil Paterson also put in a motion of congratulations at Holyrood for our Cardiac Physiotherapy team, which carried the UK's first mobilisation of a patient on a balloon pump.



International Nurses Day is a special day to celebrate the work and commitment of the Nursing profession – a cherished part of our NHS.

Nurses across NHSScotland work every day caring for the people of our nation and this year NHS Golden Jubilee used the celebration to launch the [#SpringintotheFuture](#) programme.



Lead Practice Education Facilitator Lorraine Allan also bravely spoke on video about the day is all about. You can watch it at www.youtube.com/watch?v=k57z5yxQA5w



#NursesDay
#SpringIntoTheFuture
#TeamJubilee
#TeamJubilee
#NHSScotland

Board strategy update

Following a period of engagement with staff, our Board have now set the future direction of NHS Golden Jubilee by approving our Board Strategy. Thank you to everyone who took the time to tell us whether our priorities and focus were right or not. A summary of the main issues raised is below.

What you told us

There is not enough content on values within the document and how these underpin everything we do.

We will be adding a dedicated values section within the Board Strategy document.

The document has not been explicit about Scottish Health Innovations Limited (SHIL) on the innovation agenda.

Continued collaboration with SHIL will be part of the Innovation work stream.

There's no reference to the site master plan in the document.

Although not explicit in the Board Strategy Document, the site master plan will be used in a number of work streams, especially the expansion programme.

Could the Training Academy be expanded into estates training?

The Academy model could be used in a number of disciplines. This will be taken forward as part of that work stream.

There's no reference to parking or transport arrangements which will make this strategy sustainable and minimise the impact of expansion on the local community and businesses.

Our Travel Plan Group, led by our Director of Quality, Innovation and People, is looking at all aspects of travelling to and from the Golden Jubilee.

Car parking

This important issue is being considered by both the Travel Plan Group and the Expansion Programme. We will keep you up to date about our plans for car parking as well as potential alternatives to car use.

We should incorporate the ethos and ambitions of the Health Promoting Health Service programme into all relevant aspects of our work, supporting health equalities.

We will be adding this to our Board Strategy document.

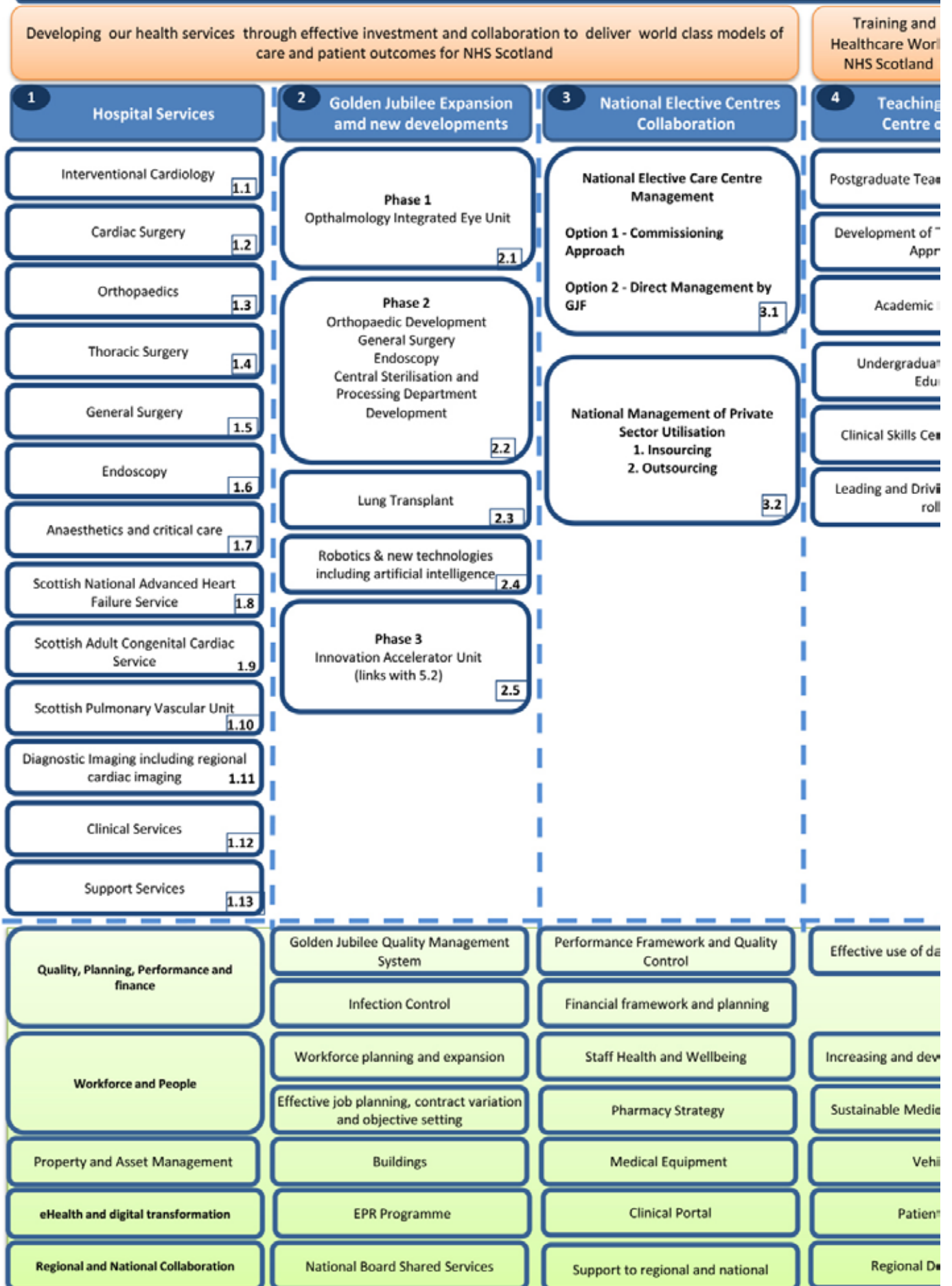
Visible leadership – Create more open lines of communication between Executives and Clinicians to help decision making.

Our Executive team will join as many department meetings as possible on an ad-hoc basis so that you can ask questions and raise issues. We will also organise a staff conference every six months, where our Chief Executive and Executive team will highlight our progress against our Board Strategy and any emerging issues.

What we're going to do about it

Golden Jubilee Foundation Board

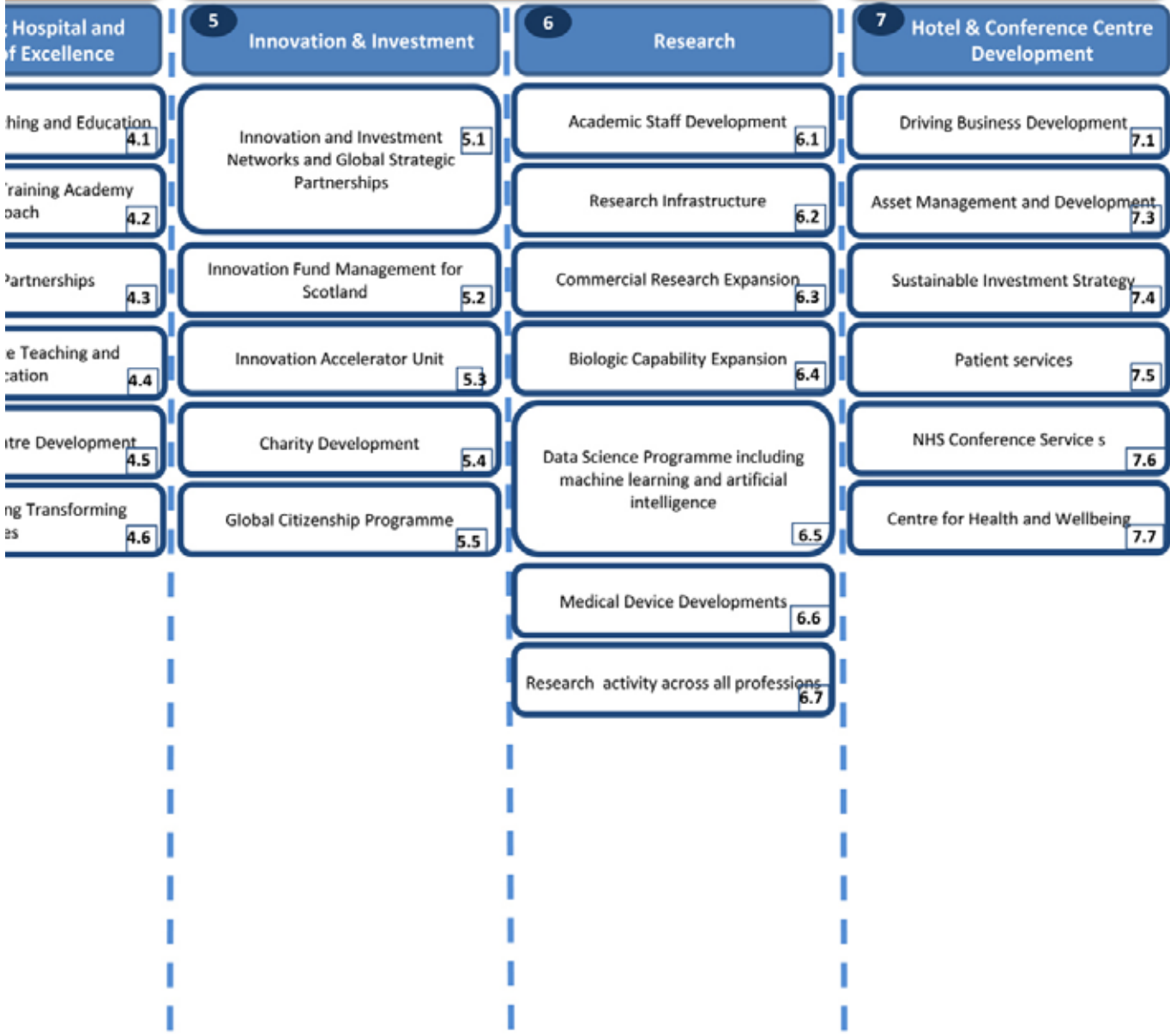
Our strategic priorities align with the



Strategic Development Map

Overarching values of our organisation

Developing a workforce to deliver models of care | Investment in world class research and innovation to transform models of care and patient outcomes | A unique Hotel and Conference Centre for NHS Scotland patients and staff



Our Strategy at a glance

Our Board Strategy has been developed through a range of workshops and engagement events with internal and external stakeholders during 2018 and the beginning of 2019.

This has led to the development and agreement with our Board of seven strategic workstreams:

1. Hospital Services
2. Golden Jubilee Expansion and new developments
3. National Elective Centres Collaboration

4. Teaching Hospital Status and Centre of Excellence
5. Innovation and Investment
6. Research and Development
7. Hotel and Conference Centre

These seven workstreams are supported by a further five cross-cutting workstreams:

- Quality, Planning, Performance and Finance
- Workforce and People
- Property and Asset Management
- eHealth and Digital Transformation
- Regional and National Collaboration

Feedback

We welcome your feedback and are keen to know what you think

If you would like to comment on any of the issues featured in Board Strategy, please:

- complete the form below and return it to the Communications Department (level 5) or
- email comms@gjnh.scot.nhs.uk

Name (optional)

Department (optional)

Comments:

What happens now?

We now need to make sure that we have the most effective structure in place going forward to support our Board Strategy, as well as delivering a service that reflects patient needs and expectations, as well as those of wider NHSScotland.

The recommendations could result in some reporting lines or department alignments changing. If this does happen, we will ensure that any affected staff are fully engaged in this part of the process and have the support of our Human Resources (HR) team and partnership representatives.

Read the full Board Strategy at <https://goldenjubileefoundation.org/publications/strategies> (needs uploaded)
For more information, contact Gareth Adkins, Director of Quality, Innovation and People on extension 5263.

Shining a light on collaboration

NHS Golden Jubilee was out in force at the NHSScotland Event 2019.

As well as our Foundation and Conference Hotel stands in the exhibition hall, we had two entries in the poster competition and participated in one of the main spotlight sessions on day one.

Our main stand was in prime position to highlight how we deliver care through collaboration and the Hotel used their stand to highlight the benefits of booking direct and keeping conference business within the public sector.

Our poster entries focused on progressing enhanced recovery within orthopaedics and the UK's first balloon pump patient mobilisation.

In the spotlight session, Christine Divers shared our experience of improving patient flow to help waiting times and Julie King spoke about reducing the number of cancellations to deliver for our patients.



Chair Susan Douglas-Scott, left, and Chief Executive Jann Gardner, right, with Health Secretary Jeane Freeman at the NHS Event



The Orthopaedic Enhanced Recovery team with their poster



Senior Physiotherapist Natalie Lambie with her team's poster

Continuing to Invest in Young People

NHS Golden Jubilee has retained its Investor in Young People Gold accreditation.

The first NHSScotland organisation to be recognised at the highest level, we were first accredited in 2017.

The award recognises organisations that invest in particular areas of youth employment, attraction and recruitment, support and development and retention.

Maintaining the award means ensuring a progression from having principles and practices in place, through to management of young people being fully integrated with other business practices.



**INVESTORS
IN YOUNG
PEOPLE**

**GOOD
PRACTICE
AWARD
GOLD**

“The Investor in Young People programme provides an excellent framework to recognise our efforts in this area and enables us to continuously improve and develop our approach to equality for all, no matter what your age may be.

“At NHS Golden Jubilee, we pride ourselves on our inclusive attitude and behaviours. We have put in place a range of policies and procedures to ensure that we can continue to include and involve staff of all ages in everything that we do.”

Elaine Barr, Recruitment Manager

Jobtrain SOLUTIONS

e-recruitment made easy



Recruitment is going digital

All recruitment at NHS Golden Jubilee will be going online when Jobtrain, the new national recruitment system, goes live later in the year.

The Golden Jubilee will have access to the system from 1 July 2019 and, following local testing and training for the Recruitment team and all recruiting managers, we will go live on the system in September.

The new system will change the way our vacancies are progressed through the recruitment process.

Recruiting managers will be able to monitor the number of applications, shortlist as they are submitted and track progress of successful candidates from job offer to start date agreement.

Candidates need to create a free account where they can save their personal information, their previous applications are then saved in the system. This means that when they want to make a new application they can simply call up that information and amend it.

“The initial feedback from the pilot sites is very positive.

“Jobtrain provides a much more efficient experience for both recruiting managers and candidates speeding up the whole process from advert to new starter”.

“Recruiting managers will be able to access all relevant information about each post and candidate when they login. They will also be able to track the progress of the successful candidate once a job offer has been made.”

“The online application process appears to have improved application rates in the pilot Boards, with anecdotal information coming from the pilot boards that application rates for some previously difficult to fill posts have significantly improved.”

Elaine Barr, Recruitment Manager

For further information, contact Elaine Barr, Recruitment Manager, on extension 5012.

It's all about People

Once a vacancy has been approved by the Workforce Review Group, the recruitment process will be as follows:

- Vacancy will be added to the new system by the recruitment team
- Recruiting managers will be identified within the system
- Candidate applications can then be tracked within Jobtrain by the recruiting manager
- Shortlisting will be available through the system and can be completed either as applications arrive, or following the closing date and is carried out on-line.
- Once the shortlist has been completed, candidates are invited to interview. Communication with the candidates is via email, reducing the need for letters to be sent out by post.
- Following interview, Jobtrain is updated by the recruiting manager. This is then reviewed by the recruitment team who will then generate an offer.
- Offers are conditional and at the initial stage no contract is sent. This is a change to our current process.
- Once applicants complete the pre-employment checks, an unconditional offer, including a contract and confirmation of a start date, is sent to the candidate.
- All of the steps of the pre-employment process can be followed on line with recruiting managers able to view candidate progress.

Shops on NHS sites take lead in promoting healthy diet

The sale of high-energy drinks to under-16s has been banned in hospital retail units. The restriction will apply to drinks with an added caffeine content of more than 150mg/litre.

The change is the latest update to the Healthcare Retail Standard – a set of criteria which all retailers operating in NHS sites in Scotland must adhere to. It aims to increase the amount of healthier food and drinks in shops in NHS buildings, with tighter rules around what can be promoted.

The move will be matched by all NHS-run catering sites.

New restrictions on baby food are also being introduced to ensure healthy eating behaviours are instilled at the earliest possible stage. Products will have to contain no added sugar or salt and be unsweetened.



Background information:

The HRS was devised in partnership with NHS boards, NHS Health Scotland, NHS National Services Scotland, the Scottish Grocers Federation, leading hospital retailers AND the Scottish Government in consultation with Food Standards Scotland. By November 2017, all 102 stores in Scottish hospitals had achieved the HRS.

The Consumer Information Regulation (EU) 1169/2011 which came into force in December 2014 contains provisions regarding the labelling of beverages with an added caffeine content of more than 150 mg/litre. The labelling of energy drinks must include the following: 'High caffeine content. Not recommended for children or pregnant or breast-feeding women.' The warning is followed by a quantitative indication of the product's caffeine content. This approach has been adopted universally across the EU, but was applied voluntarily by industry in the UK from 2010.

Safe NHS staffing law passed

Health And Care (Staffing) (Scotland) Bill passes Stage 3

Legislation to support staffing across health and social care services has been passed by the Scottish Parliament.

The Health and Care (Staffing) Bill is the first comprehensive multi-disciplinary workload and workforce planning legislation in the UK.

The new law will result in high-quality care and improved outcomes for those using health and social care services. It will also embed openness in decisions about staffing across all clinical staff groups.

Staff members involved in assessing immediate staffing requirements will receive appropriate training to help them effectively consider this.

Background

The Health and Care (Staffing) (Scotland) Bill was introduced to Parliament on 23 May 2018. Its aim is to provide a statutory basis for the provision of appropriate staffing in health and care service settings, thereby enabling safe and high quality care and improved outcomes for service users.

The Nursing and Midwifery Workload Workforce Planning Programme has been working with NHS Scotland for a number of years on the development of a suite of ground-breaking workload planning tools.

These tools use rigorous statistical analysis to calculate the number of nurses or midwives recommended for the workload and have been tested extensively across NHS Scotland before being confirmed as fit for purpose.

“This is an important Bill that will promote safe staffing across our NHS and social care services and, in doing so, improve patient experience.

“It will ensure that the right people with the right skills are in the right place at the right time.

“Being open about decisions on staffing allows health boards to allocate staff efficiently and effectively. I want staff to feel engaged and informed about decisions relating to staffing requirements and feel safe to raise any concerns about staffing levels.

“I would also like to thank our key partners across the health and care sector for their constructive engagement with us and for their considerable input in this new law. We will continue to work with them to ensure this legislation is implemented effectively and drives positive change.”

Jeane Freeman, Health Secretary

Spotlight on: electronic Patient Record (ePR)



Our ePR programme is well underway with various different projects being designed and built for use by all staff who currently use paper case notes. This will result in significant changes to the way that we work on a day to day basis.

The ePR team is made up of application specialists and clinical leaders from each area.

Working in collaboration with affected staff, the ePR team is overseeing and progressing the necessary work and training to ensure successful delivery of the new systems.



Have a question for the ePR team? You can contact them by emailing eprenquiries@gjnh.scot.nhs.uk

SyncroPhi

SyncroPhi is a patient observation recording and review system automatically calculates the National Early Warning Score (NEWS) with action prompts and historical review digitally.

Integrating with other ePR systems like Clinical Portal and Regional Portal, it provides clinicians with access to real-time vital signs monitoring (which can be accessed remotely) and even produces a PDF graph at patient discharge.

A central console at nursing station highlights the status of all observations and NEWS scores and can even be tailored to only show those patients being managed by an individual nurse.

We have now fully rolled out SyncroPhi to almost all inpatient wards.

Phase three of SyncroPhi roll out will begin in the near future to integrate NEWS2 scoring.

Regional Portal

Regional Portal links the Clinical Portals in NHS Golden

Jubilee, NHS Greater Glasgow & Clyde, NHS Ayrshire & Arran, NHS Dumfries & Galloway and NHS Lanarkshire with read-only views of patient data.

Evaluation suggests that 1 in 10 inpatient encounters across the West of Scotland have been positively impacted by clinicians' ability to see a more complete picture of the patient's clinical record.

Phase two of the project has now been commissioned and will be piloted with Ophthalmology in June 2019.

This will facilitate:

- Clinical portal bi-directional access between NHS Golden Jubilee and the North of Scotland Care Portal (NHS Highland, NHS Grampian, NHS Shetland and NHS Orkney).
- Remote patient search between each of the clinical portals to search for patients who do not exist with the local instance.
- Clinical portal bi-directional access between the Golden Jubilee and NHS Forth Valley.
- The East of Scotland Clinical Portal allows staff access to view patient clinical and administrative information from NHS Lothian, NHS Fife, and NHS Borders.

Order Comms

Orders Comms is a web-based application that enables clinicians to efficiently create, view, and manage the laboratory cardiac physiology and radiology tests, as well as allied services and supplementary items that make up a patient's electronic order.

Order Comms has already been rolled out throughout the hospital for the majority of radiology and laboratory order sets.

The next phase of Order Comms will focus on those areas where paper requesting is still required.

TrakCare e-Outcomes

Part of our patient administration system, TrakCare eOutcomes for real-time electronic recording of patient clinical outcomes at outpatient appointments enables easier management of patients on waiting lists and for inpatient appointments.

TrakCare e-Outcomes is being rolled out to replace the e-form system by September 2019.

The roll out has already been completed in Orthopaedics. Ophthalmology and Arthroplasty will be implemented by July 2019, followed closely by Cardiac Surgery and Thoracic Surgery.

Medicines Management

Medicines Management improves the medicine reconciliation process with electronic production of the Immediate Discharge Letter and its automatic transmission to Pharmacy.

Roll out is already complete for Cardiac Surgery, Thoracic Surgery and inpatient Cardiology, with Orthopaedic Surgery is imminent.

ePathways

Accessible within Clinical Portal for staff with access rights, ePathways will enable a significant reduction in paper documentation within the patient record.

The current paper Integrated Care Pathway (ICP) and risk assessments are being transferred into an electronic format which links to our TrakCare patient administration system.

Electronic pathways and datasets have been developed for Ophthalmology, Orthopaedics, Cardiology, Thoracic and Cardiac specialties, with General Surgery and Endoscopy pathways to be commissioned in the future.

Ophthalmology and Orthopaedics will be the first two pathways to go live. Kick-off meetings with clinical staff are currently being scheduled and implementations are scheduled for early 2020.

New MRI scanner to support cardiac imaging



Our patients are already benefiting from a new Magnetic Resonance Imaging (MRI) scanner that will deliver over 2,400 scans a year.

The replacement scanner is supporting cardiac imaging and research for our national and regional heart and lung service. It will also be used to provide general MRI scans to help NHSScotland's waiting times commitment.

The new scanner will ensure a full diagnostic evaluation of cardiac patients with conditions including but not limited to:

- Heart Failure,
- Ischemic Heart Disease,
- Myocardial Infarction/Scar,
- Cardiomyopathies,
- Myocarditis,
- Valvular Heart Disease,
- Cardiac Mass,
- Pericardial Disease, and
- Atrial Fibrillation.

NHS Golden Jubilee has experienced an 88% increase in the number of imaging exams carried out over the last six years, with MRI being one of those continually in demand.

“The new MRI is the most up to date, state of the art technology which provides excellent image quality, improving diagnostic visualisation for our patients.

“By investing in diagnostic imaging, the Golden Jubilee will assist NHSScotland with providing sustainable services for the future, allowing us to have an even greater impact in diagnosing, treating and monitoring long term health conditions, including heart disease and cancer.”

June Rogers, Director of Operations

Volunteer Newsletter

June 2019

Issue 5

inVOLved



More caring, listening and sharing as spiritual care volunteer service expands

NHS Golden Jubilee has increased its pastoral care service, benefiting even more patients and families than ever before.

The pastoral care volunteer service began in 2008 with just four volunteers, and now boasts 11 dedicated 'caring, listening and sharing' volunteers.

Pastoral care volunteers support patients at their most vulnerable. They are motivated and caring as well as having the ability to listen, empathise and share time with patients.

Beth Anderson, from Old Kilpatrick, began volunteering at the Golden Jubilee to give something back to the local community when she retired.

Having started out on the volunteer 'meet and greet' desk, she added on additional volunteer duties before choosing to focus solely on pastoral care.

Now the longest serving pastoral care volunteer, Beth has been part of NHS Golden Jubilee's volunteer family for 10 years and has no intention of giving up.

Young volunteers

The Young Student Programme is scheduled to start again in the autumn.

We will be accepting students who are considering careers in health sciences, medicine and nursing.

With five schools are participating this year, the programme has both September and October sessions, with students attending on either a Tuesday or Wednesday morning.

We look forward to welcoming students from Clydebank High, St Peter the Apostle, Dumbarton Academy, Vale of Leven Academy and Our Lady & St Patrick's in the new school term.

.....
"Someone could be having a difficult time and they just want someone to be friendly and spend time with them. It's humbling to be able to make a difference and gives me a great sense of satisfaction. I get too much from it to stop."

Beth Anderson



.....
"NHS Golden Jubilee encourages, promotes and supports volunteering and empowers volunteers to achieve their roles safely and effectively.

"Spiritual care is now a recognised health profession and I am delighted that we have been able to expand our pastoral care volunteer service to provide more listening support to patients than ever before."

Andy Gillies, Spiritual Care and Diversity Lead



Time to celebrate

Every June, NHS Golden Jubilee takes time to celebrate our fantastic volunteers as part of Volunteer Week.

This year's event was opened by Chief Executive Jann Gardner and closed by Chair Susan Douglas-Scott.

Attendees heard from Volunteer Forum Chair Marcella Boyle before presentations on our expansion programme, volunteering in the NHS across Scotland, and a spotlight session on our growing pastoral care service.

Volunteers participated in group sessions to discuss where the service has been, where it is going and major achievements. There was also a discussion on feedback received through the recent volunteer experience questionnaire.

Each of our volunteers makes a major contribution to supporting safe and effective person-centred care at a time when patients are at their most vulnerable, ensuring we can continue to provide the high quality care and effective services for our patients.

Their passion, enthusiasm and experience are crucial in helping to make our services truly person centred for every person who comes through our doors.



Members of the Board, including Jann Gardner, Susan Douglas-Scott and Marcella Boyle thanked the volunteers for their dedication at the annual event

Did you know?

We now have more than **70** volunteers supporting patients and staff in **14** different areas.

Our volunteers provided almost **3,500** hours of support from more than **1,500** sessions in 2018/19.

Interested in volunteering?

Anyone interested in volunteering must complete an application form, Disclosure Scotland Declaration and supply two Referees.

All enquirers are asked to attend one of our Volunteer Information Sessions, which are held on the third Wednesday of each month.

To request a Volunteer Application Pack or to arrange attendance at one of our Volunteer Information Sessions, contact:

Elizabeth Rogers, Volunteer Manager
call 0141 951 5423
email Elizabeth.Rogers@gjnh.scot.nhs.uk
involvingpeople@gjnh.scot.nhs.uk



Having a Chat with the Chief



Jann Gardner

Over the last couple of months we've been hosting hour-long 'Chat with the Chief' sessions where you can come along, talk and ask our Chief Executive, Jann Gardner, questions.

From the first sessions held, staff have asked a number of questions and also raised some issues.

Many have asked about the future of the Golden Jubilee. We hope that the recent strategy summary document that has been produced helps with everyone's understanding of the way forward. If you haven't seen this yet, it is available under strategies on the publications section of Staffnet: http://jubileestaffnet/files/9815/5619/4857/strategy_and_staff_summary_guide.pdf

Many have raised the issue that it is becoming increasingly difficult to park within our site. This is a key focus area for us and is being considered as part of the expansion and also through our Travel Plan Group, looking at all aspects of travelling to and from the Golden Jubilee. We will keep you up to date about our plans for car parking as well as potential alternatives to car use through our normal communication channels.

It has also been highlighted that we need to create the correct infrastructure for our expansion and our wider strategy. The right workforce at all levels needs to be considered, as well as service redesign, to ensure that we can deliver our key priorities. Our expansion and general workforce planning needs to take account of this.

Values has also been a hot topic. There is an acknowledgement that we need to ensure that our positive values culture remains a priority that underpins everything we do as an organisation.

Some good ideas that will be taken forward include:



Introduction of staggered surgical admissions;



Better use of administration bank resource; and



Different internal communication methods to reach those with limited access to computers.

Our 'Chat with the Chief' sessions will continue to be held on a regular basis. Discussions on the day depend on what you want to talk to Jann about.

These are your sessions so make the most of the opportunity.

Look out for more information on 'Chat with the Chief' sessions in our weekly e-Digest

Top honour for Keith

Professor Keith Oldroyd has received the prestigious MacKenzie Medal in recognition of his outstanding service to British Cardiology.

Keith was one of only two recipients of the Medal at the recent British Cardiovascular Society annual conference.

Named for leading Scottish cardiologist Sir James MacKenzie, the Medal is widely regarded as one of the biggest career achievement awards in the cardiology community. Heart transplant pioneer Sir Magdi Yacoub was one of the first recipients in 2002.



“I feel very fortunate indeed to have received this recognition from the British Cardiovascular Society and deeply honoured to be given an award named in memory of one of Scotland’s most renowned cardiologists Sir James MacKenzie.

Any success I have achieved in my career is largely due to the tremendous support I have received from the many colleagues I have worked and collaborated with, both here in the Golden Jubilee and in my previous posts elsewhere in NHSScotland.”

Professor Keith Oldroyd



Julie, pictured centre sitting, was joined by colleagues from the Finance department and the Board to say an emotional goodbye

It was goodbye from Julie after 14 years

Julie Carter said an emotional farewell to colleagues as she moved on to new horizons with the Scottish Ambulance Service after 14 fabulous years here.

Julie took up post as Director of Finance in 2006.

A qualified accountant, Julie worked within the NHS in Glasgow and before joining the Golden Jubilee, she worked as the Deputy Director of Finance in North Glasgow.

Since joining the Golden Jubilee, Julie was instrumental in the creation of the West of Scotland Regional Heart and Lung Centre, the development and implementation of the Golden Jubilee Conference Hotel as an NHS and public sector conference and training facility, as well as the expansion of orthopaedic surgery at the hospital.

Friend and close colleague Director June Rogers said she knew the sad day had finally come when she saw a “clear desk” in Julie’s office.

Fond farewells to long-serving staff



It was an emotional day in our Theatres on May 14 when staff said goodbye to Senior Charge Nurse Anne Swan, pictured with flowers, who retired after 44 years in the profession with the NHS.

Anne, who worked at the Golden Jubilee since Heart and Lung services moved here nearly 11 years ago, thanked everyone for their generosity and friendship over the years.



We said goodbye to Senior Pharmacy Technician Marjory Hughes who retired after 17 years with the Jubilee.

Hotel welcomes Laura as new Business Development Manager

Laura Malley has joined the team at the Golden Jubilee Conference Hotel as Business Development Manager.

Laura, an English graduate of the University of Glasgow, has extensive experience in the events industry, starting off as a part-time student before progressing to integral roles within successful teams.

Her new role is to secure new conference clients, particularly from international associations and healthcare markets.

She joins the Conference Hotel from the University of Reading where she was Lead Events Co-ordinator and worked with similar clients from both the public and private sectors.

When the opportunity to work at Scotland's fully dedicated Conference Hotel became available, Laura jumped at the chance.

During her study years Laura worked with South Lanarkshire Culture and Leisure in Hamilton Town House doing front of house, theatre shows and concerts, waitressing and bar work at functions and weddings and eventually the box office.

And it was this experience which gave her a "taste" of the events industry.



.....
 “Working in the first venue is what really drew me in gave me a taste for Event work – doing weddings, the bar, organising meetings.

“The variety is great, no event is the same, no day is the same, different clients, big and small events, this is what I really enjoy about it.

“I’m also an organised person and like to plan so the thought of organising things for other people really appeals to me.”

Laura Malley

Jubilee welcomes new Finance Director

NHS Golden Jubilee welcomed new Director of Finance Colin Neil on 1 July 2019.

Colin joins from his former role as Assistant Director of Finance for Acute Services with NHS Greater Glasgow & Clyde.

Colin, from Paisley, is aiming to use his extensive experience in the NHS to ensure the Golden Jubilee continues to be a centre of excellence for innovation and research, whilst maintaining top quality person-centred care for all patients.

The 49-year-old started his career in Scotland's NHS nearly 30 years ago when he joined the Finance department of the former Argyll & Clyde Health Board in a junior role.



Colin is no stranger to change as he played a leading role in the amalgamation of greater Glasgow's previous five health boards into one unified service, helping to deliver a seamless delivery of the accounts service.

Career dates:

- 1989-1983: Argyll & Clyde Health Board (ACHB) – Various position in Finance department.
- 1994-97: ACHB/Renfrewshire Healthcare NHS Trust - Management Accountant.
- 1997-2000: Lanarkshire Acute Hospitals NHS Trust and previously Hairmyres & Stonehouse Hospitals NHS Trust - Head of Management Accounts.
- 2000-2001: Lanarkshire Acute Hospitals NHS Trust - Chief Management Accountant.
- 2001-2003: North Glasgow University Hospital NHS Trust - Divisional Finance Manager.
- 2003-2006: South Glasgow Division NHSGG - Senior Management Accountant.
- 2006-2019: NHS Greater Glasgow & Clyde - Head of Finance Acute; Acting Lead for Acute Finance; Head of Management Accounts; Assistant Director of Finance (Acute).

“It’s a big job but I am really looking forward to getting started here at the Golden Jubilee,” said Colin. “It’s a massive privilege to be part of such a dynamic and inspirational organisation, which has achieved outstanding success over the years.”

“It is a very exciting time to get on board here with the new expansions for ophthalmology and orthopaedics, as well as the rollout of new elective services across Scotland, which the Golden Jubilee will play a major part in.

“I look forward to working with my new colleagues within the Foundation, as well as collaborating across NHSScotland to help improve the health of the Scottish population.”

Colin Neil

“I am delighted to welcome Colin Neil as our new director of Finance here at the Golden Jubilee Foundation. It is an extremely significant time for us all with our expansions getting under way and development of our excellent service for the people of Scotland.

“Colin’s impressive track record, substantial experience in both finance and the NHS in Scotland and standout leadership qualities make him the ideal choice to help us take the Golden Jubilee forward in this critical part of our evolution.”

Jann Gardner, Chief Executive

2018/19 was a busy year for Learning and Organisational Development

The Learning and Organisational Development Team supports a range of training and organisational development activity including Team Development, eLearning, Coaching, Further Education, non-clinical SVQ's, Leadership and Management and corporate training programmes.

To find out more about what was delivered in 2018/19 and what our key areas of focus will be in 2019/20, read our 2018/19 Annual Report on Staffnet: jubileestaffnet/files/2915/6225/5793/Learning_and_Organisational_Development_Annual_Report_2018-19.pdf



**Do you know a healing
hero colleague?
Nominate them now!**



The Scottish Health Awards are the most prestigious and recognised awards for those working across NHS Scotland and its partners to deliver high quality health and social care services to the people of Scotland. Run by the Daily Record in partnership with NHS Scotland and the Scottish Government, the awards are now well established in the Scottish calendar and recognise those that go that extra mile to improve the health and wellbeing of others.

The Scottish Health Awards celebrate the extraordinary work of you - the people on the frontline of health and social care.

The Scottish Health Awards want to know about the people who have genuinely made a difference to your life, to the lives of your family or friends or a colleague who you know delivers outstanding health and social care to the people of Scotland.

There are 17 award categories:

- Support Worker Award
- Innovation Award
- Volunteers Award
- Optometrist Award
- Midwife Award
- Therapist Award
- Young Achiever Award
- Unsung Hero Award
- Care for Mental Health Award
- Integrated Care Award
- Healthier Lifestyle Award
- Leader of the Year Award
- Nurse Award
- Doctor Award
- Top Team Award
- Global Citizenship Award
- Dentist Award



For more information on how to nominate, please visit:
<https://www.scottishhealthawards.com/>

Nominations close at 5pm on Thursday 29 August 2019

You told us 'What matters to you?'

'What matters to you?' day on 6 June 2019 aimed to encourage and support more meaningful conversations between people who provide health and social care and the people, families and carers who receive health and social care.

Lorna McIlreavy and Maureen McDowall from Scottish Health Council were in the Golden Jubilee for the day encouraging meaningful conversations between people.

We had some brilliant discussions and submissions with staff, patients and visitors. One of our Polish interpreters, Justyne Brzuszkiewicz, spoke to us on video in her native language about what matters to her, both at work, and in her personal life - see link below to view.

Thanks to everyone who took time to talk and share.



What we heard

People visited our two 'What matters to you?' stations throughout the day sharing stories about their healthcare and work.

Family and friends

By far our biggest theme of the day from spending time with family to ensuring that they are healthy and well.

Enjoying going to work

We heard from staff about the need for good work/ life balance and feeling satisfied and appreciated in their role.



The staff at the Golden Jubilee

Much gratitude and appreciation was expressed for staff. Friendly and reassuring, taking the time to talk and listen with patients and carers. Doing their jobs so well.

Being healthy

Good health and happiness, physically and mentally are key!



Watch our video at www.youtube.com/watch?v=qwv6qVJpJkg

Hashtags to follow:

#WMTY19
#WhatMattersToYou



Raising the flag for IDAHOBiT

Chief Executive Jann Gardner raised our rainbow flag at the Golden Jubilee Conference Hotel to mark International Day Against Homophobia, Bi-phobia and Transphobia #IDAHOBiT, commemorating the World Health Organisation's decision in 1990 to declassify homosexuality as a mental disorder.



Carole Anderson, Jann Gardner and Angela Harkness on flag raising day



Support for Carers

Lead Nurse Tilda McCrimmon was at the West Lifts in June highlighting the support available to staff for Carers Week.

We have a Carers Guide with information on issues such as identifying support and work-life balance policies, so speak to Tilda on extension 4278 or Tilda.McCrimmon@gjnh.scot.nhs.uk if you need help or advice.



#CarersWee
#TeamJubilee

Tell us what you think

We are testing out designs for your staff magazine, Jubilee Life. Please take a few minutes to tell us what you think.



1. Did you find the magazine interesting?

1 = very, 2 = quite, 3 = average, 4 = not very, 5 = not at all



2. Did you find the magazine easy to read?

1 = very, 2 = fairly, 3 = average, 4 = not very, 5 = not at all



3. Where did you access the magazine?

.....

4. How do you think we could improve the magazine?

.....
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.....
.....

5. Any other comments?

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.....
.....

6. If you would like a response to your comments, please provide your contact details below.

Name: Extension number:

Email:

Please send your comments to the Communications Team by emailing comms@gjnh.scot.nhs.uk

