

NHS Golden Jubilee New Colleague Handbook





Contents

Contents	2
Welcome	4
NHS Golden Jubilee Contact Details	5
Your Induction Journey	7
Corporate Induction and Mandatory Training	8
Working at NHS Golden Jubilee	9
Our Values.....	9
Onsite Facilities	9
Finding your way about	10
Your pay	10
Guide to uniforms	10
Staff Benefits	12
NHS Staff Benefits.....	13
Personal and Professional Development.....	13
Employee and Family Friendly	14
Pension scheme	14
Looking after your physical, mental and spiritual health.....	15
Occupational Health	15
Our Staff Health and Wellbeing Hub.....	17
National Wellbeing Hub	18
TimeforTalking – mental health support service.....	18

Your Spiritual Care and Wellbeing	19
Networks and Support Groups	20
Ability Network	21
Ethnic Minority Network.....	23
Spiritual Care Network	25
Women’s Network.....	26
Young Person’s Network	27
New to the area	28
Local Amenities	33
Accommodation	35
Arriving from Abroad	35
Driving.....	39
Emergency Services.....	41
Arriving from abroad?	41
Money Matters	42
Setting up a bank account	42
Coins and notes	42
Card payments	43
Currency Exchange	43
Taxes.....	44
Language support	45
Weather.....	45
GMT.....	46
Be aware!	46
Religion and Belief Information	47
Buddhist.....	47
Christian.....	47
Christian.....	48
Hindu.....	48
Humanism	48
Islam	49
Jewish	49
Sikh.....	49
Golden Jubilee Abbreviations.....	50

Welcome

Welcome!

My name is Gordon James, Chief Executive here at NHS Golden Jubilee, and I would first of all like to thank you for choosing to come and work here at the Jubilee and welcome you to our team.

A world renowned institution, NHS Golden Jubilee has provided care through collaboration for patients from all across Scotland since 2002.

Made up of the Golden Jubilee University National Hospital, Research Institute, Conference Hotel, Centre for Sustainable Delivery and NHS Scotland Academy, we strive to provide the highest possible standard of person centred care for those who need it.

This handbook is designed to support you when you first join our team. Whether you are completely new to the NHS, joining from another Board or just starting out on your career journey, we hope you find this guide useful and gives you some helpful information about the organisation and the local area.

In the first 12 weeks of your employment you will undertake a corporate, departmental and role specific induction which will prepare you for your new role. This handbook is designed to complement your induction and provide useful information about NHS Golden Jubilee and the local area.

We know that starting a new job can be daunting and we hope that information we provide in this handbook and during your induction programme helps you feel at home.

On behalf of myself and the entire Board, I would like to once again welcome you to our organisation, and look forward to working with you as part of Team Jubilee.



Gordon James
Chief Executive





NHS Golden Jubilee Contact Details

Below are some useful contact details for teams or department who may be able to provide support in your first few weeks at work.

We recommend that you take note of your manager's contact details too, as soon as possible.



Address	NHS Golden Jubilee, Beardmore Street, Clydebank, G81 4HX
Telephone number	0141 951 5000
Website	www.nhsgoldenjubilee.co.uk
EHealth (for IT issues)	0141 951 5666 ehhealth.servicedesk@gjnh.scot.nhs.uk
Hotel	0141 951 6000 hotel@goldenjubilee.scot.nhs.uk

Human Resources (HR)
employment.services@gjnh.scot.nhs.uk

Learning and Organisational Development (L&OD)
GJNHLAndODInfo@gjnh.scot.nhs.uk

Occupational Health 0141 951 5435

Payroll 0141 278 2931

Physiotherapy 0141 951 5121

Recruitment 0141 951 5124

Spiritual and Religious Care 0141 951 5060

*if you are dialling an external number from NHS Golden Jubilee you need to dial '9' for an outside line. If you are phoning an internal number you only need the extension number, i.e. the last 4 digits.

In NHS Golden Jubilee all emergency numbers are on the phones.

In a patient emergency (or if a member of staff requires urgent medical attention) dial **2222** and state clearly if it is a cardiac arrest or medical emergency.



Your Induction Journey



There's a lot to take in when you first join an organisation, so we want to ensure you are provided with the information and support you need to help you settle into your new role as effectively as possible.

At NHS Golden Jubilee, we have three stages to our Induction journey:

Departmental Induction – This starts on your first day and is designed to familiarise you with your new colleagues, manager and role. Your department induction will help you get set up with the fundamentals - ID pass, uniform (where relevant), departmental systems and procedures etc.

You will also be supported to visit the Recruitment Department to confirm your employment and bank details that are shared with payroll. During your induction period, your Manager will regularly meet with you to discuss your induction journey and your personal development needs.

1. Corporate Induction - This stage of the journey is designed to support you to learn more about the Organisation, its purpose, structure, services and our shared values. We offer a blended approach to our Corporate Induction which includes completing an e-Learning Module and attending our virtual 'Welcome Event'.
2. Your manager will support you to access our NHS Golden Jubilee Induction eLearning module which introduces the organisation, the services we offer and signposts other helpful resources. Your manager can also arrange for you to attend a virtual 'Welcome Event' where you will meet members of our Executive Team and other new employees.
3. Role Specific Induction – This stage is designed to ensure you are provided with the relevant information and training specific to your role/ profession and will be supported by your Line Manager as well as some of our subject matter experts. For example, staff in nursing roles will be required to attend the Nurse Induction Programme supported by the Clinical Education department.

For further information regarding your induction journey, please contact the Manager for the department you are joining. Alternatively, you can contact the Learning & Organisational Development Team by emailing L&ODinfo@gjnh.scot.nhs.uk.

Together with your manager, you will complete an Induction Checklist, to ensure all the important elements of your role are covered within your first 3 months with the organisation.



You can find a copy of the induction checklist by clicking here.

Corporate Induction and Mandatory Training

The Corporate Induction is an eLearning module which will give you key information about NHS Golden Jubilee. [You can find out more about induction here.](#)

There is also a range of corporate mandatory training that all staff at Golden Jubilee must complete:

- Manual Handling
- Hand Hygiene
- Safe Information Handling
- Fire Awareness
- Valuing Diversity

You will have dedicated time during your induction programme to complete these modules. You can find out more about corporate mandatory training [here](#). Your manager will explain any role specific mandatory training that you are required to complete.

Working at NHS Golden Jubilee

Our Values

At NHS Golden Jubilee we have 5 values which we expect all of our staff to demonstrate as we believe this will create a positive environment for our colleagues, patients and stakeholders. Our values are:



Valuing dignity and respect

A can do attitude

Leading commitment to quality

Understanding our responsibilities

Effectively working together



nhsgoldenjubilee.co.uk/information/about-us/vision-and-values

Onsite Facilities

We are fortunate at NHS Golden Jubilee to have some great onsite facilities. This includes a dedicated canteen, with discounted rates for staff, serving a range of nutritious and filling meals every day, from breakfast rolls, to lunch and hot drinks.

There's also a shop on the ground floor, as well as vending machines located throughout the building to grab something on the go, or for a treat during the day. These facilities accept card and cash.

At NHS Golden Jubilee we are lucky enough to share a site with the Golden Jubilee Conference Hotel, with discounted rates available on rooms and food from the award winning B-Bar and Grill.

You will also benefit from discounts at their Centre for Health and Wellbeing. The Centre offers a fully equipped, modern gym, with trained staff and trainers on hand, as well as spa and swimming pool facilities.



For more details, visit:

www.goldenjubileehotel.com/centre-health-wellbeing/

Our spiritual welfare is also catered for through the Spiritual Care Centre which offers daily mindfulness sessions, space for reflection and a prayer room. Further information about our Spiritual Care facilities can be found later in this booklet.

We also have onsite Physiotherapy and Occupational Health Services for all staff. More information on these facilities can also be found in the Staff Benefits section of this booklet.

Finally, we have an onsite dedicated Garden of Reflection, for staff to take a breath, relax and get some fresh air on their breaks. This can be found directly opposite our Spiritual Care Centre. Staff also have access to the fun and relaxing pass time of outdoor table tennis.

Finding your way about



Part of your induction will include a tour of your work area. You will find detailed floor plans at the link below:



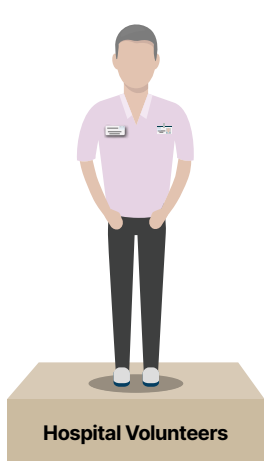
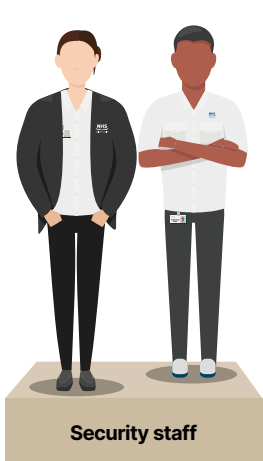
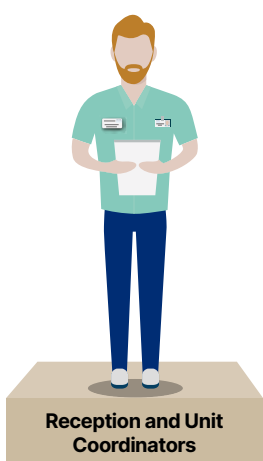
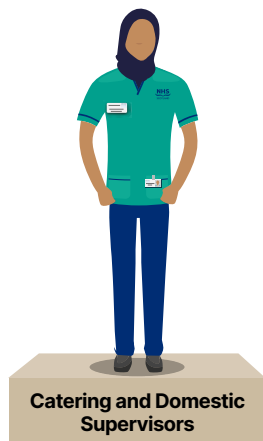
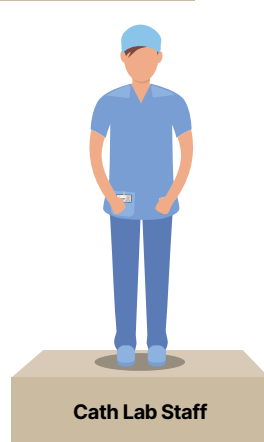
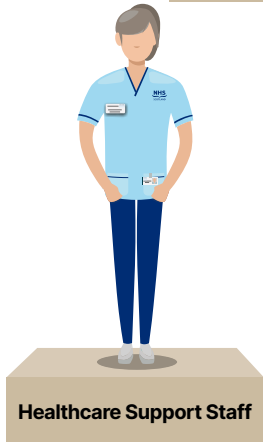
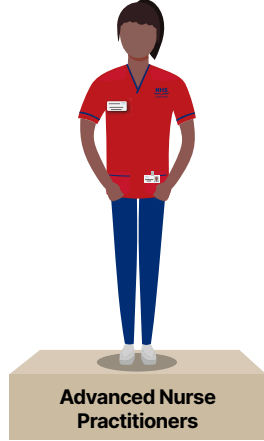
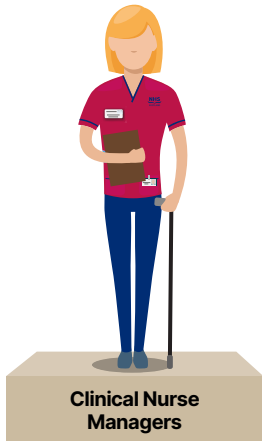
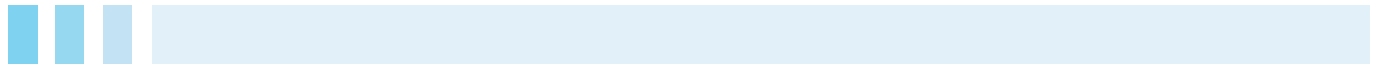
hospital.nhsgoldenjubilee.co.uk/general-information/floor-plans

Your pay



You will be paid on the last Thursday of every month or every Friday for weekly paid staff, directly to your bank account. You will receive a payslip, which details how much you have earned and lists all of the deductions.

Guide to Uniforms





Staff Benefits

We know how valuable our staff are to us, and to make sure they know that, we offer an extensive range of employee benefits, including:

- 27 days' annual leave, rising to 33 days after 10 years of service
- Flexible working opportunities
- Access to the NHS Pension scheme
- Maternity, paternity, adoption and parental leave
- Career development and access to national education funds
- Discounts at our on-site gym and leisure facilities
- Discounts at the Golden Jubilee Conference Hotel
- Staff physiotherapy services provided free of charge
- Occupational Health services to make sure you are healthy at your work
- Staff support services including counselling or psychological support
- Eye tests and glasses
- Free car parking
- Career break opportunities
- Travel card scheme
- Cycle to work scheme
- Subsidised restaurant facilities

NHS Staff Benefits

As part of the team, you also qualify for all NHS Staff Benefits, discounts and deals from top brands across the UK.

For all the details, visit:



www.nhsstaffbenefits.co.uk

Additionally, you can join the Blue Light Card scheme, with a range of benefits and discounts for just £5 for two years.



www.bluelightcard.co.uk

More information about exclusive discounts from many shops, restaurants and businesses. This includes things like free or heavily discounted concert tickets and savings in shops and supermarkets of up to 20%. You can find out more about these offers below:



- www.nhsgoldenjubilee.co.uk/working-us/supporting-our-staff/health-and-wellbeing-hub/social-and-financial-health
- www.bluelightcard.co.uk
- healthservicediscounts.com
- www.nhsdiscounts.org.uk
- www.vouchercodes.co.uk/nhsdiscounts
- www.nhsstaffbenefits.co.uk

Personal and Professional Development

As well as undertaking the mandatory training for your role, you will be given access to a wide range of eLearning and classroom based training.

All employees take part in an annual appraisal with their line manager where you will discuss your objectives, career aspirations and development needs.

We also offer a Further and Higher Education fund, where after 12 months of service the organisation will pay up to 70% of course fees.

Employee and Family Friendly



We have a number of policies to support flexible working and caring responsibilities.

If you are new to the area, and are looking for information on childcare, you can find out if you are eligible for tax-free childcare, and how to apply on the UK Government website at the following link:



www.gov.uk/get-tax-free-childcare

If you have children and are wondering what support is available for you then go to Parent Club, this is a Scottish Government website that provides information and resources for parents, carers or parents-to-be from pregnancy through the teenage age years.



www.parentclub.org.uk

The topics covered include, health and wellbeing, finance and educational information and advice.

Pension scheme



All new employees of NHS Scotland are automatically enrolled in the NHS (Scotland) Pension Scheme 2015 as long as they're aged between 16 and 75 and aren't already receiving a pension from the 1995 section of the NHS pension scheme.

This includes everyone directly employed by NHS Scotland as well as medical, dental or ophthalmic practitioners (including trainees), people working for a general practice and associated staff working for certain approved employers and non-general practitioner providers.



[Click here for more information on the pension scheme.](#)



Looking after your physical, mental and spiritual health

Occupational Health

Occupational Health provide staff with independent and objective advice on physical, mental, social well being and safety and welfare matters.

The Occupational Health team operates from Monday to Friday, from 9am to 4pm, and provides a wide range of services, including:

- pre-employment medicals
- immunisations
- guidance and support
- absence management
- health promotion
- surveillance
- lifestyle screening

You can also self-refer to the department about any health issues you may wish to discuss, whether related to work or not. Your manager or our Human Resources Department can also refer you for advice on attendance at work, rehabilitation when you have been off sick or injured, or for any matter that may affect your ability to work to your full potential.



Occupational Health can be contacted directly and in confidence.

To help triage calls to best support all of our staff, please contact the Occupational Health Department either by telephoning extension 5435 and leaving a message including your name and contact number or emailing occ.health@gjnh.scot.nhs.uk

The team will aim to return calls and reply to emails by the end of each day.

Occupational Health Physiotherapy Self Referrals

Our Occupational Health Physiotherapy team are now accepting self-referrals by email.

This service provides staff with rapid access to musculoskeletal physiotherapy assessment. You can still self-refer by phone or in person but if you would prefer to email, please contact Physio.occhealth@gjnh.scot.nhs.uk. The department aims to respond within three working days to discuss your issue.

If you would like to self-refer, please provide your name, date of birth, two contact phone numbers (one work and one non-work), a brief description of the problem, the department you work in and your work status (e.g. off work due to this problem, struggling to stay at work due to this problem or at work with no issues because of this problem).



For more information, telephone extension 5121 or email Physio.occhealth@gjnh.scot.nhs.uk

Our Staff Health and Wellbeing Hub

The Health and Wellbeing Web Hub contains national and local resources and links and support whether you are working from home or on site.

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

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

If you have any questions about our health and wellbeing resources, get involved in our Health and Wellbeing Groups or have suggestions for how we can further support your wellbeing, we would like to hear from you.



Contact one of the group leads for more information:

- Donna.Akhal@gjnh.scot.nhs.uk
- Jane.christie-flight@gjnh.scot.nhs.uk

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

National Wellbeing Hub

The National Wellbeing Hub has been developed to promote, enhance and support the psychosocial wellbeing and recovery of everyone working in health and social care, including unpaid carers, in Scotland.

The Hub features a large range of help available to staff and is an excellent resource for support when required by you.



Access the National Wellbeing Hub by clicking here.

National Wellbeing Helpline for everyone working in health & social care services: 0800 111 4191

Breathing Space: 0800 83 85 87

TimeforTalking – mental health support service

As a member of our team, you will have access to a free mental health support service to provide further support for mental health issues.

The service, TimeforTalking, will work alongside the current range of health and wellbeing support available through NHS Golden Jubilee, both internally and externally.

TimeforTalking will provide support and assistance for you via the telephone, online or through face-to-face counselling to offer confidential help when you are not sure where to turn.

It's simple to create an account to get started on the TimeforTalking app or website. Once on the homepage, click Log In and enter some details and it's done.

The app and website also have great resources through tips and advice, a blog, videos and podcasts as well as additional resources to improve and maintain good health and wellbeing.



Click here for all the details.



Your Spiritual Care and Wellbeing

It is recognised that working in a health care setting is stressful and may lead people to question their personal beliefs and philosophy including their understanding of life, death, illness, suffering and ethical issues.

The Spiritual Care and Wellbeing department offers personal and professional support to staff, holistic person centred spiritual care. Chaplains can offer an informed, confidential resource to enable individuals and groups to reflect on their beliefs, philosophy and practice.

Developing staff resilience is a proactive approach to providing staff support.

What we offer:

- Individual Support that includes, compassionate listening and pastoral supervision.
- Group support (Supporting staff through Critical Incidents, Pastoral Supervision, Values Based Reflective Practice).
- Rituals and ceremonies (such as memorial services).
- Spiritual Care Centre a physical space that is open 24/7, a quiet zone to think, pray or meditate.
- Spiritual Care Network if you want to get involved.
- Training (e.g. resilience, spiritual care).



Spiritual Care can be contacted by emailing
GJNH.SpiritualCare@gjnh.scot.nhs.uk or paging 0318.

Networks and Support Groups

NHS Golden Jubilee recognise the benefits that Staff Networks can bring towards fostering an inclusive workplace culture. Over recent years we have embarked on an ambitious journey to establish a family of networks to represent the nine protected characteristics and Fairer Scotland duty.

There are currently 7 staff networks established including Ethnic minority, Ability, LGBT+, Spiritual Care, Women's, Young Person's and Armed Forces.

Each Network is a part of our organisational structure, with a seat at the table at the Board's Diversity and Inclusion group. This means that your views are heard, and your subject matter expertise is recognised. Networks are open to all staff, volunteers and allies based within the hospital community.

As a demonstration of our organisations commitment to elevating the voices of staff from underrepresented groups, staff networks are endorsed from a senior leadership level through the creation of Executive leads and mentoring support from our board chair.

An employer for everyone **NHS** Golden Jubilee

Staff Networks

Led by staff for staff

- Based around protected characteristics and specialist interests.
- Confidential space to support each other and share lived experience.
- Open to Team Jubilee staff, volunteers and allies.
- Protected time to attend meetings and participate in activities.

Scan the QR code to find out more about our Staff Networks.

Ethnic Minority

Ability

Armed Forces

Young Person's

Spiritual Care

LGBT+

Women's

✉ GJNH.staffnetworks@gjnh.scot.nhs.uk

INVESTORS IN PEOPLE
disability confident
HIDDEN
GOLD EMPLOYER

Ability Network

Empowering staff to be their best selves, to recognise different abilities in everyone so that they can succeed in the workplace.

At the Ability Network, our mission is to make equality, diversity and inclusion an everyday reality for all staff, to recognise the unique and diverse needs of our employees to create an adaptable and inclusive environment for everyone.

We seek to promote positive engagement with staff and managers to enable staff with disabilities, impairments, long-term and neurodivergent conditions to be supported through education, positive wellbeing practices and flexible approaches to employment and working practices.

To act as a panel of experts who have real lived experience of issues relating to disability and accessibility and to contribute to NHS Golden Jubilee's policy and educational documents for disability and equality.

**An employer
for everyone**



Ability Network



Find out more on the **Ability Network** page by **clicking here**.

Get in touch: gjnh.abilitynetwork@gjnh.scot.nhs.uk

Armed Forces Network

Our Armed Forces Network provides a supportive space for our armed forces veterans, reservists and families to share lived experience, recognising and honouring the valuable contribution they make on a daily basis.

Embracing the unique skillset of our armed forces veterans, and reservists, as an enabler to enhance career development and adding value within NHS Golden Jubilee.

Creating the conditions by fostering a supportive community to enable personal and professional growth.

Working with other armed forces networks and Health Boards across Scotland to better coordinate and collaborate on national issues.

An employer
for everyone



Armed Forces Network



Find out more on the Armed Forces Network page by clicking here.

Get in touch: GJNH.armedforces@gjnh.scot.nhs.uk

Ethnic Minority Network

Creating a working environment and policy framework for minority ethnic staff which is open, supportive and promotes equality of opportunity, employee wellbeing and strengthening the employee voice.

To encourage and maintain a safe and positive working environment for ethnic minority staff and eliminate racial discrimination for employees and patients.

To support in developing and maintaining a representative workforce with inclusive leadership, and to raise the visibility and contribution of ethnic minority staff.

To provide a forum where ethnic minority staff can share experience and issues affecting their work and professional development.

An employer
for everyone



Ethnic Minority Network



Find out more on the Ethnic Minority Network page by clicking here.

Get in touch: gjnh.ethnicminority@gjnh.scot.nhs.uk

LGBT+ Network



Fostering a diverse inclusive workplace that encourages a culture of respect and equality for everyone, regardless of their sexual orientation, gender expression or trans status – amplifying our voices to be heard.

Raising awareness and increasing the profile of LGBT+ staff and allies within NHS Golden Jubilee.

Providing LGBT+ staff, volunteers and allies with a safe, confidential and supportive space for professional and social networking.

Working with other LGBT+ networks in Health Boards across Scotland to better coordinate on national issues.

An employer
for everyone



LGBT+ Network



Find out more on the LGBT+ Network page by clicking here.

Get in touch: gjnh.lgbtstaff@gjnh.scot.nhs.uk

Spiritual Care Network

Widening the lens of the Spiritual Care and Wellbeing department to ensure continued delivery of a service that is relevant to the whole hospital community and be a part of promoting the importance of spirituality within the context of holistic care.

Partnership working to help inform the wider workforce that spiritual care matters.

To be a lens to promote the spiritual care needs of all NHS Golden Jubilee staff.

To work in collaboration with the networks and wider organisation to minimise discrimination.

An employer
for everyone



Spiritual
Care Network



Find out more on the Spiritual Care Network page by clicking here.

Get in touch: tosh.lynch2@gjnh.scot.nhs.uk

Women's Network

There is no limit to what we, as women, can accomplish. The Women's network provides a forum for staff who identify as female to focus on issues that impact on their lives in the workplace, for example, breastfeeding facilities, menopause, menstrual health; with the aim of looking at how to address challenges and raise awareness of the impact of these issues.

To raise awareness of gender issues in the workplace.

To provide staff with a safe, confidential and supportive space for professional and social networking.

To provide both formal and informal peer support.

An employer
for everyone

NHS
Golden Jubilee

Women's Network



Find out more on the Women's Network webpage by clicking here.

Get in touch: gjnh.woman@gjnh.scot.nhs.uk

Young Person's Network

This network provides young people with a voice and platform to grow, shine and make a valuable contribution to the work of NHS Golden Jubilee.

Providing a safe environment for young people to connect and share ideas.

Nurturing young people to grow and become our future leaders.

Embracing and embedding fresh ideas throughout our organisation to foster cultural change.

**An employer
for everyone**



Young Person's Network



Find out more on the Young Person's Network page by clicking here.

Get in touch: GJNH.youngpersons@gjnh.scot.nhs.uk



New to the area

This part of the handbook has been designed to support colleagues who are planning to relocate to the area to take up their new post. It contains information both for those arriving from abroad as well as for those from other parts of the UK. Please let us know if anything is missing or if you need additional support. You should contact your line manager in the first instance.

Welcome to Clydebank!

The Golden Jubilee National University Hospital and Conference Hotel are located in the Dalmuir area of Clydebank, a town on the river Clyde with a population of almost 26,000.

The town is very well served by transport links if you want to explore further afield, but there are plenty of amenities and things to do in the local area. Clydebank is about 5 miles away from Glasgow, just 30 minutes by public transport.

NHS Golden Jubilee sits directly on the banks of the historic river Clyde, famous for its history of shipbuilding. Before it was a hospital, the site of NHS Golden Jubilee used to be the largest and most advanced shipyard in the UK, up until 1930.

This industrial history runs throughout the region. Canals were used throughout industrial Britain to transport heavy goods across land. One such canal runs alongside the hospital. To the East, the canal connects the Hospital to Clydebank, to Glasgow City Centre, and even all the way out to Falkirk 30 miles away in the heart of Scotland!

Clydebank is about 5 miles away from Glasgow, Scotland's biggest city with a population of about 625,000, and over 1.6 million people living within Glasgow's commuter area, including you!

This means that you are only a short journey (around 30 minutes by public transport) away from the vibrant City Centre and West End.

If you fancy exploring somewhere less populated, you can reach the beautiful shores of Loch Lomond in around 36 minutes by train.

Closer to home, Clydebank is a local hub for shopping, culture and lifestyle. Only a mile away from the Hospital, Clydebank is home to a shopping centre, theatres, restaurants, nightlife, and community groups.



Below are some helpful links of what there is to see and do in the nearby area:

- www.clydebankpost.co.uk/leisure/
- www.eventbrite.co.uk/d/united-kingdom--clydebank/events/
- www.tripadvisor.co.uk/Attractions-g186587-Activities-Clydebank_West_Dunbartonshire_Loch_Lomond_and_The_Trossachs_National_Park_Scotland.html

Hill walking

Walking is a favourite pastime and a great way to explore and enjoy the beautiful country side Scotland has to offer. We're fortunate in Clydebank to have a number a walking trails very close by so whether you fancy the challenge of the West Highland Way (156km) or a more sedate stroll around The Whangie (5km) there is something for all levels of walkers.



More information can be found at:
www.alltrails.com/scotland/west-dunbartonshire/clydebank



Finding your way around

Trains

Closest train station: Dalmuir (15 minute walk from NHS Golden Jubilee)

Dalmuir is connected to the rest of the country by rail. The rail network in Scotland is linked under a single ticketing system.

The rail line running through Dalmuir extends East to West. In the West, the line extends either to Balloch (23 minutes away), on the shores of Loch Lomond – a stunning natural landmark, or to Helensburgh (24 minutes away), a coastal town at the mouth of the river Clyde. To the East the rail extends first to Glasgow (23 minutes away), where you can change for trains across the country, including Edinburgh, Aberdeen and the Ayrshire coast.

When travelling by train, you must be able to show a ticket, or you may be fined a penalty fare. You can buy tickets at the ticket office or ticket machines in train stations, cash and card will be accepted. It usually works out better value to buy a return ticket if you are planning to return on the same day and it is cheaper to avoid peak travel times. If you are travelling locally you can buy your ticket on the same day but for longer journeys, for example to London, it is usually cheaper to buy in advance.



www.nationalrail.co.uk/times_fares/ticket_types/187936.aspx

You can check train times and buy tickets in advance on the National Rail Enquiries website: www.nationalrail.co.uk/, or on Traveline www.traveline.info/. Be sure to carefully plan your journey.



Buses

First Bus 1, 1A, 1B and 1D run frequently connecting Clydebank to Greater Glasgow and Dunbartonshire

McGills X22 connects to Inverclyde and 757 to Renfrewshire

The local area has a frequent and reliable bus service. Buses offer a more flexible travel alternative to trains, offering more frequent stops and travel along more directions. Unlike trains, there is no single bus operator, and your bus journey may require a number of tickets if you need to change buses. If you're planning a journey with more than one bus service, be sure to account for delays due to traffic.

Clydebank Bus Station is the nearest hub for buses. From here, you can travel across West Dunbartonshire and into Glasgow.

On most buses, you'll buy a bus ticket as you board the bus. Most buses will accept cash (though you may be asked for exact change only) or contactless card payments. In addition, many bus operators now have a mobile app to check routes, timetables and to pre-purchase tickets. Day tickets usually offer better value than single fares and will allow you to make multiple journeys with the same bus operator on the same day.



- www.firstbus.co.uk
- www.mcgillsbuses.co.uk

**You can also plan your journeys and pre-purchase tickets on Traveline:
www.traveline.info**

Walking and cycling

Locally there is a good provision of footpaths, cycling lanes and rights of access. Cycle routes also criss-cross the area. NHS staff can access the cycle to work scheme which is a salary sacrifice scheme allowing you to lease a bike and accessories up to the value of £4,000. You can find out more about the scheme here.



www.cycle2work.info

Most Map apps have walking and cycling routes programmed in. If you cycle to NHS Golden Jubilee, we have bicycle storage space available on site, but encourage all staff to make sure they are locked away securely.

Taxis

Although they are not the cheapest form of transport, taxis are a useful way to get about if you need to travel during times when public transport isn't available or are short on time. There are two main types of taxis, private hire and black cabs. Private hire cars need to be pre-booked and you can do this by phone or online.



- clydebanktaxis.co.uk
- www.titantaxis.co.uk

Black cabs are more common in Glasgow city and you can flag them down in the street or go to a taxi rank and wait for one. If the orange 'taxi' light is illuminated it means the car is available for hire. Be careful if you are travelling some distance in a taxi as some will have a boundary charge which is an additional cost for travelling outside of a certain area. It's always best to ask for a price before getting in to the taxi.

Airports

The closest airport to Clydebank is Glasgow Airport, you will get used to seeing and hearing planes take off and land throughout the day. The airport offers direct and indirect domestic and international flights.



www.glasgowairport.com

Local Amenities



Shopping

You will find a wide variety of shops in the local area and Glasgow city centre is known as one of the best places to shop in the UK! Most shops are open 7 days a week, 9am – 5pm, with some, particularly in shopping centres, staying open until 9pm.

Supermarkets

There is a wide range of supermarkets and convenience stores in the area. Supermarkets tend to be cheaper over all but local shops are handy if you need a few bits and pieces!

- **Asda 31 Britannia Way, Clydebank, G81 2RZ. Open 24 hours, 7 days a week**
- **Lidl 225 Mill Road, Clydebank, G81 1EL. Open 8am – 10pm Monday to Saturday, 8am – 8pm Sunday**
- **Aldi Unit 6, Kilbowie Retail Park, Argyll Road, Clydebank, G81 2QB. Open 8am – 10pm Mon to Saturday, 9am - 10pm Sunday**

Ethnic food stores

- International Foods 1956 Dumbarton Rd, Glasgow, G14 0HH. Open Monday to Sunday 8am-9pm

Restaurants

There are plenty of places to eat and drink in the local area and it's always worth checking websites like 5pm (www.5pm.co.uk) which offer discounts and deals on restaurants across Scotland. We've listed a few of our favourite local restaurants below:

- **McMonnagles 1 Argyll Rd, Clydebank G81 1QA**
- **This is a restaurant and take away on a boat and a great place to go if you would like to try the traditional dish of fish and chips.**
- **Sixty Ate Bar and Restaurant 68 Dumbarton Rd, Clydebank G81**
- **Nandos Clyde shopping centre, 18 Britannia Way Unit 18A, Clydebank G81 2RZ**
- **Twisted Thistle 316 Dumbarton Rd, Old Kilpatrick, Glasgow G60 5JH**



Cafes

- **Coffee Club (at World of Golf) 2700 Great Western Rd, Clydebank G81 2XT**
- **Kilbowie Café 497 Kilbowie Rd, Clydebank G81 2AX**
- **Costa Coffee in the shopping centre 80/82, Sylvania Way, Clydebank G81 2TL**

Take aways

- **Hot and Spicy (Indian) 18 Alexander St, Clydebank G81 1RZ, Tel: 0141 952 6555**
- **Spring Garden (Chinese) 577 Glasgow Rd, Hardgate, Glasgow, Clydebank G81 6AU, Tel: 01389 878979**
- **McMonnagles 1 Argyll Rd, Clydebank G81 1QA, Tel: 0141 951 2444**



You will find more take away restaurants and delivery options on websites like Just Eat (www.just-eat.co.uk) and Deliveroo (deliveroo.co.uk).

Arriving from Abroad

This section of the handbook contains information tailored for individuals who are relocating from overseas to continue their career with NHS Golden Jubilee, however may include some details which are useful to anyone looking to set up their home in the area, including details on accommodation and religion / belief support services.

Accommodation

Demand for housing is currently very high so we strongly advise you to secure accommodation prior to your start date.

Long Term Accommodation – Rental

There are various properties available in the local area via several landlords (both private individuals and letting agencies) as well as through the local council, authorities and Scottish Government.

When you are just starting out, you might want to look at options for a short term tenancy, for example 3-6 months. This will allow you to get to know the area before entering into a long term agreement.



You can find more information and advice on renting properties at the following links:

- **Scottish Government - www.mygov.scot/browse/housing-local-services/renting-property**
- **Shelter - scotland.shelter.org.uk/housing_advice/guides/renting_privately**

Many landlords and letting agencies advertise online, however you may be able to find local properties advertised on notice boards.

Letting agencies

One advantage of using a letting agency, rather than a private landlord, is that they will have information on several different options and will act on your behalf when completing paperwork and administration, including rent, contracts and property repairs.

It is worth noting that going through a letting agent may be more expensive, however, as they charge administration fees.



Popular websites for renting properties can be found below:

- **Right Move www.rightmove.co.uk**
- **Purple Bricks www.purplebricks.co.uk**
- **S1 Homes www.s1homes.com**
- **Zoopla www.zoopla.co.uk**
- **Your Move www.your-move.co.uk**
- **Gumtree www.gumtree.com/property-for-sale**
- **Spare Room www.spareroom.co.uk**

**Additionally, you can look into renting from your local housing association, you can find further information here:
www.west-dunbarton.gov.uk/housing/housing-associations**

Please note: these agencies are not endorsed by NHS Golden Jubilee, and other options are available. These are provided only for information, and NHS Golden Jubilee accepts no responsibility or liability for your use of any particular agency or website.

Costs and fees

Monthly rentals will vary depending on the size, condition and location of property. Whether they are furnished or unfurnished will also be a factor in this.

You will be asked to provide evidence of your earnings, proof of your current address and identification. Depending on the property you are applying to rent, you may be asked to pay the first month up front.

When renting a property, some landlords and letting agencies charge a holding fee to secure the property. The holding fee is not refundable if you don't move into the property.

Once you have secured a place to stay, you will need to accept a tenancy agreement and pay a security deposit. This deposit acts as a guarantee against damage to the property and will be paid directly to the landlord or letting agency before you are allowed to move into the property.

After you have paid the deposit, you should receive a copy of the inventory list telling you what items are in the home.

It is important to check the condition of the items on the inventory list as you may be held responsible for any missing or damaged items when your tenancy agreement comes to an end. The money from your security deposit will be used to cover this.



If you feel you have been treated unfairly when renting a property, you can contact your local Citizen Advice Bureau for more advice at www.cas.org.uk

Bills

As well as rent, there are other costs to take into account when finding accommodation and you should check if these are included in your rental agreement:

Utilities – check how much your gas and electricity bill will be and how this is paid i.e. every month, every quarter or using a pay as you go meter.

Television - If you own a TV you will require a TV licence – this currently costs £159 per year or can be paid in monthly instalments



www.tvlicensing.co.uk/

You can access more than 70 channels free of charge, though you may need to buy a set top box if this is not included in your TV. If you want more specialist channels, like the latest movies or sport, this would be arranged through a provider like Sky or Virgin at an extra monthly cost. Remember to ask if any discounts are available for NHS staff.

Broadband – check if the property has broadband already or if this will need to be installed. There will be a monthly charge for broadband – check if there is any discount for NHS staff.



To make sure you get the best deal for all of your bills it is worth looking at comparison websites such as www.uswitch.com

Council Tax

Based on where you live, you'll be expected to pay a contribution towards your local council. This pays for services like bin collection and recycling, water supply and sewerage treatment, and some health and wellbeing initiatives.

The council tax rate depends on exactly where you live – right down to your street. When looking at properties, look out for the “Council Tax Band”, and cross-reference the band with your local council's website to see how much you'll be expected to pay each month.

Council tax is collected for each property, and usually the occupier(s) are expected to pay. This means that if you're buying or renting, you'll be expected to pay. There are some deductions available – for full-time students, living alone or for low-income households.



**For more tips on renting in Scotland, see the link below:
www.s1homes.com/renting-property-in-scotland**

Furniture and Equipment for your home

If you need furniture or equipment for your home there are websites which offer reasonably priced or even FREE goods! The items are usually second hand but are often in great condition so it's worth checking out:



- www.gumtree.com
- www.freelywheely.com/clydebank/freecycle
- www.homefromhome.plus.com/#section--c
- **Facebook marketplace**

Driving

In the UK, we drive on the left hand side of the road and follow a set of rules called **the Highway Code**. If you already hold a driving licence you may need to retest to drive in the UK.



More information can be found by clicking here.

If you intend to learn to drive in Scotland, you'll require a provisional licence before you can book driving lessons.

www.gov.uk/apply-first-provisional-driving-licence

Healthcare

General Practitioner (GP)

NHS healthcare is free at the point of delivery, meaning that you won't be charged for a visit to an NHS doctor.

NHS Golden Jubilee is located close to the Clydebank Health Centre, just look East along the river, the health centre is just below the crane. There are a number of GP (general practitioner of medicine) surgeries in the health centre, including a health centre with a focus on patients who speak English as an additional language (www.drraiandpartners.com). You should register with a doctor and can do this by completing an online form or going to the surgery.

Pharmacy

In Scotland, drugs prescribed to you by an NHS doctor are free from a pharmacy. Just go to your pharmacy of choice, hand your prescription to the pharmacist, and they will prepare your prescription.

You can select from whichever pharmacy you like. There are a number of local pharmacies to choose from, including:

- LloydsPharmacy
- Boots
- Willis Pharmacy

You may still be charged for “over-the-counter” medication that is not prescribed to you, for example allergy relief or paracetamol.

Please be aware that many pharmacies are closed on Sundays.

Dentist

In the UK, dentistry is subsidised by the NHS. This means that although it is not free at the point of delivery, it's available at a reduced cost. There are a number of local dental practices to choose from locally.



For further information about registering with a dentist, and available NHS-subsidised care click [here](#).

Local dental surgeries include:

- clydemunrodental.com/practice/clyde-dental-practice
- dbdentalcare.com
- www.diamonddentalcare.co.uk

Optician

Opticians and optometry (eye care) is also subsidised in the NHS. This means that once every two years, you are entitled to a free eye test. If you require glasses, you may be entitled to buy them at a reduced cost. Your optician will go through the process of applying for this funding with you.

There are a number of opticians in the Clydebank area to choose from, both high-street brand names and small businesses.

- Currie and Quirk
- Boots Optician
- Black and Lizars



You can read more about optometry in the UK by clicking [here](#).

Emergency Services



Emergency services in the UK are accessed by dialing “999” from any phone. An operator will ask whether you need the fire service, the police, or an ambulance service.

For non-emergencies, the number to dial is different for each service.

For non-emergency police, dial 101

For non-emergency healthcare, dial 111 for NHS24, or speak to your GP

In NHS Golden Jubilee all emergency numbers are on the phones:

In a patient emergency dial 2222 and state clearly if it is a cardiac arrest or medical emergency.

Arriving from abroad?



Biometric Residence Permit (BRP)

A BRP is an identification document used to confirm your identity, right to study, and right to any public services or benefits you may be entitled to. It includes information about:

- your name, date and place of birth
- your fingerprints and a photo of your face (this is your biometric information)
- your immigration status and any conditions of your stay
- whether you can access public funds, for example benefits and health services

You’ll be issued a BRP as a part of the visa, but you won’t be able to collect it until you have arrived in Scotland. You will receive an email from the Home Office to let you know when your BRP is ready to collect and where to collect it from.



Money Matters

Setting up a bank account

You will need to provide details of a bank account which your wages will be paid into. If you are joining us from abroad, the Recruitment team will provide you with a letter which will enable you to open a bank account, either in a high street bank or online.

Coins and notes

Understanding money is core to life in any country. In the UK, the currency (pounds and pence) comes in coins, notes, and can be spent electronically by debit or credit card.

There are 100 pennies (or pence, or just “p” for short, pronounced like pea) in a pound (£), and that’s it! It’s written pounds first, then pence, for example, six pounds and fourteen pence is written £6.14.

Bank of Scotland notes look like this:



Royal Bank of Scotland (RBS) notes:



Some premises may not accept £50 or £100 notes, as these larger notes are the most common counterfeit notes.

Card payments

Since COVID19, card payments have become the norm. Debit cards, linked directly to your bank account allow you to either pay via Chip and PIN (by inserting your debit card and entering a private 4-digit Personal Identification Number, or PIN), or with contactless payment for payments up to £100.

Services like Google Pay, Apple Pay and certain banking apps allow you to make purchases with contactless payments using the phone's NFC chip.

Currency Exchange

Banks and Post Offices offer safe and reliable ways to exchange currency. You can check the most up to date exchange rates at the link below.



www.xe.com/currencyconverter/

Taxes



Your pay slip will show the deductions taken from it for tax.

Income tax

Income tax is tax that you pay on your income – it's really that simple! The amount of income tax that you pay depends on what you earn.



You can learn more about tax bands here:
www.gov.uk/income-tax

Income tax is automatically deducted from your pay cheque, so you don't need to do extra paperwork to pay it.

Some benefits you can get through work are "before tax"; this means that some costs are taken out of your pay cheque before tax is calculated, in exchange for some workplace benefits. This means that as a result, you will pay slightly less in income tax.

National Insurance contribution

National insurance (NI) is a contribution that both you and your employer pay towards your state pension. This is also automatically taken from your pay cheque, meaning that there's no extra paperwork for you to do!



You can find out more about NI here:
www.gov.uk/national-insurance

You will be issued with a unique National Insurance (NI) number. This will be printed on the back of your Biometric Residence Permit (BRP). If you do not have an NI number you should apply by phone on 0800 141 2079 or online at www.gov.uk.

Value Added Tax (VAT)

Most goods and services in the UK are taxed at a rate of 20%, called VAT. However, unlike some other places in the world, the price you see on the shelf is inclusive of VAT, so there's no maths at the check-out!

Language support



Below are some free resources for speakers of English as a second language.



- www.west-dunbarton.gov.uk/jobs-and-training/working4u/learning/adult-learning/esol
- www.esolcourses.com
- www.duolingo.com/course/en/uk/Learn-English

Weather



The weather in Scotland is variable, you may well experience four seasons in one day! Weather here varies over the course of a year, with warmest days between June and August, and the coldest days between December and March.

Although Scotland is probably more well known for the rainfall than sunshine, it does benefit from long, light summer days, with daylight from 4.30am to 10 pm in June. The curse of the Scottish summer is a little insect called a midge. Midges are tiny flies that gather in clouds and like to bite humans. Their bit isn't painful but it can leave you feeling a bit itchy.

Scottish winters tend to be cold, damp and quite dark with daylight typically only lasting from 9am – 4pm in December. A hat, scarf, gloves and an umbrella will definitely be needed!

The best way to keep on top of our unpredictable weather is to download a weather app and check it regularly. Be prepared to have discussions with your colleagues and patients about the weather – it's one of our favourite things to talk about!



www.bbc.com/weather

GMT

Remember – In the UK the clocks go forward 1 hour on the last Sunday in March and go back one hour on the last Sunday in October to mark the start and end of British summertime.

Be aware!

The UK is a very safe place and liberal place to live and we have a reliable and approachable police service. There are a few things to be aware of that will help you stay safe and avoid unknowingly breaking any local laws.

The legal drinking age in the UK is 18 and it is against the law to buy alcohol for anyone under that age. Unfortunately, excessive consumption of alcohol is a social problem in the UK.

Drinking alcohol in public spaces, for example in parks, and on trains is prohibited.

Verbal or physical attacks against a person or because of their gender, race, religion, colour, ethnicity, disability or sexual orientation are classed as 'hate crimes' and those who carry out these attacks can be fined or sent to prison.

Smoking is not allowed in any public places in the UK including hospitals, restaurants and public transport.

Unfortunately, scam phone calls and emails are increasing. This is when you are contacted by someone pretending to be from a recognised organisation, like a bank, asking you to share personal details or, in some cases, make payments. A reputable organisation will NEVER ask you to share details in this way. You should never share your PIN and always keep it separate from your bank card. If you are unsure about a call, email or text contact the organisation in question and find out if they are trying to contact you. DO NOT share any details if you have any concerns.

Religion and Belief Information

Buddhist

Kadampa Meditation Centre

78 Hutcheson Street
Glasgow
G1 1SH
0141 573 3220
Email: info@meditateinscotland.org
Website: meditateinscotland.org

Kagyü Samyé Dzong Glasgow

Email: dharm@ksdglasgow.org.uk
Website: ksdglasgow.org.uk/

Scotland's Buddhist Vihara

1 Caldercuilt Road
Glasgow
G20 0AD
Scotland
0141 237 3618
Email: info@tsbv.org.uk
Web: www.tsbv.org.uk

Christian

Saint Stephen's Roman Catholic Church

12 Park Road,
Clydebank
G81 3LD
0141 952 1461
ststephen@rcag.org.uk
[Click here for times of services](#)

Our Holy Redeemer Roman Catholic Church

South Bank Street
Clydebank
G81 1PH
0141 952 9508
Email: OHR@rcag.org.uk
[Click here for times of services.](#)
Website: ohr-sm.weebly.com/
Facebook: www.facebook.com/OHRSM/

Saint Margaret's Roman Catholic Church

Sinclair Street
Clydebank
G81 1AE
0141 952 9508
Email: stmargaret@rcag.org.uk
Website: ohr-sm.weebly.com/
Facebook: www.facebook.com/OHRSM/
[Click here for times of services.](#)

Morison Memorial United Reformed Church

Dumbarton Road,
Clydebank
G81 1XH
0141 952 9815
Email: minister@helensburghurc.or.guk
Website: morison-urc.webs.com/

Radnor Park Congregational Church

10 Green St, Clydebank G81 3AY

Dalmuir Barclay Church

Church of Scotland
20 Durban Avenue
Clydebank
G81 4JH
0141 941 3988
Website: www.dalmuirbarclaychurch.org
Facebook: www.facebook.com/dalmuirbarclaychurch/

Radnor Park Parish Church

Church of Scotland
6 Crown Ave
Clydebank
G81 3DE
0141 952 1575

Christian

St Joseph's Roman Catholic Church

279 Faifley Rd
Clydebank
G81 5HU
01389 873280
Email stjoseph.faifley@rcag.org.uk
Website: www.stmarysandstjosephs.org.uk/
Click here for times of services.

Faifley Parish Church

Church of Scotland
164 Faifley Rd, Clydebank G81 5AR
01389 876836
Facebook: [www.facebook.com/
FaifleyParishChurch/](http://www.facebook.com/FaifleyParishChurch/)

Faifley Seventh Day Adventist Church

Craigs Ave
Glasgow
G81 5LJ
07539 326780
Website: faifley.adventistchurch.org.uk/
Facebook: [www.facebook.com/
FaifleyParishChurch/](http://www.facebook.com/FaifleyParishChurch/)

St Gabriel's Orthodox Church

www.glasgoworthodox.org/

Greek Orthodox Cathedral of Saint Luke

www.greekcommunitystluke.scot/

Hindu

Hindu Mandir Glasgow

1 La Belle Place
Glasgow
G3 7LH
0141 332 0482
Website: www.hindumandirglasgow.org/

Humanism

Humanism is a democratic and ethical life stance that affirms that human beings have the right and responsibility to give meaning and shape to their own lives. Humanism stands for the building of a more humane society through an ethics based on human and other natural values in a spirit of reason and free inquiry through human capabilities. Humanism is not theistic, and it does not accept supernatural views of reality (The Minimum Statement on Humanism, Humanists International).

For more information, visit: humanists.international/

Please also see the Amsterdam Declaration 2002 on Humanism:
humanists.international/what-is-humanism/the-amsterdam-declaration/

Humanist UK

Website: humanists.uk/

There are a number of organisations in Scotland that value the principles of Humanism. These organisations are available online.

Islam

Islamic Centre Scotstoun

Burnham Road
0141 387 7395
Facebook: [www.facebook.com/pages/
category/Mosque/Islamic-Centre-
Scotstoun-106181184083589/](https://www.facebook.com/pages/category/Mosque/Islamic-Centre-Scotstoun-106181184083589/)

Central Mosque, Glasgow

1 Mosque Avenue
Glasgow
G5 9TA
0141 429 3132
Email: info@centralmosque.co.uk
Facebook: [www.facebook.com/
glasgowmosque](https://www.facebook.com/glasgowmosque)
centralmosque.co.uk/
Twitter: @GlasgowMosque

Jewish

Garnethill Synagogue

129 Hill Street
Glasgow
G3 6UB
0141 332 4151
Email: info@garnethill.org.uk
Website: garnethill.org.uk/

Giffnock and Newlands Orthodox Synagogue

222 Fenwick Road
Giffnock
Glasgow
G46 6UE
0141 577 8250
www.gnms.org.uk/

Glasgow Reform Synagogue

147 Ayr Road,
Newton Mearns
Glasgow
G77 6RE
0141 639 4083
Email: shul@grs.org.uk
Website: www.grs.org.uk/

Sikh

Central Gurdwara Singh Sabha

174 Berkeley Street
Glasgow
G3 7HY
Website: www.central-gurdwara.com/
Twitter: @CentralGurdwara

Golden Jubilee Abbreviations

AHFU	Advanced Heart Failure Unit
AHP	Allied Healthcare Practitioner
ANP	Advanced Nurse Practitioner
CCU	Coronary Care Unit
CFSD	Centre for Sustainable Delivery
CSPD	Central Sterile Processing Department
Comms	Communications
ENT	Ear, Nose and Throat
HCSW	Health Care Support Worker
ICU	Intensive Care Unit
NHSGJ	NHS Golden Jubilee
NSD	National Services Division
NHSSA	NHS Scotland Academy
PACU	Post Anaesthetic Care UNit
RN	Registered Nurse
SACCS	Scottish Adult Congenital Cardiac Service
SNAHFS	Scottish National Advanced Heart Failure Service
SDU	Surgical Day Unit
SPVU	Scottish Pulmonary Vascular Unit



NHS Golden Jubilee

Agamemnon Street
Clydebank
G81 4DY

0141 951 5000

