Eight is great as Beardmore triumphs at hotel ‘Oscars’

The Beardmore Hotel and Conference Centre was the big winner at the recent Scottish Hotel Awards.

The hotel, which has been recognised at the Scottish Hotel Awards every year since its launch nine years ago, walked away with eight titles on the night, including five individual awards for staff.

Staff attending the glittering ceremony – dubbed the ‘Scottish Hotel Oscars’ – were delighted as the prizes kept on coming, culminating in the hotel being crowned Conference Hotel of the Year for the second year in a row.

The awards presented to the Beardmore are:

- Scottish Conference Hotel of the Year
- Green Hotel of the Year (Medium)
- Business Performance Gold Medal, for the Beardmore Sales Team
- Management Excellence Gold Medal, for Director Bronagh Bell
- Dame of Hospitality in Honour of Outstanding Contribution to Hospitality, for General Manager Eileen Newman
- Food and Beverage Hospitality Gold Medal, for Food and Beverage Assistant Gregory Gibson
- Reception Excellence Gold Medal, for Heather Cosgrove
- Restaurant Manager of the Year, for Terry McQuade

“This is absolutely outstanding and so very deserved by all.”

Beardmore staff show off their awards

We’re celebrating 10 years of excellence

This month we celebrate our 10th birthday as part of the NHSScotland family.

Nicola Sturgeon MSP, Cabinet Secretary for Health, Wellbeing and Cities Strategy, will be visiting us on Monday 18 June to officially kick-start the celebrations ahead of our official birthday on Wednesday 27 June.

During the visit, the Cabinet Secretary will:

- present our volunteers with certificates of appreciation and a special volunteer’s award;
- meet with long-serving members of staff; and
- bury a time capsule in the grounds.

Please send items for the Autumn issue of JABS by 10 August 2012.
We’re celebrating 10 years of excellence

Look out for pictures from the launch day in the next issue of JABS.

National resource

To celebrate this milestone we are organising a year long calendar of events from June 2012 onwards.

The celebrations will focus on recognising our achievements over the past 10 years, as well as looking to the future and what it holds for the Golden Jubilee National Hospital, the Beardmore Hotel and Conference Centre and the Beardmore Centre for Health Science.

The events will involve staff, patients, the local community and local authorities, along with the Scottish Government and our NHS Board colleagues across Scotland.

Especially for you

An important focus of the anniversary is the hard work, dedication and innovation of our staff – both past and present. Without the devotion and enthusiasm of people like you we couldn’t have made it this far.

The staff events will commemorate the significant achievements of you and your colleagues over the past 10 years. We plan to produce a Souvenir Newspaper keepsake for staff which will highlight the fascinating history of the Golden Jubilee and Beardmore site. We are also looking at producing a commemorative article for staff.

Calendar of events

We are building a calendar of events across the year and are adding to it all the time. So far the events calendar looks like this:

- 18 June 2012 - Volunteer and patient event
- 27 July-11 August – Art exhibition
- August 2012 – Schools Competition
- 16 September 2012 - Gala Day
- 28 September 2012 - Research Day
- 4 October 2012 - Equalities Celebration
- 8 October 2012 – Advanced Heart Failure event
- 30 October 2012 - Annual Review (including staff award ceremony)
- Date to be confirmed - Variety Show
- November 2012 - The Beardmore Lecture
- 30 November 2012 - Staff Ceilidh
- 1 or 8 December 2012 - Children’s Christmas Party
- 25 January 2013 - Burns Supper

Can you help us?

Staff and patient stories will be a big feature of our celebrations, so we are looking for anyone with historic memorabilia and/or stories that provide an insight into working here – particularly if you were part of the transfer to

Also, we would like to hear from you if you want to join one of our events planning sub-groups - please contact the Communications Department on comms@gjnh.scot.nhs.uk or extensions 5175 or 5195.

We hope you will join us in our celebrations - look out for more information on the events taking place in the coming months!

We need you!

Do you have a special talent that you would like to share as part of one of our events? Are you a great baker? Good at organising games? Or would you like to be Santa at our Children’s Christmas party? If so, please get involved!

Email comms@gjnh.scot.nhs.uk
The Patient Rights (Scotland) Act 2011 - What it means for you

The Patient Rights (Scotland) Act 2011 supports NHSScotland’s ambition of providing services that put people at the heart of everything it plans and delivers.

For those of us who develop and deliver healthcare services, the Act sets out the principles of good patient care in law and details what patients in Scotland have a right to expect of their health services. It:

- aims to improve patients’ experiences of using health services and to support them to become more involved in their health and healthcare;
- acknowledges the important role of carers; and
- encourages responsible use of NHS services and resources.

Importantly, in addition to patient rights, the Act sets out how staff should be treated. All staff providing NHS services must:

- be treated with dignity and respect;
- have their views valued; and
- be supported by their employers to make improvements to the services they provide.

The Act does not undermine the importance of clinical judgement, effective and efficient use of the NHS and its resources, or any other rule of law.

Feedback, comments, concerns and complaints

For the first time, patients will have a legal right to give feedback on their experience of healthcare and treatment and to provide comments, or raise concerns or complaints.

Patient Advice and Support Service

The Act introduces a new independent Patient Advice and Support Service (PASS). This replaces the current Independent Advice and Support Service (IASS).

Treatment Time Guarantee

The Act introduces a 12-week Treatment Time Guarantee (TTG) for planned procedures.

Charter of Patient Rights and Responsibilities

In October 2012 the Scottish Government will launch The Charter of Patient Rights and Responsibilities. This will outline what patients have a right to expect from NHS care and treatment, as well as their responsibilities to the service and those who provide services.

Healthcare principles

The Act also outlines a set of healthcare principles that must be upheld by everyone who provides NHS services:

- patient focus;
- quality care and treatment;
- patient participation;
- communication;
- patient feedback; and
- best use of resources.

Leaflets and factsheets have been developed on each of the main aspects of the Act. Copies have been distributed but are also available on the Patient Rights (Scotland) Act section of the Little Things Make a Big Difference website: www.knowledge.scot.nhs.uk/making-a-difference.aspx.

Stop smoking and start saving

An unusual new recruit is helping spearhead a massive campaign to boost the physical - and financial - health of NHS staff all over the country.

The rapidly-growing NHS (Scotland & North England) Credit Union has joined the drive to encourage health workers to give up smoking.

And the “star” of the innovative campaign is a grinning donkey who tells smokers they’ve got “Heee- haw to lose by quitting”.

Adverts also point out the very attractive “financial carrots” smokers could earn by giving up cigarettes and using the money to access a credit union loan, vastly increasing their purchasing power.

Over the next few weeks, tens of thousands of leaflets, posters and fliers will appear at health service sites across Scotland and the north of England. The material will also be sent out directly to the 7,000+ credit union members.
Eight is great as Beardmore triumphs at hotel ‘Oscars’
continued from front page

The winners are selected following inspections, interviews, consumer feedback and nominations, industry intelligence and critic analysis.

The awards were presented on Sunday 20 May 2012 in a ceremony that was attended by hotel teams from across Scotland.

Jill Young, Chief Executive, congratulated the team on their achievements. She told staff: “This is absolutely outstanding and so very well deserved by all. I am sure it was a fantastic evening and you have certainly made the Board very proud.

We know we have the highest quality hotel and staff in the land but it is great when external accreditation reinforces this, so well done to you all.”

Jeane Freeman, Chair, offered congratulations from the Board for such significant success and told the winners: “I really do hope you are all as proud of your achievements as you so richly deserve to be. This level of external accreditation is more than remarkable and is significant recognition from your peers.”

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Workforce monitoring – why do we want to know?

Our Board is committed to supporting and promoting dignity at work by creating an inclusive working environment.

We are legally required to demonstrate our commitment to equalities – this includes workforce monitoring. By monitoring our workforce we can measure change through the collection of statistical data and identify issues that may affect staff and the people who use our services.

What’s the point of monitoring?

Monitoring tells us where to direct our services and where improvements need to be made. It helps us understand our workforce better, so that our policies and processes meet your needs. We can also tell if our recruitment practices are fair and that there is equality of access to jobs and services.

What information do we monitor?

We need to collect a range of information about staff such as their gender, age, sexual orientation, religion, ethnicity and any disability. We will only collect information relevant to your healthcare needs or to fulfil our legal responsibilities as an employer.

What if I don’t want to answer?

No one will force you to give this information and we wouldn’t expect you to provide details that you do not feel comfortable sharing. For this reason, we have included a ‘prefer not to answer’ option on our monitoring form. It is better to complete the form stating ‘prefer not to answer’ than not complete the form at all, as you will be helping us meet our legal responsibilities.

How do we use the information?

We are able to use the information to make sure that we are not discriminating against specific groups. For example, we review the profile of job applicants against those actually appointed to ensure we do not discriminate against applicants as a result of their age, ethnicity, religion, sexual orientation or if they have a disability.

We also monitor disciplinary and grievance cases for any equality impact. We report this information to our Senior Management Team and the Board so that they, and the public, can be assured that we are treating our staff fairly and consistently.

How do I know that my information is safe?

It’s quite natural and sensible to feel protective of your personal information. But when you give us information about your gender, age, sexual orientation, religion, ethnicity and any disability, you can be sure that it will only be used responsibly.

The information will be held only in our Human Resources system. The information is password protected and only accessible by Human Resources staff who will not share or make individuals’ information available to anyone outside the department at any time.

For further information about workplace monitoring please contact Elaine Barr, HR Manager, on extension 5012 or email elaine.barr@gjnh.scot.nhs.uk.

The latest workforce monitoring report is available using the link below: http://www.nhsgoldenjubilee.co.uk/publications/reports/workforce-monitoring/index.php

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It’s nearly here!

The new Golden Jubilee website will be launched shortly. The content is currently being finalised and user testing of the new site will take place in the next couple of weeks. Watch this space…!
And don’t just take our word for it about why we want your information and how we use it – Stonewall Scotland have published a plain English guide giving 10 reasons why a range of data – such as age, gender, sexual orientation and belief – may now be requested by employers and service providers.

1. Questions, questions...
Wherever you go, people want to know your business. Your age, gender, sexuality, race, religion, whether you’re disabled… where does all this information go?

It goes to help make things better, that’s where it goes. It tells local authorities where to direct their services; it shows organisations if certain people aren’t making the most of them; and it makes sure that you get the right slice of what you’re paying for.

They can’t change things without your help.

2. Big Brother is not watching you. Funny as that may seem
We’re all told to watch who we give our personal information to, what with identity theft and everything.

But when you give information about your age, race, religion, disability, sexuality or whatever to, say, your local authority, you can be sure that it will only be used to make things better. In fact, they usually won’t even know it’s you!

3. It’s not about you. Really. Sorry about that
Yes, occasionally you may fill in a form with your name and address. But the section with information about age, race, sexuality etc is almost always dealt with separately.

Your personal information is about you – hello! – the rest is statistics. And if they occasionally keep it on your file, it will only ever be to make sure that you as a white/black older/young married/single straight/gay man/woman are being properly catered for.

4. Come the revolution!
Some people worry about giving information in case it should fall into the wrong hands.

But when a public body gets your form, they don’t just file it away in the basement. There are very strict laws to make sure they protect those details and deal with them responsibly.

And if you don’t trust them for whatever reason – or you don’t feel comfortable – then don’t give the information. No one can make you.

5. Go ahead. Ask
So, what information do they want out of you?

They’ll want to know whether you’re a man or a woman. They may want to know your ethnicity. And they’ll want to know what age category you fit into.

These days, they may also want to know your sexuality: are you gay/lesbian, heterosexual (they might say straight) or bisexual?

They’re not after dinner and a movie. They just need to know to be able to do their job properly. Same with disability. Data like this helps authorities get services right.

6. Get services right? That’ll be the day
Well, we can’t moan about authorities wasting money if we’re not prepared to help.

Take a couple of examples. If there are lots of older people in an area, maybe more Dial-a-Ride services are needed. People from certain groups have particular health needs: there are higher rates of breast cancer among lesbians, for instance, so provision has to be made. Maybe your first language is not English and you’d prefer library books in your own language.

You can see why they need to know.

7. Race, sex, religion, sexuality? Is that it?
Well, who’s asking? Depending on whose form you’re filling in, you can usually see why they need the information.

They might want to know if you’re homeless. Or have a particular condition. Or are transgender. They might also need to know your salary or how much you receive in benefits.

They’re not being nosy – the information helps make services better by targeting them at the right people. And, as always, it won’t come back to you personally.

8. Employers need to know too
It’s easy to see why your local council might need to know this stuff, but what about when you’re asked to fill in a form like this by a private company? When you’re applying for a job, for instance?

The reasons are similar: to make sure they’re being fair and that people from all backgrounds are represented. And of course the details you give are protected by those same strict laws.

9. You want to know my what??
It can seem nosier when someone is asking the questions face to face rather than getting you to fill in a form. But it’s the same. They’re really not interested in you personally, not in that way. They do it with everyone.

And if you’d rather fill the form in yourself, just tell them.

10. Stand up and be counted
It’s quite natural to feel protective of your personal information. Its not only natural, its sensible.

But if local authorities and hospitals and police forces and employers don’t know who’s out there, they can’t be expected to get it right.

If you don’t fill in the form and then find that no one’s thought about YOUR needs, well, you can hardly complain, can you?
Flying the flag against homophobia

Our Board took a stand against prejudice recently as we raised a rainbow-coloured flag on 17 May for International Day Against Homophobia (IDAHO).

A symbol of Lesbian, Gay, Bisexual and Transgender (LGBT) equality, the flag was raised by Chair Jeane Freeman, Chief Executive Jill Young, and one of the Board’s Sexual Orientation leads, Jane Christie.

This demonstration of commitment to improving services for LGBT patients, service users and staff comes as no surprise from the organisation which was ranked the best Scottish NHS Board in Stonewall’s Workplace Equality Index earlier this year – a measure of how an organisation meets the needs of LGBT staff and service users.

Speaking after the flag was raised, Jeane Freeman said: “We feel very strongly that everyone who comes into contact with our services – be they staff, patients or guests – feel welcome, safe and supported. Not only did we raise the rainbow flag here today, we have helped raise awareness of this important issue and further highlighted the need to promote equality and eliminate discrimination.”

IDAHO was launched in August 2004. The date – 17 May – was chosen to commemorate the World Health Organisation’s decision to remove homosexuality from the list of mental disorders on 17 May 1990.

Jane Christie added: “We are proud to support IDAHO and particularly the 2012 initiative which is to fight homophobia and transphobia through education. Today’s demonstration is part of our ongoing commitment to improving our staff and patients’ experience across all areas of diversity. We believe that by working with local community groups such as the West Dunbartonshire LGBT network we can improve the experiences of local LGBT people, as well as those who visit and work in the Golden Jubilee and Beardmore”.

Blended learning to help us value diversity

As we live in an increasingly diverse society and must be able to respond appropriately and sensitively to everyone’s needs, equality and diversity is becoming more important in all aspects of our lives and work.

Our Board has recently launched a new staff training programme to raise awareness of equality and diversity issues. The new programme, “Valuing Diversity”, is the first training course to offer a blended learning approach for all staff.

This means if you have still to receive training in diversity awareness, you will now complete an e-learning module ‘Valuing Diversity - Part 1’, before attending the classroom session ‘Valuing Diversity Part 2’.

The e-learning module can be found on eJUBE. If you need help to access the module or general computer assistance, please contact Laiq Rahman on extension 5158.

The first classroom session was held on 26 April and over 30 members of staff attended. An evaluation session was then held and, thanks to feedback that was given, the workshop has been updated and dates have now been scheduled for the remainder of the year.

If you have already attended training in diversity awareness but are interested in refreshing your knowledge, you can still access the e-learning module ‘Valuing Diversity – Part 1’.

Look out for the ‘Valuing Diversity’ modules and enjoy your blended learning!
Nurses’ Day is a piece of cake

Nursing staff were treated to tasty cakes as a thank you for all they do as part of our Nurses’ Day celebrations last month.

Nurses’ Day is celebrated on 12 May, the anniversary of Florence Nightingale’s birth, every year throughout the world as a way to remember the amazing work nurses do and show our gratitude.

Celebrating a day early this year, our senior nurses took part in a training day with Cathy Cairns, Assistant Director of the Nursing and Midwifery Council for Scotland, Wales and Northern Ireland.

Our hard working nurses were also treated to special Nurses’ Day cakes and teabags and a lucky few even became the stars of our Facebook page for the day!

Nurse Director, Shona Chaib, commented on the day: “Our nurses are committed to delivering the highest quality of care while ensuring all patients are safe and treated with dignity. They strive to be the best they can be and it is important to have a special day like this to acknowledge their unfaltering efforts.”

On location

The Chief Nursing Officer, Ros Moore, recently visited the Golden Jubilee to make a short film highlighting why NHSScotland’s nurses are ‘Extraordinary Everyday’. You can watch the film on youtube at: http://www.youtube.com/watch?v=WRC1HDDL4

Staff benefits

We believe this is a great place to work – and here are just some of the reasons why!

- State-of-the-art purpose-built environment
- Free car-parking
- 24 hour security
- Subsidised canteen
- Flexible working practices/Employee Friendly policies
- Occupational Health service with self-referral options
- Staff physiotherapist
- Further education fund
- Discount at Beardmore Hotel and Conference Centre
- Discount on membership of Beardmore Health Club
- Childcare vouchers scheme
- Cycle to work scheme
- Travel-card scheme
- Discounts through www.nhsstaffbenefits.co.uk
- NHS Credit Union

For more information on these staff benefits, contact Human Resources on extension 5082.
Difference doesn’t matter. Understanding does.

Diversity Champions update

From February to April this year, we launched a recruitment campaign to sign up our organisation’s Diversity Champions. This role aims to promote the Board’s approach to equality and diversity in a proactive way as well as providing you with equality and diversity advice and support, when needed.

We’re pleased to say that we had 30 members of staff who indicated an interest in becoming a Diversity Champion, and the 18 members of staff detailed below and in the following link went forward and undertook the training.

http://staffnet/gjnh/equalities/diversity/index.asp

Alan Kirk 0141 951 5663
Eleanor Lang 0141 951 5659
Fiona Shankland 0141 951 5814
Innocent Jakisa 0141 951 5423
Jane Christie 0141 951 5822
Kirsty Quinn 0141 951 5600
Lindsey Ferries 0141 951 5039
Lorraine Allan 0141 951 5278
Lynn Heatley 0141 951 5538
Margaret Young 0178 691 4578
Mark Swatton 0141 951 1547
Martin Sarungi 0141 951 5574
Myra Johnston 0141 951 5895
Natalie Adam 0141 951 5188
Pamela Maier 0141 951 5967
Stephen Moir 0141 951 5198
Stewart MacKinnon 01383 851 721
Tracey Wark 0141 951 5927

We are now looking at ways we can develop and enhance this network allowing them to support, not only our equality team, but also the organisation as a whole.

Look out for more information on our Diversity Champions coming soon...

Making a difference in South Sudan

On 13 April this year, our HDU Manager, Janette Gilbert travelled to Yei in South Sudan as part of a seven member medical team. Here, she shares her experiences in the hope that it will encourage others to do what they can to improve conditions in third world countries.

“South Sudan is the newest country in the world, having recently gained independence after more that forty years of civil war. We decided to fund this mission ourselves to see first hand what the war has done to the people there and to work alongside the existing medical staff who provide basic health care within the orphanages, hospital and clinics.

“Our first visit was to an orphanage in Morobo, approximately 30 miles from Yei. We were greeted by children singing and welcoming us – a wonderful sight after the most bone jarring and teeth rattling journey I have ever had!

“We spent two days at the orphanage screening for malaria and intestinal parasites. Word quickly spread that we were there and people came from the bush and surrounding villages for medical treatment - we screened 150 children and about 40 adults over both days, with 30 testing positive for malaria and being given treatment. We also spent time giving simple health advice and demonstrating correct hand washing. We take things like this for granted, but the people there have no knowledge of the hazards posed by germs and how easily they can be spread.

“After the orphanage, we visited the Government hospital in Yei. The conditions we witnessed there were quite shocking.

The interpreter was very quickly given and I feel better already. I was treated within 24 hours. Thank you for my good treatment and everything.”

I have not had interpreter help at other hospitals. I found having a Punjabi interpreter very useful. I could understand everything much better because I could use my own language instead of my broken English - especially when I met doctors and went for my operation.

This hospital has very high standards of cleanliness.

Always ready to help

They are always ready to help.

“Syphon83“ posted:

“I have been to many hospitals for treatment. I would say that this hospital is better than other hospitals that I have been to. The staff are very co-operative. They are always ready to help.

The interpreter was useful and helpful because my English is very poor. I would not have understood everything properly without their help. I speak Urdu.

My treatment was very quickly given and I feel better already. I was treated within 24 hours. Thank you for my good treatment and everything.”

My treatment was very quickly given and I feel better already. I was treated within 24 hours. Thank you for my good treatment and everything.”
who have just come out of surgery are visited by family who sit on the bed beside them. The same family members prepare food for the patients outside surrounded by litter, local dogs and goats. The staff in the hospital are over worked and under equipped but they do the best that they can with very limited resources.

“Our from the hospital in Yei, we moved on to visit Goli hospital. It has a higher level of cleanliness but the equipment there is in desperate need of replacement. Even simple items like specimen bottles, needles and syringes are in very short supply.

Most of the patients we saw were children being treated for malaria. The condition is very common and can be treated relatively easily if diagnosed and caught early enough but parents will go to the local witchdoctor first, as they do not trust “white man’s medicine”. It is only when the child becomes really sick that they take them to hospital, by which time the disease is harder to treat. We met Betty, who was being treated for malaria, and her mother who told us that she was very grateful and happy that her child would be made well again.

“We also spent time out in the surrounding villages to promote and provide education on basic hygiene and hand washing using the same techniques as in the orphanage. It was a great success and I cannot describe how uplifting it was to see both adults taking on board what we showed them and understanding the importance of something so simple that could ultimately save their lives.

Thanks to the generosity of everyone who donated or contributed through the fundraising events, we were able to give £10,000 to the charitable account set up specifically for this cause. The money will be used for essential medical supplies in the Goli and Yei hospitals. We were also able to provide practical gifts of stationery for the school, footballs, bandages and medicines, toys, baby clothes, sweets and 96 toilet rolls!

“This was an experience I will never forget and I would urge anyone who’s interested to get involved in any way you can. On behalf of the team and the people of Yei and the surrounding area, I’d like to take this opportunity to thank you all for your support and help. We could not have done it without you.”

“...the equipment there is in desperate need of replacement.

“Can’t praise staff enough.

Zenith726 posted: “Can’t praise staff in all departments enough. From HDU to ward 4 West, the care has been excellent. Special thanks to Mr Asif and his team for their expertise.”
The Healthcare Environment Inspectorate recently published their report following an unannounced inspection of the Golden Jubilee National Hospital on 27 March 2012.

The inspectors visited 2 east (orthopaedics), 3 west (cardiothoracic), 4 west (cardiothoracic), intensive care unit (ICU) 2; National Services Division (NSD), and our outpatients department.

Overall, they found evidence that we are complying with the majority of the HAI standards and highlighted that:

• our standard of cleaning was very good;
• there is low incidence of infection; and
• there is good availability and use of personal protective equipment.

However, they did find that further improvement is required to ensure that all policies are up to date and reflect current best practice.

This inspection resulted in two requirements and two recommendations.

Requirements

• Review all policies contained in the infection control manual in line with the document review date. This will ensure that staff have access to the most up-to-date information regarding infection prevention and control.
• Ensure that the hand hygiene policy reflects the national infection control manual produced by Health Protection Scotland. This will ensure that staff have access to the best guidance regarding infection prevention and control.

Recommendations

• Display the results of surveillance more clearly and promote the low incidence of infection to provide increased assurance to patients and visitors.
• Ensure that fridge and freezer temperatures are recorded clearly and consistently. This will provide assurance that drugs and food are being stored at appropriate temperatures and, where they are not, appropriate actions are being taken.

Jill Young, Chief Executive, commented: “The Golden Jubilee National Hospital has an excellent track record in the prevention and control of infection and we are particularly pleased to note the recommendation to more clearly promote our low incidence of infection to provide clear assurance to patients and visitors.

“We accept the two policy based requirements and two recommendations set out by the Inspectors and have already put in place an action plan to address these.”

For more information:

Read the full inspection report: http://www.healthcareimprovementscotland.org/programmes/inspecting_and_regulating_care/hei_national_waiting_times/golden_jubilee_may_2012.asp


The Scottish Government has announced that the minimum price for alcohol will be 50p per unit.

Setting the price at this level will have significant health and social benefits, according to Nicola Sturgeon, the Cabinet Secretary for Health and Wellbeing.

The Alcohol (Minimum Pricing) (Scotland) Bill is shortly to start the final stage of the parliamentary process.

The Bill looks to set a minimum price for a unit of alcohol as a condition of licence. It also sets the formula for calculating the minimum price based on the strength of the alcohol, the volume of the alcohol and a price per unit of alcohol.

For more information, read the Scottish Government’s news release on minimum pricing: http://www.scotland.gov.uk/News/
How long have you worked in the NHS?
I started in the Western Infirmary as a Cardiac Technician in 1985.

What is a typical working week for you?
Monday and Tuesday morning I’ll be in theatre, either at the Golden Jubilee or at the Royal Hospital for Sick Children. Come Tuesday afternoon I escape upstairs and start the meetings.

What are the best bits of your job?
The best bits of my job are getting to know lots of new people and knowing that you are contributing to improving the organisation.

Worst bits?
Most of those come in theatre when things aren’t going well.

Most unusual thing asked to do at work?
Having to answer questions about myself...

What achievements are you most proud of?
Becoming Employee Director.

Main likes?
I like getting to know lots of different people.

Main gripes?
I always get to level five and realise I’ve left something in my office!

Where’s home?
Barrhead.

Favourite food and drink?
Macaroni Cheese from the hospital canteen on a Friday!

What would you like to change about yourself?
I’d like to be more assertive.

What would you like to change about the hospital/hotel?
It’s location.

What will your colleagues not know about you?
I love doing jigsaws.

How would you like to be remembered?
I want to be remembered as a good person.

Favorite holiday destination?
Cowal

Favorite music?
Joan Armatrading

Who would you most like to have dinner with?
Sharon Gless… yes, I’m still a Cagney and Lacey fan 30 years on!

If you had three wishes what would they be?
1. To win Euromillions
2. To be able to sing
3. To wake up thin

Comments:
From Frank Murphy on Facebook
“Wonderful hospital with amazing staff. It’s nearly enjoyable going to the Jubilee! My mom thinks your canteen is great, too.”

From Christopher Smith on Twitter
“Fantastic place, fantastic staff, they saved my life, they are all my heroes, god bless them all.”

Ombudsman investigation

The Scottish Public Services Ombudsman recently published an investigation report following the death of one of our patients. We issued the following statement in response to the report:

“The Golden Jubilee National Hospital welcomes the investigation report published today (Wednesday 25 April 2012) by the Scottish Public Services Ombudsman.

“As a national resource for NSScotland, we pride ourselves on delivering an excellent service for the people of Scotland. We believe that we have a good track record in providing first class care for all of our patients which is safe, effective and person centred.

“We acknowledge that, on this occasion, there were shortcomings in the patient’s care and treatment and that we did not provide clear answers to explain why he died. We would like to apologise to the patient’s family for any upset and distress this has caused.

“We accept the recommendations set out by the Ombudsman and have already set in place the processes to ensure that we meet all of them within the set deadlines. We will use our internal processes to audit and review this incident and ensure that lessons are learned for the future.

“Once again, we would like to apologise to the patient’s family for any upset and distress we may have caused at an already stressful time for them. If they would like to do so, we are happy to meet with the family to apologise to them in person.”
The Golden Jubilee National Hospital is improving how we support patients with dementia after three of our staff graduated from Scotland’s first-ever Dementia Champions Programme.

Clinical Educator Jacqueline Brown, Senior Physiotherapist Ann Dockery and Senior Staff Nurse Donna Bryce were among the first 100 Champions to start work across Scotland and help drive up standards of care for people with dementia.

They graduated on 14 March (Donna in absentia) at a ceremony in Our Dynamic Earth in Edinburgh where Nicola Sturgeon MSP, Cabinet Secretary for Health, Wellbeing and Cities Strategy, delivered the keynote address.

The Dementia Champions Programme, commissioned by NHS Education for Scotland (NES), aims to improve the experiences and outcomes of care and treatment for the growing number of people with dementia being cared for in Scotland’s acute hospitals. It is part of a wider set of actions, driven by the Scottish Government’s commitment to develop a workforce capable of working with people with dementia in the acute care setting.

As part of the course, our Champions carried out an evaluation of their work areas to gauge how the hospital is progressing towards achieving a number of Quality of Life Indicators. These indicators have been developed by working with people with dementia and can be used to measure the progress in raising awareness and stimulating positive change in how people with dementia are cared for.

As a result of the evaluation, Jacqueline, Ann and Donna are now leading the way on a number of initiatives within the hospital:

- Production of a ‘This is Me’ document for patients with dementia, which provides staff with information about the patient as an individual, such as needs, preferences, likes and dislikes.
- Improving communication for patients in clinical areas with changes to case notes and patient information boards in clinical areas.
- Development of dementia packs for clinical areas including signage (e.g. hot/cold tap etc)
- Guidance and dementia awareness for staff.

Eleanor Lang, the Golden Jubilee’s Age Equality Lead and Clinical Education and Improvement Nurse, congratulated the Champions on their achievement, saying: “We are very proud of our three Dementia Champions who will lead the way in improving services for our patients who have dementia, their families and carers.

“You should all feel very proud of your achievement. The knowledge and skills you have gained will translate directly into a better care experience for our patients with dementia, as well as their relatives and carers.”

A further 200 staff from Scottish NHS Boards and local authority Social Services teams will undertake the programme in 2012/13.
Thank you!

A big thank you goes to the relatives of an ICU patient, who recently redecorated this relative room for us.

Relatives of patients who use the room frequently comment on how nice it is.

Staff in critical care really appreciate the gesture and would like to thank the family for their generous donation of furniture and decorations and for taking the time to do this.

It’s ok to ask

A revised version of the Scottish Government leaflet ‘It’s okay to ask’ is now available. The leaflet, and accompanying poster, provides useful tips and questions patients can ask during health care appointments, helping them to play an active part in their care and treatment.

Copies of the leaflet will be distributed shortly, however if you would like any more please email comms@gjnh.scot.nhs.uk

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Cementing our role as a specialist Orthopaedic centre

After announcing last year that we carry out 20% of all Scottish hip and knee replacements, the Golden Jubilee National Hospital is now expanding its specialist orthopaedic centre to treat an extra 300 patients a year.

This means that we can treat an additional 25 patients on top of their average 220 joints per month. And this is over and above the other orthopaedic procedures undertaken such as hand, anterior cruciate ligament (ACL) and arthroscopic surgery.

June Rogers, our Director of Operations, told JABS: “With the growing number of older people in our society, our orthopaedic service continues to be in high demand.

“Most patients experience huge mobility improvements after hip or knee surgery, with many returning to activities that they have not been able to enjoy for years. This announcement means more patients across Scotland will ultimately benefit from an increased quality of life.”

As pioneers of the ‘Enhanced Recovery Programme’ in orthopaedics, the Golden Jubilee is internationally recognised for our innovation and quality of care, helping patients to be back in the community faster by supporting independence, reducing length of stay in hospital and increasing mobility.

Jill Young, Chief Executive, added: “This expansion provides a significant step up in the capacity of the Golden Jubilee and really solidifies and acknowledges our national role as a specialist orthopaedic centre of excellence.”

The expansion will involve opening a new theatre, inpatient beds and recruiting additional medical and nursing staff.

Get on your bike to mend broken hearts

Our Director of Research and Development, Professor Keith Oldroyd, is cycling the “Queen” stage of the Tour de France on 14 July to help raise money for the British Heart Foundation's Mending Broken Hearts Appeal.

Keith and his cycling partner, Andy Baker, will be cycling over 200km (around 130 miles) with an ascent of over 15,000 feet into the Pyrenees mountain range. Cycling Weekly magazine described the route as “monstrously brutal”!

Please show your support for Keith and get behind this worthy cause by making a donation using the Just Giving link below:

http://www.justgiving.com/Andy-n-Keith-Tour-de-France-Act-2-fundraiser

When we’re at work, we have a legal right to a safe and healthy working environment and access to adequate welfare arrangements. Happy workers perform better and are more satisfied in their jobs.

The legal bit...

The Health and Safety at Work Act 1974 and the Workplace (Health, Safety and Welfare) Regulations aim to ensure that workplaces meet the health, safety and welfare needs of all those who work there.

More information will be displayed on staff notice boards next month. If you have any specific issues relating to health, safety and welfare please feel free to contact the Occupational Health Department on extensions 5435 or 5436 or the Health and Safety team on extension 5092 at any time.

Keith (left) and Andy get ready for their fundraising adventure
Movers and shakers

Over the last couple of months we have seen a lot of staff changes. Let’s take a minute to say farewell to some ‘old’ faces and hello to some new ones...

Goodbye and good luck to...

Moira Heath, Cardiac Healthcare Assistant
Michelle McLachlan, ICU RN
Louise Stakim, ICU RN
Scott McAllister, Theatre Assistant
Carolyn Graham, ICU RN
Irene McGachy, 2 East RN
Louise Turner, ICU RN
Lynn Sigley, Cardiac RN
Theresa Cairns, Personal Assistant
Marion Adam, Theatres Healthcare Assistant
Andrew Church, HDU Healthcare Assistant
Gail Henderson, ICU RN
Mhairi Whitton, Medical Secretary
Maureen Muir, 3 West Healthcare Assistant

...a warm welcome to...

Lynsay Boyle, 2 East RN
Michael Gibson, 4 West RN
Alan Beattie, Kitchen Porter
Arangannal Arul, Cardiac Clinical Fellow
Gillian Hendry, Heart Transplant RN
Melissa Tulloch, Beardmore Front Office Assistant
Natalie Stevenson, Beardmore Front Office Assistant

... and congratulations to...

Margaret Allan who has temporarily stepped in to Rena Thomson's role.
Janis McClymont who has temporarily moved from Clinical Governance to be the Directorate Administrator for Regional and National Medicine.

Patient information

All requests for new patient information and/or updates to existing patient information should now be sent to the Communications team.

Just email us at comms@gjnh.scot.nhs.uk

Rena Thomson, one of our longest serving senior nurses, retired on Friday 4 May.

Rena would like to thank everyone she worked with over the years, especially those involved in the wonderful send off she was given in the Beardmore Hotel and the generous gifts she received on her last day.

You’ll be missed, Rena!
A right royal affair

Our staff might have been working but we still managed to get into the spirit of Diamond Jubilee Day.

Some non-uniform staff donned red, white and blue outfits for the occasion and staff in several departments brought in their own treats to have lunchtime tea parties to celebrate the occasion - which is fitting as our hospital was created in Her Majesty Queen Elizabeth’s Golden Jubilee year.

Directorate Accountant Fiona Stiven tied the knot with partner Adam Mullen on Friday 18 May. Fiona’s colleagues from the Finance Department joined the happy couple to party the night away in Pollokshields Burgh Hall. We wish the newlyweds every happiness!

Professor Colin Berry, Consultant Physician and Cardiologist, has been voted on to the British Cardiovascular Society’s Academic and Research Committee. Colin’s appointment was the result of a national ballot and brings further recognition for the Golden Jubilee Hospital. Congratulations!

[Images of staff celebrating Diamond Jubilee]

HM Queen Elizabeth II
Diamond Jubilee
1952-2012

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