

Jubilee Life **November 2024**

A decorative graphic consisting of a blue wave-like shape that tapers to the right. On the left side, there are several white stars of varying sizes, some with blue outlines. The text 'Our People Awards 2024' is overlaid on the right side of the wave.

Our People Awards 2024

Issue 65

Welcome to this very special Our People Awards edition of Jubilee Life!

This month, we celebrated our annual Our People Awards, recognising the incredible efforts of all of our teams across the organisation for the inspirational work they carry out on a daily basis.

We received hundreds of nominations for staff and teams across the organisation from members of the public, staff, and volunteers, aiming to celebrate everyone who has gone above and beyond over the past year.

The Judging Panel, made up of a multi-disciplinary group of senior staff and non-executives from across the organisation, did not have an easy task with so many worthy candidates put forward.

[You can see all of our nominees here.](#)

After intensive deliberation, we were down to 38 finalists made up of individuals and teams across 12 categories, who were invited to join us for the glamorous awards dinner in the Golden Jubilee Conference Hotel.

Hosted by the incomparable Billy Kirkwood, 5-time Scottish Comedy Award winner, who kept the energy high and the laughs flowing as our teams gathered to celebrate their accomplishments and cheer on colleagues.

We would like to say a huge thank you to our amazing sponsors: the University of Strathclyde, AECOM, Wallace Whittle, and Kier Group. Your support has been instrumental in making this evening possible, and we are deeply grateful for your commitment to celebrating the exceptional work of our staff. Thank you for helping us honour these incredible achievements.

Also a special thank you to our partners at Golden Friendships, who provided the fantastic musical entertainment from James McKay.

In this special celebration edition of Jubilee Life, we will be bringing you all the finalists and winners, as well as pictures and videos from the night.

Don't forget to stay tuned to our official Youtube Channel for the full event in the coming days!

Please note: normal service will resume with Jubilee Life in our next edition, which will be out in early December.

For any important updates, please contact [Comms](#) and we can discuss circulating these via Staffnet and eDigest.







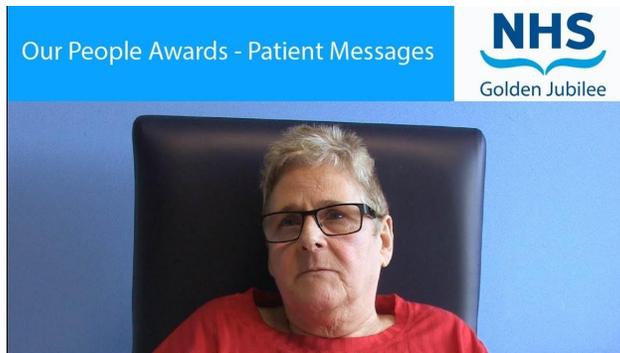




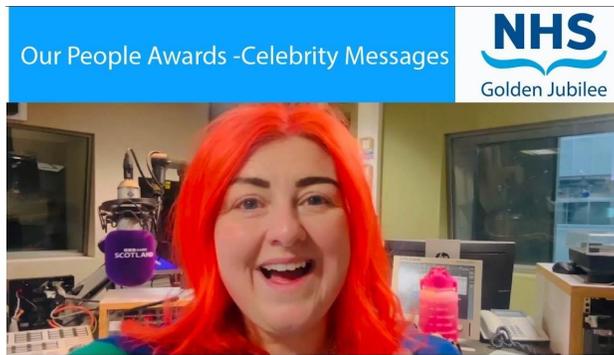








1 - Messages of support from our patients



2 - Some well known faces share their congratulations



3 - Our partners from Scottish Government, industry and academia share their support

Categories



Care and Compassion Award

Presented by our Nurse Director, Anne Marie Cavanagh, the Care and Compassion award is given to a team or individual who has demonstrated a compassionate attitude to patients, carers and customers in everything they do.

The finalists were:

- Lesley Barclay
- Lynsey Paton
- Nikos Kostoulas

And the winner is: Lesley Barclay

Lesley has demonstrated exceptional care, kindness, and creativity in her approach to patient wellbeing.

For the past 3 years, she has designed a beautiful seasonal tree at the entrance of the ward, inviting patients to contribute thank-you notes on hearts, acorns, and other symbols.

This simple yet powerful gesture has offered comfort, hope, and encouragement to patients, many of whom are feeling anxious and vulnerable.

Lesley, we are honoured to recognise you with this well-deserved award. Congratulations!



Chair Award for Living Our Values

Each year, our Chair, Susan Douglas Scott, presents the Chair Award for Living Our Values. This is dedicated to recognising a team or individual who have embedded our values and demonstrate these in their everyday practice as part of Team Jubilee.

The finalists were:

- Cameron (Cammy) Murray
- Hospital Reception Team
- Rob White

Your winner: Hospital Reception team

As the first point of contact for patients, families, and visitors, they consistently demonstrate our core values of dignity, respect, and kindness.

They greet everyone with a smile, offer assistance without prompt, and help put people at ease during anxious times.

Their positive, consistent approach reflects the heart of our organisation and ensures a welcoming environment for all.

Congratulations to the Hospital Reception team for embodying our values every day!



Collaboration Award - Sponsored by AECOM

Thanks to our sponsors at AECOM, Billy was joined on stage by Project Director of Cost Management and Health Lead for AECOM, Amreen Ibrahim, to present our Collaboration Award.

Our Collaboration Award celebrates those in Team Jubilee who have built incredible relationships which benefit everyone who needs our services, and doing so while treating all involved with dignity and respect.

This year's finalists were:

- National Elective Coordination Unit (NECU)
- Orthopaedic/Pharmacy Collaboration
- Orthopaedic Pre-assessment Multi-Disciplinary Team (MDT)

Your winner: National Elective Coordination Unit

Since its establishment in 2022, NECU has built strong partnerships both internally and externally, using innovative digital solutions to match planned care capacity with demand across NHS Scotland.

Their efforts have validated over 139,000 patients, generating additional capacity for 11,000 appointments and reducing reliance on independent sector providers, saving NHS Scotland over £5 million.

The team's collaboration with health boards and external partners has also led to the treatment of an additional 10,000 patients.

NECU's approach to supporting patients, through both digital and face-to-face engagement, has achieved a 95% patient engagement rate, and automating processes has reduced administrative burdens.

Their work is now being adopted across local health boards to build sustainable, efficient processes for planned care.

This small but highly effective team consistently demonstrates the power of collaboration, earning high scores for support and teamwork.

Congratulations to the NECU team for their outstanding contributions!



Innovation Award – Sponsored by the University of Strathclyde

Representing our sponsors from the University of Strathclyde, Professor David Littlejohn, Special Adviser to the Principal's Office, presented the Innovation Award.

Aimed at celebrating the contributions of any team or individual who have developed exciting and innovative ways to improve health or our services.

From using new technologies, ways of working, or just smarter and faster ways to access treatment or services, our finalists have made such a difference to the lives of patients across Scotland.

Our Finalists:

- Ben Macklin
- National Elective Coordination Unit
- Orthopaedic Team

Our Winner: The Orthopaedic Team

Hailed for their ground-breaking pilot in the introduction of a dual-theatre model, the team have optimised the use of theatre time and reduced the number of consultants needed without requiring additional theatre staff.

A massive congratulations to the team, and a well done on a successful trial.



Volunteer Award

Non-Executive Director and Chair of the Volunteer Forum, Marcella Boyle took to the stage to present our Volunteer Award.

At NHS Golden Jubilee we are truly blessed to have an incredible group of volunteers, people who give of their time freely to make a difference to the lives of our patients, their families, carers and service users all across our organisation. This award highlights the effort of any individual or team of volunteers who have gone above and beyond for our Hospital.

Our Finalists:

- All NHS Golden Jubilee Volunteers

- Beth Anderson
- Eye Centre Volunteers

Our Winner: All NHS Golden Jubilee Volunteers

Our Hospital volunteers give their time freely to help improve the health and wellbeing of patients, carers and service users of NHS Golden Jubilee, making visits to the hospital a positive experience. That's why it was impossible to select just one winner, as they all make such a difference every day.

Their flexibility and willingness to meet the needs of the hospital is massively appreciated, from supporting patients and visitor's to navigate the building to getting involved in our Staff Networks and Volunteer Forum.

This friendly and approachable team have a unique gift to understand people's individual needs, whether it be a listening ear, a friendly chat or an enquiry session. They bring a smile to our faces when we see them and remind us why we are in the jobs we do.



Leader of the Year

Leadership is crucial to every aspect of our organisation, and this award highlights those individuals in our organisation who have shown outstanding leadership qualities in the work they do to make change happen, and the work they do with others to make things better.

Our Director of People and Culture, Laura Smith, did the honours for this prestigious category.

Finalists:

- Jane McNicol
- Linda Nesbitt

- Raymond McGregor
- Susan McLaughlin

Winner: Linda Nesbitt

Linda was nominated for her exceptional leadership, unwavering commitment to excellence, and profound impact on both patient care and staff satisfaction.

She is a true example of career long learning and continuous professional development and inspires others to do the same.

Her innovative approach and dedication to advancing nursing practice are an inspiration to us all.

This well-deserved recognition is a testament to your hard work, passion, and the positive difference you make every day.



Long Service Award – Thank you Ida!

What would an awards night be without a couple of surprises in store?

At the halfway point of the evening, our Employee Director, Jane Christie-Flight and our Chair Susan Douglas Scott, took to the stage to present our first of 2 surprise awards.

In the spirit of celebrating the amazing contributions of our staff, we took the opportunity to present a very special Long Service Award to our very own Ida Torrace as she marks an incredible 50 years as part of the NHS.

A truly extraordinary individual, Ida joined the NHS in October 1973 as an ECG Technician (nowadays known as Cardiac Physiology). In 1979 she moved to be a Heart-Lung Technician, which we would all now refer to as a Clinical Perfusionist.



She worked across Glasgow until the services were split, after which time she was based at Western Infirmary and Yorkhill.

Following the move of the heart and lung services in 2008, Ida has served as the Perfusion Lead for Paediatric Services, and brings a passion for the services delivered at the Children's Hospital.

It's not an exaggeration to say that she has been absolutely integral to the evolution of paediatric Perfusion and Paediatric ECMO in Scotland over the last half century.

On behalf of all of us at NHS Golden Jubilee, we want to thank Ida for all her contributions and the difference she has made to the lives of countless patients and families over the years, and congratulations on 50 years as part of NHS Scotland.



Special Recognition Award

The surprises weren't finished yet, as the second half of our ceremony kicked off with a Special Recognition Award for our Surgical Centre Expansion team.

Presented by Chief Executive Gordon James and Director of Finance, Jonny Gamble, the award recognised the tireless work of the Expansion team over the last several years, as they worked to carry out one of the most challenging and ambitious projects in our history.

Their dedication, team work and commitment to making sure that we have the best facilities possible to support Scotland's patients has been absolutely inspiring.

From an ambitious plan, almost ten years in the making, to two brand new centres for NHS Golden Jubilee, this team have overcome every obstacle you can imagine to make sure our Hospital is ready for whatever the future may hold.

Congratulations to our Surgical Centre Expansion Team!



Rising Star Award

Next up, was our Rising Star Award presented by our Director of Operations and Deputy Chief Executive, Carolynne O'Connor.

Our Rising Star Award is dedicated to celebrating the up and coming professionals in our organisation who have shown themselves to be proactive and progressive in all areas of their work, with excellent contributions to upholding excellence in their service area, on track to a bright future.

Finalists:

- Chloe Peace
- Raymond McGregor
- Tiegan McKernan

And your winner is: Chloe Peace

Since joining NHS Golden Jubilee in 2022, Chloe has excelled in her role as an advanced practitioner in radiography.

Chloe has recently risen to the challenge of leading the plain film department and as joint lead of the student liaison team, supporting upcoming and inspiring radiographers.

Chloe was recently awarded Radiographer Professional of the Year for Scotland by the Society of Radiography's for her excellent contributions to the profession, which highlights her commitment to excellent patient care and professional development.

Chloe is an inspiring leader, who has improved image quality and made the imagining department an attractive place for all placements and providing excellent quality of care for all patients.

Congratulations!



Support Worker

Our Support Worker Award celebrates all the fact that we are all one team at NHS Golden Jubilee, with every aspect of what we do only made possible by the contributions of every single one of us.

That's why this award celebrates the contributions of all of our support workers, from delivering hands on care, to those working behind the scenes to make sure everything runs smoothly from the moment patients find out they are coming to us for care, this award is for you.

Finalists:

- Alan O'Connor
- Housekeeping and Portering
- Violetta Racz

Winners: both Violetta Racz and the Housekeeping and Portering team!

Violetta Racz

The Housekeeping and Portering team are crucial to the operations of the Golden Jubilee.

This team's commitment to excellence is demonstrated by consistently exceeding the NHS Scotland Cleaning Standards compliance.

They ensure we have maintained a safe physical environment for patients, visitors and staff, particularly during our Phase 2 expansion works.

With the increasing focus on environmental infection prevention, the team maintains high standards in all clinical and non-clinical areas, leading to a reduction in Incidence of Healthcare Associated Infection outbreaks.

The team takes great pride in the job they do and are highly motivated and aware of the importance of their contribution within the hospital, making sure patients and their families' feel confidence in the environment they receive their care.

Since joining the Golden Jubilee last year, Violetta has been a vital part of the Radiology team.

With an incredible work ethic and enthusiasm for excellent patient experience, nothing is ever too much for her and she continuously demonstrates exemplary patient care every day.

She is very nurturing to her colleagues, supporting wellbeing through timely support conversations.

Violetta is now undertaking training to become a Dementia Champion, further showing her commitment to delivering the best quality of care to vulnerable patients.

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Housekeeping and Portering

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Congratulations to both our winners!



Sustainability Award Sponsored by Wallace Whittle

Long-time supporters of NHS Golden Jubilee, Wallace Whittle kindly sponsored our Sustainability Award and we were delighted to be joined on stage by Paul Cooper, Director of Wallace Whittle to present.

NHS Golden Jubilee has a commitment to providing the most sustainable atmosphere possible from our services. This award highlights those individuals or teams who have made a significant contribution to helping our organisation deliver a more sustainable workforce and healthcare system for years to come.

Your Finalists were:

- Arthroplasty Outcomes Team
- Ben Macklin
- National Green Theatres Programme

And the winner is: The Arthroplasty Outcomes Team.

The Arthroplasty Outcomes Team (AOT) are essential in providing sustainable services and reducing our impact on the environment,

Since 2020, the AOT have redesigned their service and have moved from 100% of arthroplasty clinic follow up appointments taking place in person to 90% of consultations now taking place virtually, with any appointments required available via local Radiology departments.

This has led to a reduction in travel and accommodation costs to both health boards and patients, as well as reducing carbon emission from vehicle and flights travel, and an increase in digital monitoring.



Unsung Hero Sponsored by Kier Group

There are people in teams who in the course of doing their job, make a real difference to the people of Scotland, going the extra mile for the sake of others, but who sadly often do not get the credit or recognition they deserve.

This award aims to change that and was presented by Non-Executive Director Rob Moore.

The finalists were:

- Edward (Eddie) Brockett
- Margaret Gall
- William Boslem
- Winner: William Boslem

Ophthalmology Stores Healthcare Support Worker William goes above and beyond to support the improvement of the ophthalmology theatres and clinics, ensuring that stores are replenished, updated and run efficiently.

Since joining the Golden Jubilee in 2022 after a career in engineering, William uses his experience by demonstrating his problem-solving skills and attention to detail.

He played a key role in the early adoption of the Scan for Safety system within the Eye Centre, where he continues to welcome and train colleagues from other health boards.

William also supports the clinical and procurement teams, highlighting issues with suppliers and areas where we could be seeking cost efficiencies.

William's cheery attitude has increased communication between internal and external stakeholders, demonstrating his commitment to the organisation.

Congratulations William!



Chief Executive Award for Excellence

Presented by our Chief Executive, Gordon James, the Chief Executive Award for Excellence celebrates The passion and tireless dedication that Team Jubilee have to doing their best for those who need our support from all across the country is absolutely incredible to see.

This award aims to highlight the contributions of a team, individual or department who have done outstanding work in delivering a service or project for NHS Golden Jubilee.

Your finalists:

- CHA Project Implementation Team
- Heart Failure Team
- Nikos Kostoulas

And your winner is: CHA Project Implementation Team

The team, led by Carolyn Cunningham, has been instrumental in the successful delivery of the Centricity High Acuity (CHA) system, a new clinical information system replacing outdated systems in Critical Care and Theatres.

Over 4 years, the team has demonstrated exceptional teamwork, innovation, and dedication.

Their work has not only ensured the successful implementation of CHA in the Anaesthetic department but has also garnered national and international attention. Congratulations!



Top Team Award – Sponsored by AECOM

Finally, our Top Team Award closed out the evening, presented by Jack Chalkley, Associated PM and Health Lead for our Sponsors, AECOM.

This award is dedicated to our amazing teams, delivering a range of services, both clinical and non-clinical, across our organisation, celebrating a team or group that have consistently demonstrated and upheld excellence in healthcare, working collaboratively and going the extra mile to be the best they possibly can.

Finalists:

- Ward 2 East
- Anaesthetic Charge Nurses
- Medical Physics
- Scottish Adult Congenital Cardiac Service (SACCS)

Winner: This was an incredibly close decision, so close in fact that we have 2 winners! So congratulations to Ward 2 East and SACCS!

2 East

The 2 East interventional cardiology team play a crucial role in upholding excellence in healthcare by working collaboratively, going the extra mile to provide exceptional service.

Due to the expansion of services within the department, the team is consistently delivering high quality, patient-centred care, reducing hospital length of stay.

The team has embraced a new way of working with inclusive ward rounds, empowering nursing staff to participate in delivering high quality person-centred care.

Their resilience during change is a testament to their strength and unity.



SACCS

The Scottish Adult Congenital Cardiac Service (SACCS) was nominated multiple times by patients for their exceptional care and compassion.

They play a vital role in upholding excellence in healthcare through working collaboratively, going the extra mile to provide exceptional, and lifesaving services.

The team demonstrates immense compassion and care, working with volunteers to accurately capture patient and their loved one's requirements and going the extra mile in their roles to support patients across Scotland.



Jubilee Life copy deadline



If you'd like an article or information in the next edition of Jubilee Life, please submit your copy by Friday 13 December to be included in our next edition.

While consideration will be given to late submissions due to timings of events, if copy is received after the deadline date, articles may not be included.

Please send your Jubilee Life submissions to [Comms](#).

Contact us

Tell us what you think...we want to hear your views!

If you would like to comment on any of the issues featured, please send your comments to [Comms](#) or complete the feedback form.

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