

Jubilee Life **May 2024**



Issue 59

*Welcome to the **May 2024** edition of your monthly digital staff magazine.*

There's a handy icon at the bottom right to help you navigate through the sections.

News



Health Secretary opens new Skills and Simulation Centre

We were delighted to welcome Cabinet Secretary for Health and Social Care, Neil Gray, to officially open our new Skills and Simulation Centre, part of the NHS Scotland Academy at the Golden Jubilee.

The custom-built centre provides state-of-the-art training and education facilities to practitioners including an array of advanced simulators to help improve patient care.

Designed and run by the NHS Scotland Academy, the centre replicates real-world environments where learners can hone their skills in a safe, controlled setting.

During its first year of operation it's expected that the centre will train more than 800 healthcare staff, helping to accelerate training for in-demand areas of the NHS workforce.

For example, nurses will be able to develop their operating theatre skills, previously learnt in a year, in just six months. The centre will also support large scale diagnostic training for Endoscopy and other vital clinical skills.



“Harnessing the latest technology is an important part of our plan to reform and recover Scotland’s NHS.

“It’s exciting to see how the innovations in the Skills and Simulation Centre will be used to accelerate training skills by providing unprecedented hands-on experience.

“The NHS workforce is our greatest asset and that is why it’s so important to invest in their training and development.

“Quicker and more effective training will help to improve diagnostic accuracy and therefore patient outcomes as well as address workforce pressures and aid retention of staff across NHS Scotland.”

Neil Gray, Health Secretary

For the full story, visit: <https://www.nhsscotlandacademy.co.uk/news/new-training-facility-for-nhs-scotland-workforce/>







The Hospital: Life on the Line

The premiere of the 4-part documentary series focusing on the amazing work that takes place in our heart services was received with great applause by staff in the Hotel Auditorium yesterday (Thursday 30 May).

The series – titled *The Hospital: Life on the Line* - follows multiple patient journeys and includes a number of our staff from a range of different teams and services all across the Hospital.

Everything we do here is only possible thanks to the tireless efforts of every single member of our team, playing a vital role in our patients' experiences. We are delighted that the world will get to see a snapshot of this, when the first episode airs this **Monday 3 June at 9pm** on **Channel 5**.

Be sure to tune in to see the emotional journeys of our patients, as well as the immense skill and dedication our staff show every day to make a difference in the lives of people from across Scotland.

If you haven't already, please head over to our social media channels to like, share and tag your colleagues in the trailer to help us spread the word of this amazing project and our incredible staff.



"We are delighted to be involved in making 'The Hospital: Life on the Line.'

"It is very important to us that our patients and the public see the extraordinary quality care, compassion, and dedication provided by Team Jubilee.

"As an NHS organisation, our team makes a difference every day to the lives of patients and families across Scotland, and we thank everyone involved for allowing these important stories to be told."

Sandie Scott, Director of Strategic Communications for NHS Golden Jubilee

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The Hospital: Life on the Line starts this Monday 3 June on Channel 5 and My5.

SACCS Runners-up in RCN Awards

Congratulations to our Scottish Adult Congenital Cardiac Service (SACCS) nursing team who were Runners-up in the prestigious Royal College of Nursing (RCN) Scottish Nurse of the Year Awards 2024.

Recognised in the Nursing Team of the Year category, the nomination highlights the SACCS team's exceptional dedication to delivering outstanding patient care, pioneering efforts in innovation and excellence in improving patient outcomes.

The RCN proudly hosts the annual Scottish Nurse of the Year Awards to honour the dedication and exceptional care provided by nursing staff across various specialties and roles.

These awards celebrate innovation, leadership, and a commitment to learning in the nursing community, highlighting the invaluable contributions of registered nurses, nursing support workers, nursing teams, and students.

Providing a range of services, including surgeries, interventions, and comprehensive assessments for patients with congenital heart disease, the team plays a vital role in the lives of many patients.

The team invest significant time and effort in building lifelong relationships with their patients, recognising the importance of communication and trust in providing excellent patient care.

Introducing initiatives such as face-to-face transition events for paediatric patients and open evenings for individuals with congenital heart conditions, the unit has gone above and beyond to support their patients and their families through challenging times.



Waiting list validation

Our CfSD colleagues are delivering a national campaign cross Scotland, to ensure that waiting lists are up to date.

This service will be delivered across Scotland by the NHS Scotland National Elective Coordination Unit (NECU) in partnership with the digital solutions provider DrDoctor.

Why are we doing this?

Waiting list validation helps ensure that information held is accurate so that we can appropriately allocate and prioritise appointments and remove people who no longer need an appointment or procedure.

We already do our own waiting list validation. How will patients know the difference?

There are clear and distinct graphics and messaging for both types of waiting list validation. Each will explain:

- which organisation is doing the validation,

- the waiting lists being validated,
- the number the message will come from, and
- what the message will say.

Why are we using a text message service?

The text message service has many benefits:

- Ability to contact thousands of patients at once to find out if they still need an appointment or operation.
- Improves communication and engagement.
- Allows patients to comment on their needs when requesting to stay or be removed from the waiting list.
- Reduces administrative validation of waiting lists from 6 weeks (paper-based validation) to just 10 days.
- Reduces the number of phone calls needed.
- Reduces printing and postage costs associated with sending letters.

How will it work?

Text messages will be sent to people on the waiting list who have already provided a mobile number to their NHS Board.

Patients will receive a text message from the NHS Scotland National Elective Coordination Unit (NECU) on mobile number **07860 039092**.

This will include a link to a short survey asking if you still need your appointment or operation, followed by a few questions to confirm their identity.

- The patient (or person receiving the survey on their behalf) must click on the link in the text message to complete the survey.
- They will be asked to say if they still need their appointment or operation by clicking Yes, No or Unsure.
- Next, they'll be asked to confirm the waiting list information by entering the patient's name, date of birth and post code.
- Lastly, they can provide some comments if they think this will help. Please note these will only be used to manage our waiting lists and may not be reviewed by a clinician.

Patients who are waiting on an appointment or procedure should be encouraged not to ignore this message.

What happens after the patient responds?

The initial answer will determine what happens next.

- **Yes:** The patient will remain on the waiting list and will be contacted when an appointment or operation becomes available.

- **No:** The NECU team will contact the patient (or the person who received the survey on their behalf) to ask why they no longer need the appointment or operation. Our NHS Board will then remove you from the waiting list.
- **Unsure:** The NECU team will call the patient (or the person who received the survey on their behalf) to discuss their needs and will update the waiting list as appropriate.

What happens if there is no response to the text message?

If the patient (or person receiving the message on their behalf) does not respond to the text message, the NECU team will try to contact them twice by telephone. If they are unable to answer the call, the NECU team will leave a voice message asking the person to call them back.

If they do not respond to these calls, they will receive a letter from our NHS Board with instructions about what to do.

What happens if the patient's condition changes while they are on the waiting list?

Anyone who has an urgent or emergency medical problem or concern should contact the appropriate service.

Are you currently on a dermatology, endoscopy or orthopaedic waiting list?

NHS Scotland needs your help to update our records and ensure we know if you still need your appointment or operation.

All patients on these waiting lists will receive a text message from the NHS Scotland National Elective Coordination Unit (NECU) on mobile number **07860 039092** with a link to answer a couple of questions that will allow us to update your record.

If you are waiting for an appointment or operation, please do not ignore this message.

You can find out more about this here:
nhscfsd.co.uk/our-work/national-elective-coordination-unit/

NHS SCOTLAND

From: NHS Scotland National Elective Coordination Unit (NECU)
 You are currently on the NHS Board's (your specialty appointment) waiting list.
 We have a question about your appointment or operation. Please visit your patient portal within the next 7 days at <https://nhscfsd.co.uk/our-work/national-elective-coordination-unit/> to respond within the next 7 days.
 If you are unsure about this message visit <https://nhscfsd.co.uk/our-work/national-elective-coordination-unit/>
 Thank you

In an emergency, always dial 999.

For urgent care, call NHS 24 on 111.

Will our patients' data be secure?

As part of NHS Golden Jubilee, the National Elective Coordination Unit adheres to all NHS Golden Jubilee and NHS Scotland clinical and information governance standards, policies and procedures.

Data will be shared in line with the [Intra NHS Scotland Sharing Accord](#) and associated [Directorate Letter](#) setting out the need for seamless data flow to support cross boundary working and patient care.

NHS Golden Jubilee has signed a Data Processing Agreement with the supplier on behalf of the National Elective Coordination Unit.

What is the National Elective Coordination Unit?

The National Elective Coordination Unit (NECU) was established by the Scottish Government to support national waiting times recovery.

Hosted by the Centre for Sustainable Delivery at NHS Golden Jubilee, NECU supports local NHS Boards to ensure that information held on NHS Scotland waiting lists is accurate and helping us to reallocate any appointments that are no longer needed to others on the waiting list.

For more information visit the dedicated [National Elective Coordination Unit page on the Centre for Sustainable Delivery website](#).

Mobile Cath Lab

The Interventional Cardiology service will have a Mobile Cath Lab (MCL) onsite for a period of 9 weeks starting in June. The MCL will again be provided, along with a staffing resource to supplement our core cath lab staff, by the InHealth Group.

The MCL will be delivered overnight Sunday 2 June into early hours of Monday 3 June. Following a week of commissioning, clinical activity will begin on Monday 10 June for 8 weeks, with sessions running 9am to 5pm Monday to Friday.

Unlike previous hires of the MCL, as a replacement Cath Lab during refurbishment of one of the 5 cath labs onsite at NHS Golden Jubilee, this hire is to support increased Cath Lab activity and will mean 6 cath operating labs for the 8-week duration.

Scenario training and orientation will be organised for the morning of Monday 10 June, to support all staff groups involved in the delivery of care in the MCL.



Any questions or issues should be directed to Interventional Cardiology Clinical Service Manager, [Frank Hearl](#).

eRostering

NHS Golden Jubilee is moving to a new eRostering system in the coming months, which will be used by all colleagues for tasks like accessing rosters and requesting annual leave.

We have created a video of Medical Director Mark MacGregor explaining why we are adopting the new system and how it will work for colleagues and teams across the organisation.



To learn more about the system, see what it looks like and to find out what eRostering means for you, visit the eRostering Staffnet site on SharePoint for more information and access to the latest webinars.

[Click this link to visit the eRostering StaffNet site on SharePoint](#)

Have a question about eRostering? Email the project team at [eRostering](#).

Multidisciplinary team visit Prague for conference

Colleagues from a number of teams were visitors at the recent International Society for Heart and Lung Transplant (ISHLT) conference 2024, which was held in Prague last month.

The annual event is held in various locations worldwide each year, giving healthcare practitioners who work within the field of heart and lung transplantation to come together and share learning and research, as well as develop guidelines to improve the lives of their patients.

It's a multidisciplinary meeting attended by doctors, surgeons, nurses, pharmacists, physiotherapists, dieticians and other allied healthcare professionals who all work within this field.

Our team consisted of 2 heart transplant surgeons, 2 transplant physicians, a transplant intensivist, a member of the clinical perfusion team and 1 from the pharmacy team.

Pictured (L-R) are: Mr Sukumaran Nair, Dr Georgios Bakosis, Dr Veronica Baston, Mr Hari Doshi, Joanne Porter, Patricia Nicholas and Dr Andrew Sinclair.



Car Parking

At NHS Golden Jubilee, we are fortunate to have the benefit of free onsite parking for staff, patients and visitors.

Work is currently ongoing on new ways to improve and support access to parking and transport for staff from all across the site, however in the meantime we all have a responsibility to park in appropriate and authorised spaces and areas **only**.

We know at times this can be challenging, and may cause frustration, but this is absolutely vital for the health, safety and security of all staff, visitors and patients who need to access our site.

In particular, patient and disabled spaces must **only** be used by appropriate individuals: lack of these facilities can make what is possibly already a very stressful and emotional day for those using our services worse, impacting their entire journey at NHS Golden Jubilee.

We can all do our bit to support this by doing the following:

Never

- Park vehicles on walkways or pedestrian areas.
- Park vehicles within restricted loading and goods areas.
- Park vehicles on any access or circulation routes.
- Use a patient or disabled space if this is not appropriate.

Always

- Follow instruction given by your Security, Health and Safety colleagues.
- Park in designated parking bays.
- Leave disabled parking bays vacant for those who have a genuine need for those spaces.

We will have more updates on what we are doing to support you in the coming weeks and months, and we thank you all in advance for your support and cooperation.



Sights from the Jubilee

This month we were treated to another sighting of part of the new Renfrew Bridge which will connect Renfrew and Yoker, as it passed us on its way along the River Clyde. Thank you to our new Sustainability Manager, Fergal McCauley for snapping this pic!



People



Scott celebrates the big 5-0

Happy birthday to Senior Marketing and Communications Officer Scott McAngus who turns the big 5-0 today.

And thanks to his generous colleagues the Tartan Army foot soldier is now 'Munich-ready' for next month's big Euro 2024 football tournament opener between Germany and Scotland with the new home top as a present.

All the best Scott, many happy returns!



Our Nurses – making the difference, every day

On Nurses' Day this year we said thank you to nurses everywhere for their skill, care and compassion, making a remarkable difference to so many lives each and every day, and how lucky to have such dedicated professionals in our NHS.

Nurses from various services and specialties, including Senior Charge Nurse Cammy Murray, Nurse Svetlana Dearn, Advanced Clinical Nurse Specialist Gillian Walker and staff from our Infection Control and tissue Viability teams, told us what makes their jobs so special and the reasons why they love being nurses.

Our latest group of international recruits posed for a picture showing that nurses come from all different cultures and backgrounds, but they all have the same caring and compassionate ethos to deliver the highest standards for our patients.

Nurses and staff in our Coronary Care Unit (CCU) had a little fun on the day this year by having a Guess the Baby competition on the ward.











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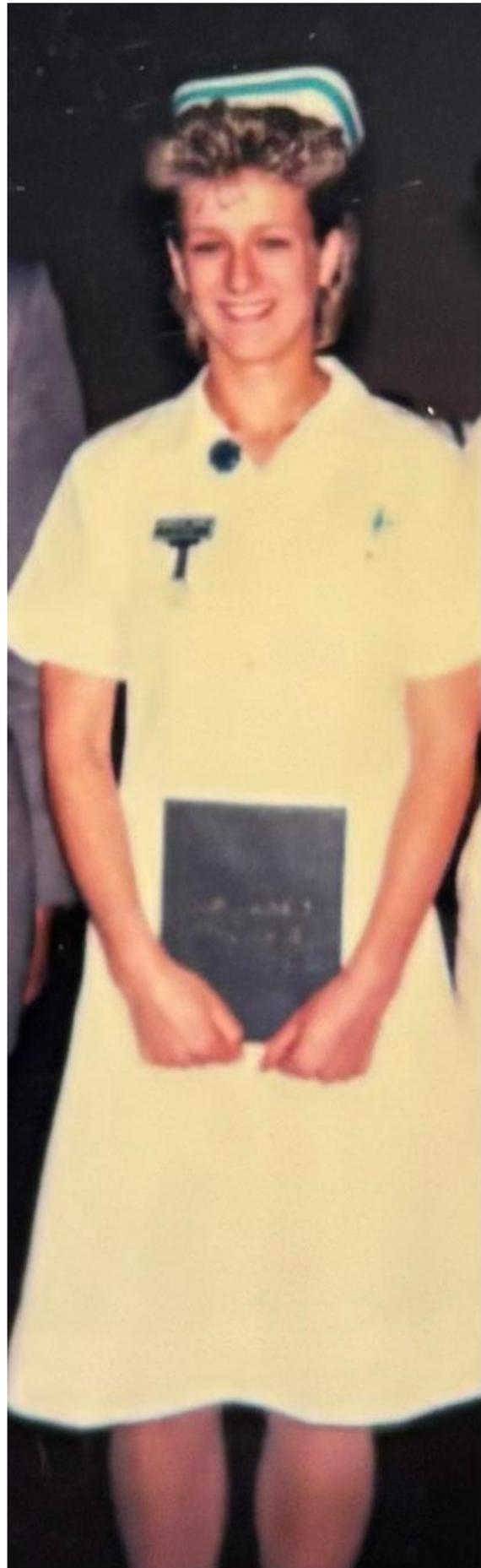












Specialist Nurses

We ended Nurses' Day with information about Specialist nurses and nurse practitioners, who are educated to degree level or above and hold specialist knowledge, skills, competencies and experience. Practicing at an advanced level, they often have sole responsibility for a care episode or defined client or group.

There are a wide range of roles that have arisen from both need and nursing expertise growing. By "pushing the boundaries" of existing roles and clinical developments, nurses have been able to find new roles with greater autonomy to meet service needs and fill gaps.

Evaluation of these roles is difficult due to their varied nature, but despite this a number of research studies have explored impact of a range of specialist nurses. There is evidence of positive impacts in terms of patient outcomes, wider impact on systems and processes of care.

Specialist nurses provide leadership and have a positive effect on the training and education of other staff. There is further evidence supporting high levels of patient satisfaction with specialist nurses in relation to their direct impact on improvements in symptom control and other aspects of care.

Check out our social media pages, or follow the hashtags #NursesDay #TeamJubilee #ServingScotland online for more information.

Nurses' Day 2024 

“For me, I love being a nurse as it gives me a proud sense of fulfilment despite at times it being very demanding. As nurses we have a special gift to be able to change people's lives during their most vulnerable, leaving with them a lasting positive impression.”

Cammy Murray
CNM Surgical Elective
Wards and APS





#NursesDay

Nurses' Day 2024 

“ I have wanted to be a nurse since I was a wee girl, I really love being a nurse and enjoy my job. Being able to take care of people and support them during a challenging time in their life is hugely rewarding and there is no career I would rather have.”

Gillian Walker
Acute Pain Service (APS) Coordinator/
Advanced Clinical Nurse Specialist (CNS)



**BORN*
-TO-BE-
a nurse*

#NursesDay

Nurses' Day 2024 

“ Nursing offers the opportunity to apply my scientific knowledge while building meaningful relationships with patients and their families.”

Svetlana Dearn
Nurse



*NURSES
inspire*

#NursesDay

Val-You



iMatter – You say, we hear, we act!

Last summer, over 1,300 colleagues took time to complete the iMatter questionnaire and share their experience of working at NHS Golden Jubilee.

Thank you once again for taking the time to do this.

You told us about some really positive experiences, particularly around your manager and team. You also highlighted some areas we could improve and we wanted to give you an update on the work that is being carried out based on what you told us.



[Click this link to see the full report and outcomes](#)

National Day for Staff Networks

As part of our celebration for National Day for Staff Networks, our teams were out and about showcasing all the different networks we have available.

Each network provides a safe and supportive space for all to voice their thoughts, opinions and ideas on changes and improvements we can make to ensure NHS Golden Jubilee is welcoming and inclusive for all.

Our networks are led by staff, for staff.

Big thanks to our Network Leads and supportive Network Chairs for their dedication this week!



If you would like to find out more about our staff networks, visit:
<https://scottish.sharepoint.com/sites/StaffNet/SitePages/Staff-Networks.aspx>

Our networks include:

-
- Ability Networks: GJNH.abilitynetwork@gjnh.scot.nhs.uk
 - Armed Forces Network: GJNH.armedforces@gjnh.scot.nhs.uk
 - Ethnic Minority Network: GJNH.ethnicminority@gjnh.scot.nhs.uk
 - LGBT+ Network: GJNH.lgbtstaff@gjnh.scot.nhs.uk
 - Spiritual Care Network: GJNH.spiritualcare@gjnh.scot.nhs.uk
 - Women's Network: GJNH.womenshealth@gjnh.scot.nhs.uk
 - Young Person's Network: GJNH.youngpeople@gjnh.scot.nhs.uk
-

Young People Network

The Young People Network is looking for new members to help give young people in NHS Golden Jubilee a voice and platform to grow, shine and make a valuable contribution to the work of our organisation.

Our aim is to:

- Provide a safe environment for young people to connect and share ideas
- Nurture young people to grow and become future leaders.
- Embrace and embed fresh ideas throughout our organisation to foster culture change.

We welcome views and suggestions on these topics as we introduce this new group. To be a member of the network there is requirement to be aged 25 years or younger (you can stay a member until you turn 26-years-old). Please discuss with your manager in the first instance to be released to attend.



For any queries or to join, please contact organiser, Rachael Fawcett, directly on [Young People](#).

An initial Teams meeting has been organised for Thursday 6 June at 2pm. Meeting links and details:

- [Join the meeting now](#)
 - Meeting ID: 357 126 541 61
 - Passcode: TPRkts
-





Changing Places Toilet

Our new Changing Places Toilet (CPT) is now open and can be found on level 1 Main Street, located in the site of the former shop.

The CPT is a larger style accessible toilet with enhanced assistive features to cater for the needs of people with profound disabilities and includes:

- Height adjustable adult change table with concertina privacy screen
- Ceiling mounted tracking hoist system
- Peninsular toilet with drop down grab rails and space for two carers either side
- Height adjustable wash basin

The range of people who might use CP toilets include:

- People with profound and multiple learning disabilities
- People with conditions that may affect their movement, including cerebral palsy, multiple sclerosis, motor neurone disease
- People with head injuries or severe spinal injuries
- People living with stroke

- Older people who require assistance
- Ex-service personnel

CP toilets can vastly improve people’s quality of life by maintaining dignity and providing a hygienic setting, allowing disabled people and their assistants to stay out for longer and participate in more activities.



Scottish Veterans Wellbeing Alliance

The Fingerprints coproduction for the future development and sustainability of the Scottish Veterans Wellbeing Alliance (SVWA) is underway.

A range of events are taking place with veterans, families, carers and organisations to explore the experience of settling in Scotland, people’s communities and how support has been or could be accessed and delivered.

All of this will feed into the SWVA strategic plan which will guide current and future development.

Date	Location	Time	Registration link
5-10 May	Islands (Lewis, Harris, Uist)		
21 May	Moray (Elgin)	10am – 12.30pm	https://bit.ly/4aVuUjBn
22 May	Highlands (Inverness)	12.15pm – 2.30pm	https://bit.ly/3W19uP4
28 May	Fife (Rosyth)	10am – 12.30pm	https://bit.ly/49SGlwjC
3 June	Midlothian (Penicuik)	1pm – 3.30pm	https://bit.ly/3l335a6
7 June	Perth	10am – 12.30pm	https://bit.ly/3u7T2E1
14 June	Helensburgh	11am – 2pm	https://bit.ly/4aFXcAn
20-23 June	Orkney		
21 June	North Lanarkshire (VC at the KC) (Specific group)	10am – 1pm	
24 June	Borders	1pm – 3.30pm	https://bit.ly/4aDDUjH

[Click this link for the list of event locations and registration details on our Armed Forces Network page on Staffnet](#)

Comments about you!

Sandra Aitken: Dr Nicki Walker, my real time super hero. My daughter also loves her to bits for what she has done for me.

Steven Cannop: Great care, surroundings, you truly are in safe hands here.

Pert Christine: Forever thankful for the care and support NHS Golden Jubilee Hospital gave to my son Ryan Murray during his time here from 13th January 2020 whilst being presented mortally ill from NHS QEUH. Myocarditis and influenza A... they saved my son at the tender age of 25. He is now 31 and fighting fit, thankful to all staff involved.

Terrie Bell: Amazing team at Golden Jubilee. x

Susan Mmc: Operated on my son in 2019, amazing care and staff were outstanding.

Norman M Macleod: Fantastic team and an amazing hospital. Excellent care from dedicated staff who make my time as a patient there last year a memorable experience in every way possible. I wouldn't be here today without them. Thank you.

Evelyn Smith: Thank you to the SACCS team and Mr McLean for saving my life last year when I had open heart surgery valve replacement and pacemaker. If it wasn't for all of you I wouldn't be here today and looking forward to holidays and getting back to work. I will be forever grateful.

“ Dedicated staff have given me a second chance. ”



Last November, I made an appointment with my doctor, as I thought that I had a chest infection. I was seen by the nurse practitioner, who examined me, and said I hadn't got a chest infection.

I was sent immediately to be examined at Crosshouse Hospital, then admitted to the acute cardiac ward, to await a bed becoming available at NHS Golden Jubilee Hospital, where I would be treated.

After I arrived at the Jubilee, I was examined, and had to wait for my first visit to the "Lab" where I received 3 stents. Two days later, I had my second round of treatment, and received a further 2 stents, and I was discharged the following day.

I was then enrolled in the post-op care, and saw the pharmacist and the physiotherapist, who introduced me to my medication, and exercises to bring me up to my usual level of fitness. They all tell me that I have made a good recovery, and I feel much better, and am able to live the same way as I did before the heart attack.

I wish to say that throughout the entire experience, the staff I was treated by were wonderful, dedicated, highly professional and impressively competent people. I cannot thank them enough for the second chance they have given me.

Cardiology patient





As I sit here at home starting my recovery from a full right hip replacement surgery carried out at NHS Golden Jubilee recently, I feel it only right to put pen to paper, so to speak, and thank each and every one in my journey.

From Mr Khan and rest of the theatre team, to the staff on ward 4 east, and from the porters, the physio and OT who all had my care at heart, a massive thank you goes to you all. Taking the time to explain every step along the way to me, I feel that I was listened to and my needs were understood and met during my stay.

Thank you again for creating a safe, caring and understanding environment. I'm forever in your debt.

Hip replacement patient



“ **Person-centred care, reassurance and professionalism**



My mum was a patient at NHS Golden Jubilee recently and was given a replacement aortic heart valve using the TAVI procedure.

She was understandably apprehensive prior to her procedure, but the person-centred care, reassurance and professionalism of all staff in the unit helped her to remain calm.

Her procedure was completed efficiently and effectively and after a short period in the recovery area, under close nursing supervision, she transferred to Ward 2 East for 2 days.

Staff in Ward 2 East were lovely and she developed positive relationships with them while she remained an in-patient. Their care helped her to gradually get back on her feet and regain her confidence as she recovered.

Throughout her in-patient stay, she was regularly reviewed by her TAVI Nurse, Aileen, and her Consultant, Dr Lindsay, both of whom were excellent at explaining everything she needed to know and answering any questions she had.

By the time she was discharged from the ward, she felt ready to leave and reassured that she had made an excellent recovery. We just wanted to acknowledge the excellent care she received from all staff in the CDU and Ward 2 East at Golden Jubilee. Thank you all.

Cardiology patient relative



“



For my eye operation at NHS Golden Jubilee, I stayed at the connected Hotel. I want to express my deepest thanks to all your staff at both the Hotel and Eye Centre.

You were all so kind and helpful, and considerate of my fears and stress at the operation. You have performed a miracle to my sight and for that I am so thankful.

Your service on the pre-operation day and on the day of surgery was 5 star. Thank you all.

John David Brown

Eye Centre patient



Events



Cyber Security Awareness Week – Secure Your Password

Cyber Security Awareness Week was held from May 20 - 26, and this year's theme was 'Secure Your Password'.

The campaign aimed to raise awareness about password management and various activities were organised by our Cyber Security team throughout the week, such as visiting wards and floor rounds to sensitise colleagues on how to manage their passwords and keep them safe and confidential.

An information stall was also set up at the West Lifts to engage with people and provide information about cyber security.



Strong passwords

It is important to understand the significance of passwords and authentication methods being used to access our accounts and systems.

These measures ensure that only authorised individuals have access to specific computer systems and keep track of all changes made to system resources.

Passwords act as the first and the most crucial line of defence against cyber attacks.

To ensure the safety and security of your account, it is extremely important to keep your password safe and confidential. You must strictly avoid writing it down, emailing it or speaking it to anyone. Keeping your password confidential also means not sharing it with your colleagues, the eHealth (IT) team, friends or your manager.

Creating a strong and secure password is crucial to protect your account from hackers. Weak passwords are easily cracked and can lead to a security breach. Hence, it is really importance to use a different password for each account and use multi-factor authentication to add an extra layer of security.

A strong password can be created by using 3 random words or forming a unique statement that includes upper and lower case letters, numbers and special characters.

Remember, it is your responsibility to ensure the safety and security of your account by using strong passwords and following the best security practices.

The case of GM

On the 27 December 2023, GM received a notification regarding an ongoing investigation into his access to patient information in the system. The news came as a surprise to him, and he couldn't understand why he was being investigated. He distinctly remembered working on a night shift until the morning of December 24 and going home from work.

During his shift, he didn't come across the patient's name and had never worked on the patient's case note in the past. Therefore, the investigation came as a shock to him since he had been accused of accessing a patient not assigned to him. Upon conducting a thorough investigation, it was revealed that patient information was accessed from GM's ID at 12.43pm on 24 December 2023. GM,

however, refuted that he was not in the office at this time, as he worked during the night shift on that day. However, the evidence from the system showed that his ID was used to access the patient's information.

GM, who is known for his diligence, couldn't understand how he was accused of accessing patient information when he was not at work. After some reflection, he remembered that on that day, he had left his diary on the desk in the office. He usually carries the diary with him as it contains his sensitive information, including passwords. Further investigation through the CCTV revealed that a contractor, who usually works on the same floor, picked up GM's diary from the table and used his access details and password to access the patient information.

As a result of the investigation, both GM and the contractor were subjected to the disciplinary process, and GM was assigned cyber security training as a corrective measure.

Dementia Awareness Week

Team Jubilee's Dementia lead Con Gillespie has been busy during Dementia Awareness Week from 27 May – 2 June planning events to celebrate and recognise how we value and treasure persons with dementia and the carers who provide invaluable love and support.

The team was joined by colleagues from [Alzheimer Scotland](#) who helped with their expertise when assessing how dementia-friendly our wards are.



Con and his team also launched its monthly Carer's Café which will run on the last Thursday of each month, beginning yesterday, Thursday 30 May.

Anyone caring for someone with dementia is welcome to attend.



Carers Cafe

A relaxed and informal setting for people caring for someone living with Dementia. Come along for a cuppa, a chat and peer support with others who understand what it is like to be a carer.



Back left corner of the main Café, Golden Jubilee University National Hospital



Last Thursday of the month, starting 30 May 2024 from 2.30pm-4pm

For more information please contact :

Deborah Edgar:



dedgar@alzscot



0141 410 5306

Con Gillespie:



gilleco574@gjnh.scot.nhs.uk

Our community groups are there to be enjoyed by anyone living with dementia or experiencing difficulties with Their memory, and their families and friends. All are welcome; people who can attend independently and/or for those unable to do so should come with a companion who can provide any support for them. We don't provide transport for these groups and therefore it is your responsibility to get to and from the community groups safely.

Alzheimer Scotland – Action on Dementia is a company limited by guarantee, registered in Scotland 149069. Recognised as a charity by the Office of the Scottish Charity Regulator, no. SC022315 160 Dundee Street, Edinburgh, EH11 1DQ, 0131 243 1453, www.alzscot.org



For more information, please contact Lead Dementia Nurse [Con Gillespie](#) or Senior Charge Nurse [Caroline Johnstone](#) from 2 West at [Caroline Johnstone](#).

Upper and lower limb masterclasses

NHS Scotland Academy, National Ultrasound Training Programme will be running upper and lower limb DVT masterclasses at NHS Golden Jubilee In June 2024.

Lower Limb DVT Masterclass will run Tuesday 4 June from 9am – 4pm.

Upper Limb DVT Masterclass will run on Monday 17 June from 9am – 4pm.

Both masterclasses are for sonographers, trainee sonographers and radiology trainees.

Calling all sonographers, trainee sonographers and radiology trainees.

NHS Education for Scotland | **NHS Scotland Academy** Accelerated training through collaboration | **NHS** Golden Jubilee

National Ultrasound Training Programme

Lower Limb DVT Masterclass

Tuesday 4 June 2024

9am - 4pm

Golden Jubilee University National Hospital

The Masterclass will focus on:

- Aetiology
- D-dimer
- Well's scoring
- Scanning technique
- Doppler optimisation



! Spaces for this Masterclass are limited, early booking is advised.
Register your place by emailing: nhsscotlandacademy@nhs.scot

Calling all sonographers, trainee sonographers and radiology trainees.

NHS Education for Scotland | **NHS Scotland Academy** Accelerated training through collaboration | **NHS** Golden Jubilee

National Ultrasound Training Programme

Upper Limb DVT Masterclass

Monday 17 June 2024

9am - 4pm

Golden Jubilee University National Hospital

The Masterclass will focus on:

- Aetiology
- Vetting
- Anatomical variants
- Scanning technique
- Doppler optimisation

! Spaces for this Masterclass are limited, early booking is advised.
Register your place by emailing: nhsscotlandacademy@nhs.scot

Please note that spaces are limited and early booking is advised. To register your place, email nhsscotlandacademy@nhs.scot

Scottish Sim Safety Summit

The inaugural Scottish Sim Safety Summit 2024 is taking place on Friday 12 July, an event to meet and share innovative work on simulation for safety/systems improvement.

The sim summit will be a 1-day in-person event from 9am - 4.30pm at the Scottish Centre for Simulation and Clinical Human Factors, Forth Valley Royal Hospital, Larbert, Falkirk.

Participants from any health or social care profession, or students/staff in training are welcome. Registration is free, limited to 150 places and will close on 28 June or when the event reaches capacity.

No prior experience of simulation is required and speakers will include Julie Mardon, Dan Hufton, Vic Brazil, Eve Purdy, and Ben Symon.



[Click this link to register](#)

Abstract submission is now open and will close on 17 June at 5pm.

Authors will be informed of the decision by 21 June and, if successful, will be invited to present their work in-person as an oral presentation or poster.

[Click this link for the Abstract submission form](#)

Contact simsummit2024@outlook.com for any queries.

SACCS Transition Event

Save the Date!

The Scottish Adult Congenital Cardiac Service (SACCS) and the Scottish Paediatric Cardiac Service (SPCS) are hosting an education event for patients and their families living with congenital heart disease who are approaching the time of transitioning their healthcare to adult services.



The poster features logos for NHS Greater Glasgow and Clyde, a heart icon, NHS Golden Jubilee, and a stylized heart. The text reads: 'Save the Date! Cardiac Transition Event Thursday 29 August 2024 Golden Jubilee Conference Hotel 6pm - 8.30pm'. Below this, it states: 'The Scottish Adult Congenital Cardiac Service (SACCS) and Scottish Paediatric Cardiac Service (SPCS) are hosting an education event for patients and their families living with congenital heart disease who are approaching the time of transitioning their healthcare to adult services.' At the bottom, it says: 'For more information contact saccsnurse@gjnh.scot.nhs.uk' with an envelope icon.

The event is on Thursday 29 August. Click the following to register:
<https://www.eventbrite.co.uk/e/cardiac-transition-event-tickets-911960106227>

Scottish Cardiac Society call for abstracts

The Scottish Cardiac Society's (SCS) 33rd Annual General Meeting is being held from Thursday 24 - Friday 25 October 2024 at the Royal College of Physicians of Edinburgh.

The Society is inviting abstract submissions related to academic clinical and scientific research, as well as the results of projects in service development and quality improvement. Submissions are welcome from clinical and research physicians, nurses, cardiac physiologists, other allied healthcare professionals and medical students.

Abstracts should be submitted by 12pm on Wednesday 5 June 2024. Accepted abstracts will receive one free registration place for the event.



For more information contact scs@societysupport.org.

Health and Wellbeing



We are committed to supporting the health and wellbeing of our staff and have a range of resources available.

Football match challenge - Hospital v Hotel

Staff from the Hotel and the Hospital are playing each other in a football match on Sunday 9 June at Glenhead Park in Duntocher, kick-off 2pm.

Anyone who would like to play for the Hospital side should contact Centre for Health and Wellbeing Supervisor [Ian Huggan](#) to register your interest.

The venue is an excellent local facility with a stand and social club and both sides would appreciate some fans/colleagues attending to cheer them on.



Time for Talking Wellbeing Times

The May edition of Wellbeing Times from our mental health support provider Time for Talking is out now.

The newsletter features a monthly eco and fitness tips, list of awareness days, healthy recipe and a blog on cultivating wellness.



[Click this link to read](#)

Jubilee Active

The latest Jubilee Active Blog is out now and is all about racquet sports.

The blog features details on the main ones we all know such as tennis, badminton and table tennis, but there is a popular newcomer that you may or may not be aware of – pickleball!

The blog also features centres and clubs where you can play the sports locally.



[Click this link to read the blog](#)

Staff Health and Wellbeing Hub

Our Staff Health and Wellbeing Web Hub on our [NHS Golden Jubilee website](#) brings resources together in one easily accessible place for colleagues, whether you are at work or at home, when you need it.

We have a range of sources of help and advice in place that you can access for your physical, mental or financial and social health.

Take care of yourself while you care for others.



[Click this link to go to the Web Staff Health and Wellbeing Hub.](#)

National Wellbeing Hub



We spend our days caring for others, but sometimes we're not good at asking for help ourselves.

The National Wellbeing Hub is a place full of ideas on how to stay well with advice, lived experiences, information and expert guidance to help healthcare workers manage when you need help.

The Hub has brilliant resources to help relieve stress and other mental health issues, including blogs and podcasts on exhaustion, low mood and tips on how to improve sleep.

Eat well, exercise, socialise, sleep well – we all know what we should be doing to maintain our wellbeing. We also know it's rarely that easy – we all have challenges to overcome when it comes to staying well.

On the hub you'll find resources aimed at helping you boost your wellbeing, as well as a few that might help you manage some of the challenges along the way.

[Click this link to visit the Wellbeing Hub.](#)

Learning and Organisational Development



The latest [Learning and Organisational Development update](#) has details of current training opportunities.

Turas Learn is now live!

As of today, Friday 31 May, NHS Golden Jubilee is now officially using Turas Learn for all learning activity.

The site is a one-stop-shop to host all eLearning and course bookings in a new single system and the great thing about Turas Learn is you can access it anywhere, from any device – all you need is an internet connection.

(Please note that eESS will still be the main HR system for all staff personal and job-related data, and managers and staff should continue to ensure this is kept up to date following all local HR processes).

All eLearning modules and classroom courses are now available on Turas Learn. If you were already booked onto an upcoming course on eESS, your booking has now been moved over to the course on Turas Learn.

You should have received an email notification from Turas confirming your course booking.

Any future course bookings should also be made on Turas.

Further information about Turas Learn, what you can expect see on the site, how to navigate and some frequently asked questions (FAQs) can be found on Staffnet here: [eLearning \(sharepoint.com\)](#)



Information on how to access an existing or create a new Turas Learn account can be found within the following guide: [NHS Golden Jubilee StaffNet \(sharepoint.com\)](#)

Autism Understanding and Awareness

We are pleased to introduce a new course, available to all staff, from Scottish Autism. “At Scottish Autism, we recognise that every autistic person is different, by increasing our understanding of these differences we hope to create communities that support autistic people to live happy, healthy and fulfilling lives.”

This course is designed for practitioners, professionals and those that work with or alongside autistic people.

It is designed as part of a wider learning pathway that both broadens and deepens your knowledge of autism.

Autism is a neurodevelopmental condition, and through this course, you will begin to develop an understanding of the developmental differences an autistic person may have, as well as turning our thinking to how this developmental profile may influence how an autistic person communicates, thinks and understands the social world.

We will be running three half day workshops over the coming months, with workshops 2 and 3 being delivered late Summer and Autumn 2024.

We expect this to be a popular course so make sure to register your interest with us if you'd like to be updated on upcoming dates.

When: Tuesday 25 June 10.30am – 3.15pm

Where: Lomond Meeting Room – Level 5 East (Adjacent to staff toilets)

To book a place, please email GJNHAndODInfo@gjnh.scot.nhs.uk

Quality Improvement programme recruitment now open

Exciting news! We're thrilled to announce the opportunity to join the 4th cohort of the Golden Jubilee Quality Improvement Skills Programme (GJQIS).

This unique programme, brought to you by the NHS Golden Jubilee Quality Improvement (QI) Faculty, is designed to empower individuals like you with the skills, knowledge and confidence needed to actively contribute to improvement.

GJQIS is open to all staff across our organisation who are interested in learning about quality improvement methodologies and tools. The programme is your chance to enhance your abilities, participate in a shared learning experience and change 'one thing' in your area of control.

The journey begins in August and runs through December 2024 for Cohort 4. Don't miss out on this fantastic opportunity to grow both personally and professionally.



Ready to dive in?

Apply online today at: <https://forms.office.com/e/ewPjzfHVRQ>

Quality Improvement Skills Bitesize for Teams

The Quality, Performance, Planning and Programmes (QPPP) team is thrilled to announce that it is now offering the Quality Improvement Skills Programme (GJ-QIS) in a bitesize format for teams.

The unique programme, delivered by the NHS Golden Jubilee Quality Improvement (QI) Faculty, is designed to empower teams with the skills, knowledge and confidence needed to actively contribute to improvement.

GJ-QIS bitesize can be commissioned by senior managers or team leaders to be delivered to their teams during team meetings, CME days or bespoke sessions and is made up of 3 separate 90-minute modules:

- Introduction to Quality Improvement
- Generating change ideas and testing
- Measurement for improvement

The modules can be delivered in any order and when it suits your team.



Ready to dive in?

Contact QPPP to learn more, or commission GJ-QIS bitesize for your team by contacting [Performance and Planning](#).

Transformation Digital Health and Care Leadership Programme (DLP) taster sessions

Digital Transformation sessions are designed for anyone with an interest in what digital transformation looks like in practice, and particularly if you are considering applying for a place on the Digital Health and Care Leadership Programme (DLP).

NHS Education for Scotland (NES) is hosting sessions on the following dates:

- **Tuesday 4 June, 11am-12pm:** [click this link to book](#)
- **Thursday 13 June, 10am-11am:** [click this link to book](#)

They are designed for anyone who would like to develop their leadership skills and is interested in digital health and care. The application process for Cohort 24 of the DLP is now open and applications from employees in NHS Scotland, social care, social work, housing, charities and the third sector are welcome.



More information about the programme, including application guidance can be found on the [DLP website](#).

Cultural Humility digital resource

NHS Scotland Academy, in collaboration with the NHS Education for Scotland (NES) Equality, Diversity and Human Rights Team, have created the Cultural Humility digital resource to support the development of positive cultural humility values and behaviours across the health and social care workforce.

Featuring a range of videos, reflective activities and scenarios, the resource will support you to increase your understanding of different cultures and backgrounds, developing skills to engage in respectful and meaningful interactions with patients and staff.



Cultural Humility



[Click this link to find out more and to complete this module](#)

New sexual harassment elearning resource

Turas Learn has a new elearning module on sexual harassment, hosted in the [Equality and Diversity Zone](#), which will help support line managers across the NHS and social care in Scotland to:

- Identify sexual harassment,
- Understand wider gender inequalities,
- Support fellow colleagues who have experienced sexual misconduct, and
- Highlight relevant policies and good practice that can be used in their own working lives



[Click this link to access the module](#)

For more information contact [NES Equality Team](#).

Negative Pressure study days

The list of dates for the Negative Pressure Study Days (NPWT) are now available to book for Nurses via eESS.

The study days will cover both Vacuum Assisted Closure (VAC) and PICO Therapy and will run from 9.30am – 4pm.

These will take place on:

- Friday 2 August

- Tuesday 3 September
- Friday 4 October
- Tuesday 5 November
- Monday 2 December
- Thursday 9 January 2025
- Friday 7 February 2025
- Friday 7 March 2025



For more information contact [Annette Hollis](#).

InVOLved



Volunteers Week

Volunteers Week celebrates its 40th Anniversary between 3 and 9 June this year, celebrating volunteers who dedicate their free time to help others and make a difference.

The Golden Jubilee has 45 volunteers over 10 services and this is our opportunity to thank each and every one of them for the contribution they make to the Hospital.

On Wednesday 5 June, we will host an event to bring volunteers, staff and external stakeholders together and we'd like to make the event extra special by hearing words of thanks from their colleagues in the services they help out in.



If you would like to share any kind words of gratitude from your service, please send them to Volunteer Manager Maureen Franks: maureen.franks@gjh.scot.nhs.uk.

The Social side



Green for Lyme

To mark Lyme Disease Awareness Month, our Eye Centre took part in the #LightUpForLyme campaign in May, like many other Scottish landmarks.



Full details of how you can prevent tick bites, safely remove ticks, and what the signs and symptoms are to look out for can be found at: <https://www.lymeresourcecentre.com/info>

World Inflammatory Bowel Diseases (IBD) Day

World IBD Day takes place on 19 May each year, and Team Jubilee staff hosted an information stall at the West Lifts on Monday 20 May.

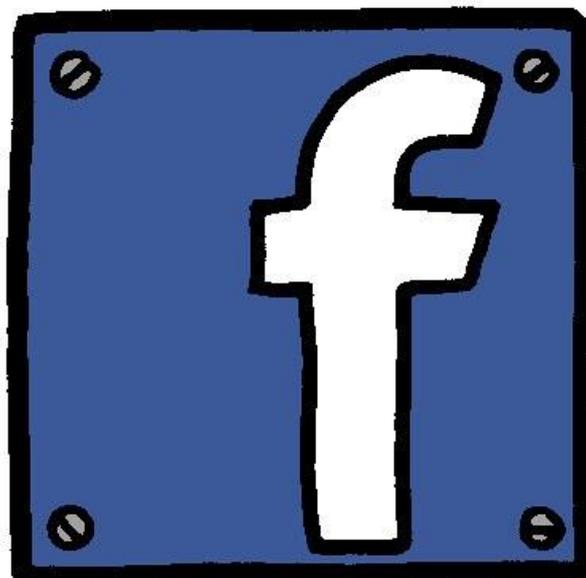
The campaign day unites people worldwide in the fight against Crohn's disease and ulcerative colitis, known as inflammatory bowel diseases.



For more information visit <https://worldibdday.org>.

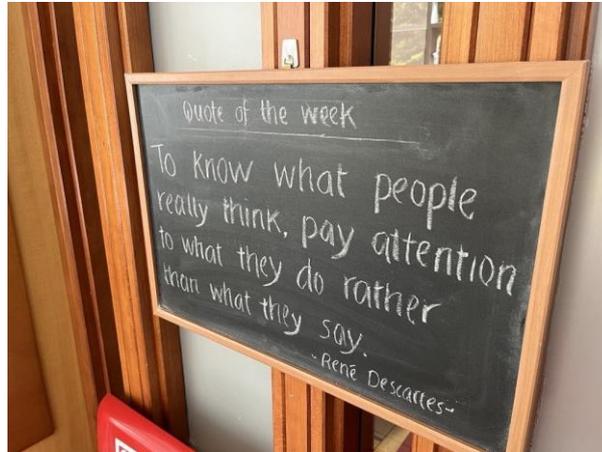
What's happening on our social media pages

Facebook: More and more of our patients receiving hip replacements are now getting home on the same day as their operation thanks to our 'Day Zero' pathway. Lisa Osbourne called her treatment 'life-changing' [Click here to view the full post](#)



1 - [Click here to access our Facebook page](#)

X (Twitter): The 'Quote of the Week' from our Spiritual Care team continues to be a hit with our followers. Check out this one! [Click here to view the full post](#)



2 - [Click here to access our X page](#)

LinkedIn: This month marked Mental Health Awareness Week. Guest Experience Manager Stephen McGeever, Business Development Manager Michael Gourlay, and Front Office Supervisor Glyn Roberts are just 3 of our Golden Jubilee Conference Hotel Mental Health First Aiders. Take a look at what they had to say. [View the full post here](#)



Golden Jubilee
Conference Hotel

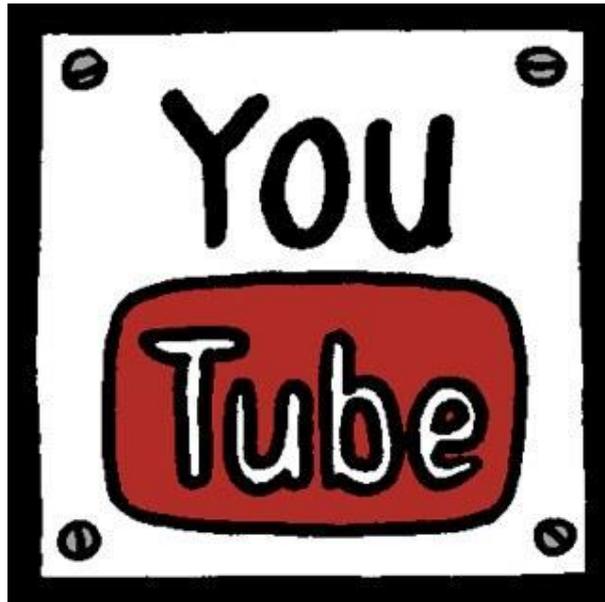
There is still a lot of stigma surrounding males and their mental health in particular. I want to be that person they can come to for a chat and make it easier for them to share how they are feeling.

Michael Gourlay -
Business Development
Manager



YouTube: Did you know our YouTube channel is packed with videos of patient feedback for a range of our services. Check out your hospital channel today [Visit our YouTube Channel here](#)





3 - [Click here to access our YouTube page](#)

Instagram: This month we celebrated ODP Day. Our fantastic Operating Department Practitioners have a diverse range of skills across all main areas of our theatres. Thank you all for the incredible work that you do for our patients. [Click here to view the full post](#)





4 - [Click here to access our Instagram page](#)

If you have any interesting photos you'd like to share with colleagues, or on our social media pages, send them to [Comms](#).

Scottish Government News



Action on antimicrobial resistance

The Scottish Government is supporting a new UK-wide joint action plan to contain and control resistance to antibiotics.

Antimicrobial resistance (AMR) is listed among the World Health Organization's top global public health threats and arises when organisms that cause infection evolve ways to survive antibiotic treatment. It is estimated AMR directly causes over 1.2 million deaths globally, and 7,600 deaths in the UK each year - at a cost of at least £180 million annually to the NHS across the UK.

The AMR National Action Plan sets out key measures to reduce the threat of infection across human, animal, environment and food sectors. These include: optimising the use of antibiotics, investing in innovation and technology and working collaboratively with key global partners.

Through a collaborative approach across the UK, the action plan builds on the achievements and lessons learned from the first version of the plan and will run from 2024 until 2029.



[Click here to read more](#)

Thousands of carers in Scotland to get new benefit

Thousands more unpaid carers in Scotland will be eligible for a new benefit, if regulations are approved.

Carer Support Payment is the replacement for Carer's Allowance in Scotland. It was first launched in November 2023 in three pilot areas, Perth and Kinross, Dundee City and Na h-Eileanan Siar (Western Isles).

It will be available in 10 new local authority areas this summer as part of the next phase of the roll-out, starting with North and South Lanarkshire and Angus on 24 June. From August it will extend to Fife, Aberdeen, Aberdeenshire, Moray, and North, East and South Ayrshire and be available in the rest of Scotland in November.

Eligible carers who live in areas where Carer Support Payment is not yet available are still being urged to still apply for Carer's Allowance to make sure they don't miss out on support.



[Click here to read more](#)

More women taking part in breast screening programme

The number of women being tested for breast cancer is at its highest ever level in Scotland.

More than three in four women (75.9%) took up their screening invitations over the three-year period 2020 to 2023, Scottish breast screening programme statistics indicate.

This is an increase on the previous three-year period (2019-22) when uptake was 74.5% and pre-pandemic (2017-20) when uptake was 72.2%.

The figures also show that all NHS boards individually have met the acceptable uptake standard of 70% for a second year in a row.



[Click here to read more](#)

National Drugs Mission funding

Fourteen drugs support projects, which will help save and improve lives as part of the Scottish Government's National Mission on Drugs, have been awarded funding which will ensure key frontline services continue to support those dealing with problematic drug use.

Ten projects will receive continuation funding of £2.6 million, with four new residential rehabilitation initiatives receiving £1 million.

The awards will allow organisations providing residential rehabilitation to hire staff to provide more in-depth support to people as they transition from rehab, develop a new women's recovery house and upgrade existing properties.



[Click here to read more](#)

New tool to tackle NHS waiting lists

Software to reduce hospital waiting times and enhance operating theatre efficiency will be rolled out in NHS boards across Scotland over the next year.

Developed by clinician-led tech company Infix, the national theatre scheduling tool improved operating room efficiency by up to 25% without the need for extra medical staff or additional theatres during successful pilots across three health boards. It also enabled the completion of additional operations for patients which resulted in significant financial savings.

The platform will now support all NHS Boards to increase productivity, remove paper processes, and reduce the overall administrative burden in the creation and approval of theatre lists, which can delay patient treatment.



[Click here to read more](#)

Health and Care Experience Survey 2023/24 results published

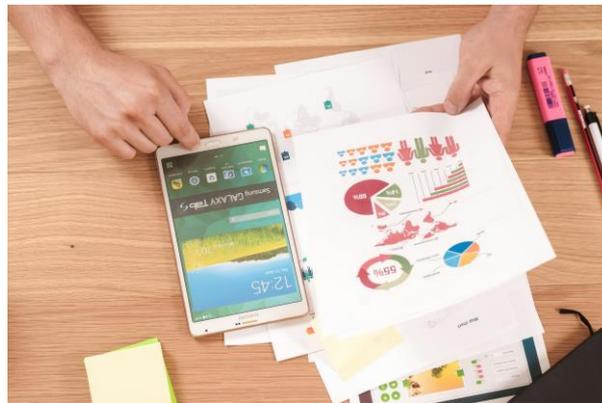
Scotland's Chief Statistician released the main findings of the [2023/24 Health and Care Experience survey](#).

The Scottish Health and Care Experience Survey is a postal survey, which was sent to a random sample of people who were registered with a General Practice in Scotland, lived in Scotland, and were aged 17 and over on 25 September 2023. Over 107,000 people registered with a General Practice in Scotland responded to the survey.

The survey has been run every two years since 2009 and forms part of the Scottish Care Experience Survey Programme, which is a suite of national surveys which provide local and national information on the quality of health and care services from the perspective of those using them.

Questionnaires were sent out in October and November 2023 asking about peoples' experiences during the previous 12 months.

Comparisons over time for the help, care and support section are not presented in this publication due to changes in the opening question to this section, which results in a different cohort of people answering this section when compared to previous years.



[Click here to read more](#)

Improving the lives of people with diabetes

Access to technologies which will transform the lives of those living with Type 1 Diabetes is set to be expanded.

Up to £8.8 million will be used to rollout of loop systems this year to support all children living with Type 1 Diabetes access Closed Loop System technology and increase the provision of these life changing technologies for adults with this condition.

A closed loop system uses a glucose sensor linked to an insulin pump to automatically calculate how much insulin should be delivered – removing the burden of people needing to calculate their insulin dosage and take injections.

A national team will enable training, education and support to be given remotely from health professionals, including Diabetes specialist nurses and dietitians, as well as peer support from others living with diabetes.



[Click here to read more](#)

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 14 June 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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