

Foundation for the future

September 2018

Background

As part of the Scottish Government's investment of £200 million to meet demand for elective procedures over the next 10 years, the Golden Jubilee Foundation is now focusing on creating a business plan to expand its services to treat more patients than ever before.

Since joining the NHS in 2002 with the initial aim of reducing waiting times across NHSScotland, the Golden Jubilee has grown and evolved into the home of regional and national heart and lung services, one of the busiest orthopaedic centres in the UK, and a major centre for ophthalmology and diagnostic imaging.

Using the successful Golden Jubilee model of care, the Scottish Government plan to establish a further five sites across Scotland (in addition to the Golden Jubilee expansion) to reduce patient waiting times and enhance patient experience.

Where are we now?

The Outline Business Case (OBC) for our new build ophthalmology unit has been approved and we are now working towards Full Business Case (FBC) stage with building work scheduled for early 2019. The unit will be opened in a phased approach to meet the demands of the West of Scotland population.

By 2035, the dedicated unit will have extra capacity to see an additional 11,500 new outpatients which will convert to approximately 10,000 extra cataract procedures. This represents a 225% increase in ophthalmology activity at the Golden Jubilee National Hospital by 2035.

The Initial Agreement (IA) for our phase two expansion plans (orthopaedic, general surgery and other specialties) has been submitted to the Scottish Government and we are awaiting feedback on our proposals.

Communication update

Phase one

- Staff and patient involvement has been key to the success of our expansion project. Earlier this year a benefits and risks workshop took place as well as a stakeholder engagement event. Everyone involved provided their views and feedback on the draft proposal within our Outline Business Case.
- A patient feedback questionnaire was completed by the Ophthalmology service which has been statistically significant with overall comparability. A total of 900 questionnaires were sent with 674 patients responding, which provided a 74.88% response rate.
- A total of 95.85% of patients from six different NHS Boards agreed or strongly agreed that they would recommend the service to their friends and family and 93.62% agreed or strongly agreed it was worth travelling to the Golden Jubilee National Hospital for their treatment.

Phase two

- As with Ophthalmology, there has been stakeholder engagement events where staff, patients and third sector representatives were provided with information on the proposal, patient feedback received to date and an overview of the IA and preferred solution.
- We have carried out two audits to find out what our patients think of our new outpatient video conference service within orthopaedics. So far, two patient studies have been completed to understand the impact of using video conferencing for new outpatient consultations. Responses to this have been extremely positive.
- An orthopaedic patient survey has been completed and the response rate was 66% with 530/800 patients responding with their views from 14 different NHS Boards.
- Comments have been overwhelmingly positive with 96% of patients agreeing or strongly agreeing that they would recommend the service to their friends and family, and 96% agreeing or strongly agreeing it was worth travelling to the Golden Jubilee National Hospital for their treatment.

Next steps

We are now working on producing the Full Business Case for Phase One Ophthalmology. We are working on a range of community benefits with our building partners and the local community. An example of this is our work with West College Scotland on workforce, project and communication opportunities.

As our plans go forward, we will have more events and ways to get involved in our expansion. If you are interested in taking part in future meetings, workshops or events, please contact us at hospital.expansion@gjnh.scot.nhs.uk or call Heather Benton in our Expansion Team on 0141 951 5385. A dedicated section of our website has been created for news, events and documents relating to expansion. This can be found at www.nhsgoldenjubilee.co.uk

The Golden Jubilee Foundation is the brand name for the NHS National Waiting Times Centre. Golden Jubilee National Hospital Charity Number SC045146.