



# Jubilee Life November

*Issue 18*

*Welcome to the November 2020 edition of your new monthly digital staff magazine.*

## News



### **New Cath Lab opens to benefit over 1,000 patients a year**

Our new Cardiac Catheterisation Laboratory (Cath Lab Five) starts treating patients this week.

It will carry out up to 24 additional procedures a week, treating cardiology patients who need treatment such as balloon angioplasty, right and left heart catheterisation and stent implantation.

NHS Golden Jubilee's device implantation service will also be transferring from our Theatres to Cath Lab Five in the near future.





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*“To support the extra patients NHS Golden Jubilee will be treating, Cath Lab Five will also have a dedicated five bed Cardiology Day Unit (known as CDU 2) and more staff to make sure patients are treated quickly and are cared for in the appropriate setting by the appropriate team.*

*“The additional capacity will also enable us to support the development of evidence based treatment options and new technologies in the future.”*

*Alex McGuire, Deputy Director, Heart and Lung Division*

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## Wayfinding



*1 - Our new Eye Centre will be opening soon!*

### **Centre with an eye on accessibility**

The opening of our new Eye Centre is on the horizon, allowing us to carry out more cataract operations for patients across Scotland than ever before.

However, it will also provide a patient experience that has not been seen before in a new build healthcare facility.

This is thanks to the interior wayfinding strategy, which has been an important part of the project and at the forefront of design decisions to create an accessible and intuitive space.

Our unique approach uses a range of visual, tactile and auditory cues to make sure we meet the varying needs of our diverse patient demographic.

### What did we do?

#### Colour scheme

We used visual impairment and dementia friendly coloured and tonal zoning throughout the inside of the Eye Centre to create distinction and assist with wayfinding, navigation and orientation.



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*“We adopted a ‘psychology of colour’ approach, where the colour used in different areas are chosen due to the functional attributes of each space.”*

*Rob White, Service Design and Equalities Lead*

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- **Cool Blue (Entrance foyer and Self Check-in zone)** - Helps to make a space feel larger and creates a calming effect upon entering the building.
- **Yellow (Entrance waiting area)** - Stimulating colour, often used in activity areas to increase brain wave activity. Yellow is a good colour for Alzheimer’s patients as it can help trigger memories and increase cognitive function.
- **Red (Outpatients)** - Recommended for high activity areas and communal spaces where stimulation is required. Increases brain wave activity, helping people to focus their attention.
- **Green (Surgery)** - This earthy colour is associated with growth and life. It promotes reduced activity within the central nervous system, helping people feel calmer.

Embed://

#### Flooring

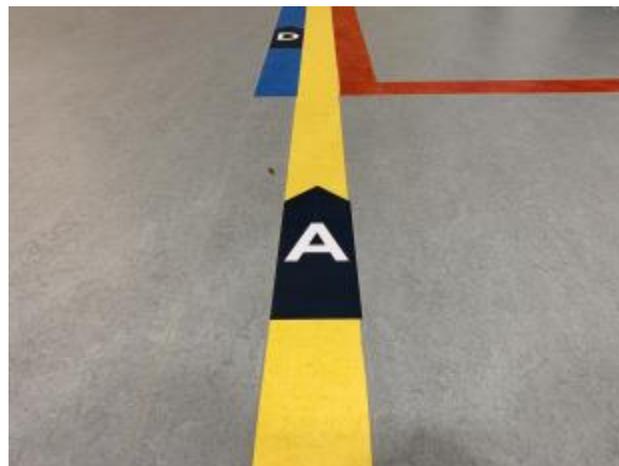
The Eye Centre has visual impairment and dementia friendly 'earth theme' flooring throughout all patient areas, providing high contrast definition between circulation and waiting areas.

We have also introduced integrated coloured/lettered wayfinding floor lines providing a continuous, legible and reassuring path of travel between key facilities and departments.

- **Yellow line A** – Self Check-in
- **Red line B** – Outpatients
- **Green line C** – Surgery
- **Blue line D** – Toilets



*2 - Our new wayfinding system*



*3 - Colour coded for ease of use*



*4 - Distinct paths are mapped through the building*



*5 - The system improves access and patient experience*



*6 - Helping guide our patient journey*

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*"The colours are chosen in line with best practice to provide a strong visual contrast when viewed in greyscale to take account of people with colour blindness.*

*"Lettered zoning also provides an additional cue for people who have limited colour perception, helping to create a truly inclusive wayfinding experience."*

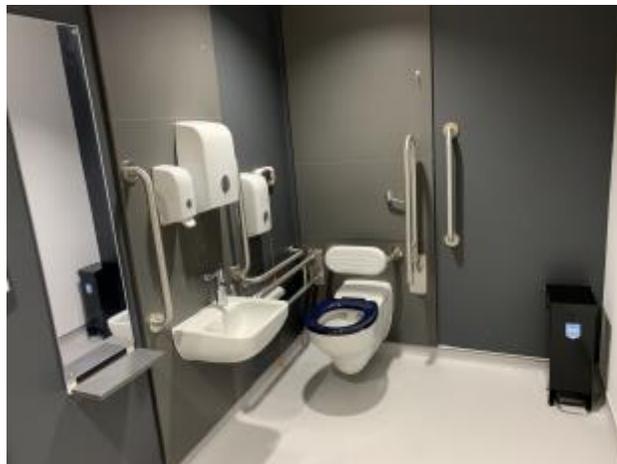
*Rob White, Service Design and Equalities Lead*

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## **Toilet facilities**

In a Scottish first, we have installed an audio descriptive toilet, providing a descriptive overview of features within the accessible area, located in the main entrance waiting area.

Dark theme toilets have been introduced to reduce glare and provide visual clarity for the detection of grab rails, fixtures/fittings and the toilet seat in line with best practice recommendations.



## **Signage**

Eye Centre signage has high contrast elements, embossed text, Braille, tactile dementia friendly symbols and integrated hearing loop signage.

Directional wayfinding signage for toilets features oversized icons and tactile word-cloud arrows detailing the main facilities within each toilet, provided at a range of accessible viewing heights.







### **Other key features within our Eye Centre**

**Self-Check in kiosks** – Our new bespoke kiosks are height adjustable with enhanced accessibility functionality including voice guidance, pinch/zoom magnification, colour contrast themes, screen reader, voice recognition – available in a suite of ten languages to cater for our diverse patient demographic.

**Hearing augmentation** – We have installed integrated hearing loop systems with associated accessible signage available within the self-check-in zone, quiet room, education rooms and staff interaction points within outpatients and surgery.

**Accessible vending machines** – Our bespoke vending machine within the main entrance waiting area features an ‘industry first’ for accessible text height viewing.

**Glass manifestations** – Our best practice features manifestations to full height glazing within the entrance foyer, surgical waiting area and our entrance waiting area.

**Ergonomic seating** – We have a range of high contrast seating options in accordance with Best Practice guidance to accommodate the diverse needs of our patient demographic.



7 - Check in





8 - External view of our Glasgow Skyline manifestation



9 - Another view of our Glasgow Skyline manifestation



10 - Entrance door showing the NHS caring device glass manifestation



*11 - Close up of the NHS caring device glass manifestation*



*12 - Ergonomic seating*



*13 - Safe social distancing has been*

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## COVID-19 Tier Four Update

New levels of [COVID-19](#) protection are coming this week with tighter measures in higher infection rate areas and lesser where they are lower. To see the level in your area and what it means, [use the simple postcode checker at gov.scot](#) and keep up to date.

With new travel restrictions becoming law later this week, it is important to remind patients and their families that while restrictions on visiting remain in place, hospital appointments remain classed as essential travel, and patients should attend as planned.

Additionally, while it is essential that all staff maintain social distancing guidelines in workstations and work spaces, and are moving towards a focus on agile working, please note that travelling to work is also permitted under the new system.

As we all work in an NHS organisation, it is really important that we follow the guidance set out by the First Minister, Cabinet Secretary and Scottish Government.

To help us set an example for our staff, patients and members of the public, as well as doing everything we can to make sure that we are providing as safe a workplace as possible, we have published an updated COVID-19 guide highlighting our responsibilities. This highlights changes to requirements for wearing face coverings when moving around. Managers and staff are also reminded to update current risk assessments where required.

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## Safe use of emails

Email is one of the most common tools used by staff to communicate to each other, both internally and externally to other health boards and organisations, it is also one of the most reported-on tools for data breaches and incidents.

Examples include:

- Using auto populate on the 'to' bar of an email and selecting the wrong person(s).
- Sensitive and/or identifiable information in the body of an email being sent to an incorrect recipient or an unsecure mailbox such as gmail.

Staff are asked to be vigilant when using emails and sharing information via email. Please remember the following when doing so:

- Do not use identifiers such as CHI or names in the subject field.
- Check the recipient(s) details are correct before sending.
- Use as little identifiable information as possible in the body of the email.

- Follow the Scottish Government guidelines of one patient, one email.
- If you have to share information about more than one patient, consider putting the information in a password protected word document and attach to the email.
- Ask yourself whether email is the best way to share this information.



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*If you have any questions about the safe use of emails, please contact Sharon Stott, Information Governance Manager, on extension 5765.*

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### Remembrance Sunday and Armistice Day

Chief Executive of NHS Golden Jubilee, Jann Gardner, laid our wreath for Remembrance Day at the Lancastria Memorial with members of our Executive team, Colin Neil, Anne Marie Cavanagh and June Rogers, in tribute to all the brave souls who paid the ultimate sacrifice defending freedom.

On Armistice Day we remembered HMT Lancastria, which was built on this site, and where the memorial sits to the thousands who lost their lives on 17 June 1940 off the coast of Saint-Nazaire, France.

Before that fateful date, the ship and its crew helped evacuate troops from Norway as part of Operation Ariel, and on this day we should take time to remember its sterling service in World War Two, as well as the thousands of brave souls who perished.

We are proud that our pioneering Hospital was built on grounds of another innovating Clydebank organisation - the former Beardmore and Son's Shipbuilding Yard. This ties us, not only to the magnificent vessel, but to the industrious history of this great community.

We will remember them.



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## End of Brexit transition period

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[Click here to read a letter from Gillian Russell, Director of Workforce, about preparing for the end of the Transition Period.](#)

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14 - Gillian Russell

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## Job Description Resources

**Employee Director Jane Christie-Flight recalls the history of job matching and highlights new resources to help staff responsible for writing job descriptions.**

"For those who have been around as long as I have, you'll remember the industry that we created in the early 2000's when we were introducing Agenda for Change, which rationalised the vast number of Whitley Pay Scales/ Terms and Conditions onto a common pay spine/ terms and conditions.

"To move onto this common pay spine, every single job role in the NHS had to be job matched.

"At the time, training was provided on how to write job descriptions, Knowledge and Skills Framework outlines and how to match jobs.

"Folk were taken out of their substantive roles and were practically locked up for years (actually for some matchers it was years) to participate in the job evaluation panels who had the huge task of matching the huge numbers of jobs that we had.

"This exercise took approximately five years to complete. Everyone involved breathed a collective sigh of relief and hoped that we'd never have to do anything like that again.

"In the intervening years, roles within the NHS have evolved, new roles have been developed and staff have moved on.

"What we have now realised is that some managers and staff within the service are responsible for writing job descriptions but have never had any training or guidance on how to do it.

"For a job to be matched in a timely way, the job matching panels need job descriptions that are well written and contain all of the required information, not just a re-run of the generic job profile. Additionally, for a job to be advertised, the job description needs to be fit for purpose and contain all the necessary information for candidates to apply.

"To help anyone who is having to write a job description and isn't familiar with the process, new resources have been added to NHS Golden Jubilee's pages on HR Connect.

"As well as downloadable copies of the NHS Golden Jubilee job description template, you can access guidance for writing job descriptions and person specifications."



15 - Jane Christie-Flight

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*If you still have questions about job descriptions, please contact your Senior Human Resources Advisor, who will be able to help you.*

[Visit HR Connect to download job description and person specification guidance and templates](#)

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### **Marking Lung Cancer Awareness month**

Throughout the month of November, NHS Golden Jubilee seeks to educate, raise awareness and combat the stigma of lung cancer.

Lung cancer is the most common cancer in Scotland with around 5,000 new cases diagnosed every year.

But there is some good news – more people than ever in Scotland are surviving the disease. This is thanks to improved treatments and more people getting checked earlier.

Symptoms of lung cancer can include a cough that doesn't go away after two or three weeks, persistent breathlessness, and persistent tiredness or lack of energy.



16 - Alan Kirk

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*"The NHS is still here for you with diagnosis and treatment of cancer remaining a priority throughout the pandemic. Early diagnosis of cancer saves lives so it remains essential for you to see your GP."*

*Alan Kirk, Lung Surgeon*

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## Learning and Organisational Development HR Connect

Have you seen our HR Connect information portal?



We have recently updated the Learning and Organisational Development pages on HR Connect to include information on the wide range of services we offer, all split into easy to navigate sub-categories such as Learning and Education, Leadership, Coaching, Management Development and Mandatory/Statutory Training.

Now that many of us are working a bit differently, we have added a number of FAQs within each sub-category to assist with the main queries we commonly receive.

HR Connect can be accessed on or offsite –all you need is an internet connection. This means you can access the FAQs anywhere at any time to answer any queries without having to wait to contact L&OD!

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*Some of our FAQs include:*

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- *How to create a LearnPro account*
  - *How to book onto or cancel a course*
  - *Where to find your eESS number*
    - *What is coaching?*
  - *What mandatory topics you are required to complete, and*
  - *What Leadership training is offered.*
- 

*Please take a look around our pages and familiarise yourself with the information available.*

*If you have any suggestions on information you think would be helpful to see on there, please get in touch on extension 5123.*

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## **Christmas and New Year 'at weekend' pay**

Guidance has been issued to ensure that all staff are treated fairly and consistently in accordance with NHS Scotland's Staff Governance Standard for Christmas and New Year holidays that fall during the weekend.

When Public Holidays for Christmas and New Year fall at weekends, then alternate days will be designated as if they were paid Public Holidays, and the appropriate payments and TOIL will be applied in accordance with Agenda for Change terms and conditions.

However, staff will not receive additional payments for both the alternate days and the days that would otherwise have been Public Holidays. A maximum of two Public Holidays can be paid during each of the Christmas and New Year holiday weekends.

The public holidays for the 2020-21 Christmas and New Year period are confirmed as:

- Friday 25 December 2020

- Monday 28 December 2020 (alternate day for 26 December)
- Friday 1 January 2020
- Monday 4 January 2021 (alternate day for 2 January).



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[Read more about Christmas and New Year 'at weekend' pay here](#)

[Read more about Arrangements for Agenda for Change staff who undertake on-call duties](#)

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### **Festive pay dates**

**December 2020:** Change from Thursday 31 December 2020 to **Wednesday 23 December 2020**

**January 2021:** Change from Thursday 28 January 2021 to **Wednesday 27 January 2021**

**February 2021:** No change - **Thursday 25 February 2021**

The "triple" pay for weekly paid staff will be paid on **Friday 18 December 2020** and then next paid on **Friday 8 January 2021** - normal timescales and Friday payments thereafter.



## People



### Our People - Rob White

Rob White is NHS Golden Jubilee's Service Design and Equalities Lead.

With his background in Architecture, Rob has designed the wayfinding strategy for the new Eye Centre.

Rob studied Architecture at the University of Strathclyde, but in his third year of studying he was diagnosed with a rare condition called Leber's Hereditary Optic Neuropathy (LHON), a degenerative eye condition which continues to deteriorate.



17 - Meet Rob White, our Service Design and Equalities Lead

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*"It continues to deteriorate all the time and I'm living and working with a condition that will eventually leave me blind.*

*"I've made a conscious choice not to use a cane or have a guide dog, that will probably happen, but I like to challenge people's perception of what it means to be disabled.*

*"I want to live a happy and fulfilling life and for me, part of that is making the world a better place.*

*"Every little thing that we design or improve upon, if it's improving the lives of people, surely that's a good thing."*

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18 - Rob has designed the wayfinding strategy for the new Eye Centre

As Architecture is such a visual course, Rob had a lot of thinking to do about his future.

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*“I had a decision, do I let the visual impairment defeat me and define me or do I try and rise above it and fight it and take a negative and turn it into a positive, so I did the latter”*

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Gaining a scholarship for a PHD, Rob decided to focus his attention on how to design the environment to be more accessible and to meet the needs of people with disabilities - specifically visual impairments.

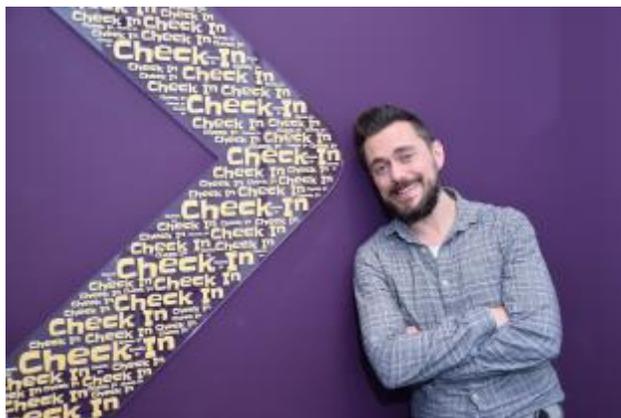
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*“There wasn’t a lot of research that had particularly been done in visual impairments.*

*“I think that because it’s a less visual disability and not obvious from the outside, it’s harder for people to understand what’s needed and how simple it can be to make a space accessible.*

*“With wheelchairs we know if there are stairs we have to put in a ramp but with visual impairments it’s all about tonal contrasts.”*

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*19 - Rob's innovative work has created an enabling environment*

Having moved to Australia for three years to work, Rob returned to the UK and began working on improving the accessibility of the Eye Centre.

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*“I wanted the Eye Centre to be intuitive and easy to understand and a place that removes stress and anxiety, to provide a pleasant experience for patients.”*

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Working with different external teams and companies, Rob has worked to design the self-service check-in kiosk for the new building.

The kiosk, which will provide an audible translation in 10 different languages upon check-in, is an industry first as there isn't a self-check-in kiosk that offers this service at the moment - despite a clear need for it.

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*“The idea of inclusive design and the approach I've taken with the Eye Centre is that, if we put these simple design elements in place, then you're not a disabled person in that space, you're an enabled person.”*

*“Disability, or how a person is impacted, is generally due to physical features within the built environment.”*

*“You can either create a disabling environment or an enabling environment”*

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20 - Winner of our 2020 Rising Star Award

Having won the Rising Star Award at our recent Staff Awards, something that Rob admits he couldn't watch out of nervousness, he's looking forward to what else the future holds for him.

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*"I watched the whole awards, but when it came to the Rising Star section I couldn't watch it. I left the room."*

*"I'm really excited about working on the Phase Two expansion, though and I love working here, it's really important to me, I really have a heart for the NHS."*

*"The Golden Jubilee is such a warm, loving community and I've felt so welcome from day one."*

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21 - Wayfinding system guides patients throughout the Eye Centre

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## Staff Awards – Outstanding work recognised

Nurses, Porters, Surgeons, Volunteers and Support Workers were among the worthy winners at NHS Golden Jubilee's virtual Staff Awards for 2020.

The event was presented by STV broadcaster Rona Dougall, while guest award presenters included BBC broadcaster Jackie Bird, Still Game actors 'Booby the Barman', Gavin Mitchell, and 'Tam', Mark Cox, and comedian Fred MacAulay. Cabinet Secretary for Health and Sport Jeane Freeman MSP, National Clinical Director Jason Leitch and Chief Nursing Officer Fiona McQueen also announced winners from several categories.

The pre-recorded event premiered on the NHS Golden Jubilee YouTube channel on Thursday 5 November featuring short biographies and footage of the 38 finalists chosen by the judging panel.

This year there were a massive 162 Nominees across 13 categories.

Staff were nominated for going above and beyond in adapting to new roles brought on by Coronavirus, collaborating with other health boards to ensure urgent care continued, tireless commitment to person -

centred care for patients, supporting families, leading teams through a difficult period and creating safe and innovative new patient pathways.

[Full story](#)



22 - Watch the full awards

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*“This has been a very challenging year for all of us in NHS Scotland. Care, compassion and collaboration is at the heart of everything we do here and I am really proud to say I am the Chief Executive of this organisation because of our team, and I would like to say a sincere and heartfelt thank you to all of them for the wonderful work that they do every day for our patients.”*

*Jann Gardner, Chief Executive*

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23 - Jann Gardner

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*“It’s really important that we get the opportunity to say thank you to our amazing Golden Jubilee staff, individuals and teams. The awards highlight the people who were nominated and it is also an opportunity for me to thank each and every single member of Team Jubilee for everything they do, day in day out for the people of Scotland.”*



24 - Susan Douglas-Scott

## Winners

### 1. Rising Star Award

For an individual demonstrating qualities of a bright future. Proactive and progressive in all areas with valid contributions to upholding excellence in healthcare.

#### **Winner: Rob White**

Rob's previous architectural experience and his personal relationship with disability has placed him in a unique position to relate, create and deliver practical and effective outputs to overcome barriers to access from both a social and architectural viewpoint.

Rob led on the necessary EQIA's, interior and way finding strategies for Phase 1 expansion and delivered them in an innovative, highly visual manner.



25 - Rob White

### 2. Volunteers Award

For an individual, group or team who give their time freely to help improve the health and wellbeing of patients, carers and service users of NHS Golden Jubilee.

**Winner: Jack Morrison**

Jack is a former patient and has been a volunteer with NHS Golden Jubilee for 18 months. Jack was nominated for the Volunteers award for his friendliness and willingness to talk with patients waiting for transplant.

Having received a transplant, Jack is uniquely positioned to put patients minds at ease and understand what they are dealing with, providing ongoing support and friendship to sick patients under great emotional stress and maintained contact with patients over the phone when patient visiting was suspended due to Covid.



*26 - Jack Morrison*

**3. Collaboration Award**

For individual, group or team who have been building relationships internally or externally for the benefit of patients/customers, while treating everyone with dignity and respect.

**Winners: 2 East Nurses, Physiotherapists and Occupational Therapists**

This multi-disciplinary team have worked extremely hard together to achieve a joint goal for their patients.

Concentrating on collaborative working for the benefit of their Orthopaedic Surgical patients, the team have made it possible to mobilise them and reduce their length of stay meaning that patients are able to leave hospital faster and recover in their own homes with their families.



*27 - 2 East Nurses, Physiotherapists and Occupational Therapists*

#### **4. Top Team Award**

For a team or group who consistently demonstrate and uphold excellence through working collaboratively, often going the extra mile to provide exceptional service(s). They must have evidence of substantive contributions enabling their organisation to provide services and care to patients, service users and colleagues.

**Winners: National Services Division (NSD) and Scottish Adult Congenital Cardiac Service (SACCS)**

#### **National Services Division (NSD)**

The NSD team care for pre and post-transplant patients, they do this with kindness, dedication and professionalism by supporting families as well as the patient through what is a very difficult time for all involved.

The NSD team are superb in balancing empathy and care, with a practical and positive approach to addressing symptoms.



*28 - National Services Division*

#### **Scottish Adult Congenital Cardiac Service (SACCS)**

Receiving a number of nominations in this category from patients, all agree the SACCS team are amazing. They are always available to listen, to answer questions, to be a friend in times of need, they are a caring and compassionate team who always go above and beyond for their patients.



29 - Scottish Adult Cardiac Congenital Service team

## 5. Leader of the Year Award

For an individual who demonstrates outstanding leadership qualities in the work they do to make change happen and can work with others to improve and make things better.

### Winner: Patricia Trainor

Since Patricia (Patsy) has taken up her position as Lead Radiographer for the General Department in Radiology, she has worked hard to bring all staff together and has created a positive and professional place to work.

She has been totally inclusive and transparent in her work and brought her staff with her through change and difficult times.



30 - Patricia Trainor

## 6. Unsung Hero Award

For an individual, group or team who in the course of doing their job, make a real difference for people in Scotland and are willing to go that extra mile for others, but whose work often goes unrecognised.

## Winners: Hospital Porters and Caroleanne Cameron

### Caroleanne Cameron

Caroleanne has been nominated for the care and compassion she showed to one particular patient in the NSD ward. The patient's family have all nominated Caroleanne for going above and beyond to help their daughter feel more comfortable and pain free during her stay with us.



31 - Caroleanne Cameron

### Hospital Porters

Porters were asked to organise and deal with the clinical waste in a way that has never been done before.

Overnight the national clinical waste company became bankrupt this meant the porters team were asked to step in. They were asked to handle all clinical waste including sharps boxes and griff bins throughout the hospital and to then move it all in to a storage container.



32 - Hospital Porters

## 7. Project Recognition Award

For a project geared towards developing better services or improve current services to make a lasting difference to the NHS Golden Jubilee. It must be portable and scalable for replicating to enhance /improve healthcare delivery in other settings.

### **Winners: Orthopaedic Surgical Team**

Working closely with other departments and the patient, the team made it possible for a Total Hip Replacement procedure to be performed and the patient to be released in under 12 hours. This is a step forward for Enhanced Recovery and patient care within NHS Golden Jubilee.

The team achieved new levels of collaboration within the hospital by working together with Rehabilitation, Radiography, nursing staff and the Pain Management Team to improve the patient experience, while saving money and bed space for the hospital.



*33 - Chris Gee, Orthopaedic Surgeon*

### **8. Support Worker Award**

For an individual, group or team providing excellent support services for NHS Golden Jubilee.

#### **Winner: Allan Campbell**

Allan prides himself in the meals he produces for the patients in the hospital. This year he has played an active role in the Menu Harmonisation Group which looked at menus from other Health Boards in order to compile a bank of recipes suitable to be shared among all Boards.

Allan's cooking ability has meant that he has been able to transform what was an unsuitable recipe into a suitable meal for patients. He always makes sure that the food served to patients is of high quality and wants to aid their recovery through nutritious food.



34 - Allan Campbell

## 9. Green Award

For an individual, group or team who have significantly contributed to making our environment greener, safer or cleaner.

### **Winners: Hotel Corporate Social Responsibility Team (HCSR)**

The Golden Jubilee Conference Hotel HCSR team were nominated for continuing to improve the environmental sustainability of the hotel.

The team formulated a 10-point plan which centred around the reduction of paper, plastics, water and food. Initiatives include the removal of all single use water bottles and the introduction of glass 'Squiggle' boards which reduces the need for single use flip charts.



35 - Hotel Corporate Social Responsibility Team

## 10. Care and Compassion Award

For an individual, group or team who have demonstrated a positive, compassionate attitude to patients, carers, customers in everything they do.

### **Winner: Linda Clements**

Linda has worked for around 25 years in the transplant unit and always goes above and beyond for her patients, always showing care and compassion toward patient and family at a difficult time.

Her commitment to delivering the best care for patients over such a long time is truly admirable. She always refers to her patients as "my patients" and takes great pride in looking after them and their loved ones. A true advocate.



*36 - Linda Clements*

### **Care and Compassion Special Commendation**

#### **Eleanor Cassidy**

Eleanor was a much loved member of the Pharmacy team here at NHS Golden Jubilee. She sadly passed away suddenly in May this year and as a long serving member of the Golden Jubilee workforce she is sorely missed.

She worked at the Golden Jubilee for almost 25 years and was always loving, caring and hardworking, extremely dedicated in her service to her patients and reached out with warmth to all who worked with her.

Eleanor would always go the extra mile for her patients and her colleagues. Eleanor's work family within the pharmacy department and out on the critical care wards were always touched by her kindness, positivity and her lovely smile. She always took the time to talk to people, even if she was having a busy day and went out of her way to ensure people were listened to and felt included.



37 - Eleanor Cassidy

### 11. Chair Award for Innovation

For an individual, group or a team developing innovative ways to improve health or services.

#### **Winners: Cardiothoracic Physiotherapy**

The team developed a protocol which allowed the safe mobilisation of a patient with a femoral intra-aortic balloon pump in the UK.

This was an innovative idea which has transformed the lives of patients that would otherwise be bed bound while awaiting heart transplant, which could be months.

The team have now completed over 550 mobilisation sessions with this patient group in the last year who previously would have very little physiotherapy input.



38 - Cardiothoracic physiotherapists

### 12. Chief Executive Values Award

For an individual, group or team who have embedded and demonstrated our values into their everyday practice.

**Winner: Dawn Buchan**

Dawn lives NHS Golden Jubilee's values whilst maintaining a personable approach. She values everyone, has an excellent can do attitude, is committed to providing quality services, understands her own and others' responsibilities and effectively works with colleagues in her own department and others to provide person centred services which are high quality, safe and effective.



*39 - Dawn Buchan*

**13. Special Recognition Award**

Recognising those who have made a difference to NHS Golden Jubilee during the COVID-19 pandemic.

**Winners: David Hodgson, David Dell and James Leonard (Estates team)**

The Estates team showed outstanding commitment and innovation to ensure the multiple requests and targets given during the initial COVID outbreak stage were achieved.

At the beginning of the COVID outbreak areas on level 4 had to be quickly refurbished and brought up to clinical standard to prepare for patients.

This nomination is for those who lead the team and showed outstanding commitment by taking a flexible approach to the situation, both in shift patterns being altered to suit demands, but also not only managing the work, but participating in it as well.



40 - David Hodgson, David Dell and James Leonard (Estates team)

**ScottishHealth**   
**AWARDS 2020**

**JOIN US ONLINE**  
 9 DECEMBER 2020 @7PM

**Watch online @**  
[scottishhealthawards.com](http://scottishhealthawards.com)

**Host - Fred MacAulay**

CELEBRATING THE UNSUNG HEROES WITHIN HEALTH AND SOCIAL CARE SERVICES IN SCOTLAND

**#ScotHealthAwards**

**NHS SCOTLAND**  
 Healthier Scotland  
 Scottish Government

**Daily Record**



## NHS Golden Jubilee Cardiologist appointed Vice President of National Society

A consultant cardiologist from NHS Golden Jubilee has been elected Vice President of the British Society of Cardiovascular Magnetic Resonance (BSCMR).

Professor Colin Berry, Director of Research and Development, took up his new post last month at BSCMR's Annual General Meeting.

The organisation, which is affiliated with the British Cardiovascular Society, promotes the role of cardiovascular magnetic resonance imaging (MRI) to improve the diagnosis and treatment of patients with heart disease.

BSCMR also supports education, training, research, standards and advocacy while collaborating with organisations in the UK and around the world.



41 - Colin Berry

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*"I have thoroughly enjoyed working with the Society over the last 10 years and it is a privilege to serve our patients and community through this role."*

*"The UK makes a huge international impact on heart imaging research and I'm grateful to be able to raise awareness of the outstanding value of cardiovascular MRI for patient care".*

*"I will relish the opportunity to work alongside our new President, Dr Mark Westwood, and the Society's Board to deliver their strategic plans and to make strides in imaging research that will make a difference to, not only our nation's health, but heart health around the world."*

*Professor Colin Berry, Director of Research and Development*

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Professor Berry's research focuses on angina, heart attack and heart failure.

His group's most recent research involves the CISCO-19 study, funded by the Chief Scientist Office of the Scottish Government. The study involves using MRI and Computer Tomography (CT) to assess heart and lung function in 160 patients who have been hospitalised with COVID-19.

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*“On behalf of everyone at NHS Golden Jubilee, I congratulate Colin on being elected as Vice President of the British Society of Cardiovascular Magnetic Resonance.*

*“Colin is a distinguished academic and clinician with extensive experience in imaging and interventional cardiology.*

*“This appointment further supports NHS Golden Jubilee’s vision of leading the way in delivering quality research through collaboration for the NHS in Scotland and beyond.”*

*Dr Mark MacGregor, Medical Director*

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In addition to his roles at NHS Golden Jubilee, Professor Berry holds a Chair in Cardiology and Imaging in the University of Glasgow, is a Fellow of the Royal College of Physicians and Surgeons of Glasgow and recently became Executive Editor of the European Society of Cardiology’s European Heart Journal.

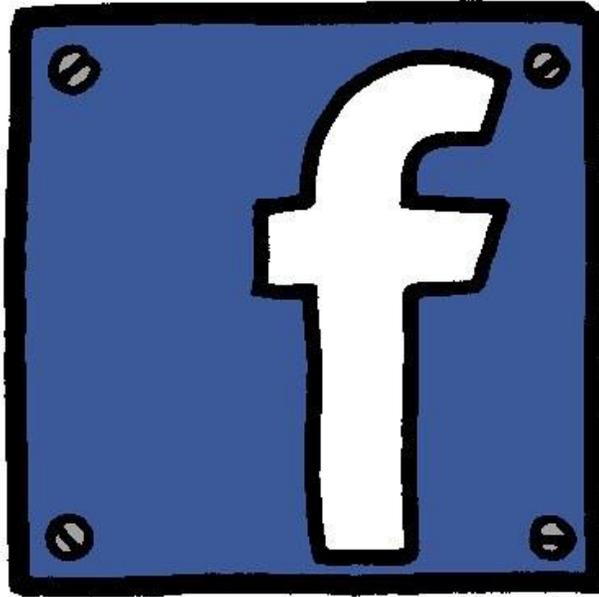
## The Social side



### What’s happening on our social media pages

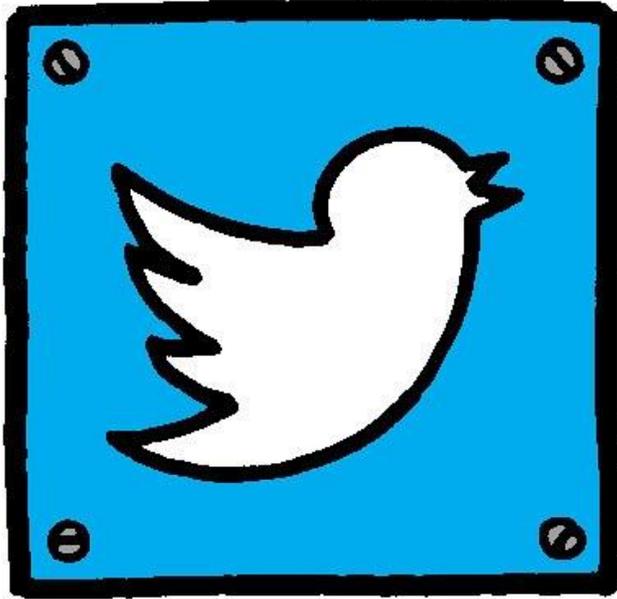
**Facebook:** Our Spiritual Care messages we post on Sundays are very popular with our social media audiences. This one was for #WorldKindnessDay where we asked people to do something nice for someone to make them feel special. Did you?





**Twitter:** One of the most popular tweets this month was our tribute to the fallen when Chief Executive Jann Gardner and fellow Executives laid our wreath at the Lancastria Memorial for #RemembranceSunday #lestweforget





42 - [Click here to access our Twitter page](#)

**YouTube:** By far the most watched video on YouTube this month was our sparkling virtual Staff Awards event, which was aired live on our channel on Thursday 5 November and got Guy Fawkes Night off with a bang.





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

**LinkedIn:** LinkedIn is a great platform for us to showcase job vacancies which always receive good engagement, so if you see one on our page, Like and Share to spread the word about #TeamJubilee.





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*Get social with us and keep up to date with everything that's going on in #TeamJubilee on our social media pages.*

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*Here's some of our social media comments!*

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**Allison Richardson:**

NSD are all amazing people looked after not only my son when he had his heart transplant but also me and the rest of family much love to you all.

**Gemma Louise Daly**

Saccs team are amazing.

**Linda Humphries**

Team Orthopaedic, had my op on my foot 6 weeks ago, fantastic from start to finish.

**John Campbell**

Had double knee replacement done end January, excellent from start to finish, amazing work they do.

Good luck.

**Jeanette Newman**

Great team 5 weeks after my knee surgery. Thank you Mr Roberts and ortho team.

**Janice Black**

Well done team (Cardiothoracic Physiotherapists) four years ago today my husband came in for heart surgery thank you Ross, Fiona and Natalie for all your hard work and dedication that he was able to come home after eight weeks.

**Allan Strang**

Are we not lucky, having this team of extraordinary experts in the west of Scotland health board. Truly appreciate the life saving skills.

**Bernadette Mellis**

Had an ablation done here 18 months ago it's changed my life.

**Audrey McNeish**

Thank you for always remembering the Lancasteria tragedy.



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**Events we celebrated socially this month**

**Antibiotic Awareness Day and World Antimicrobial Awareness Week**

On European Antibiotic Awareness Day (EAAD) this week, our Pharmacy and Labs staff raised awareness of the public health threat of antibiotic resistance, encouraging healthcare staff, patients and the public to use antibiotics wisely.

World Antimicrobial Awareness Week and Antimicrobial Resistance is one of the most urgent global threats to health.

Antimicrobials including antibiotics can cause side-effects such as diarrhoea and contribute to the development of resistance.

[Click here to become an Antibiotic Guardian](#)





### **Margaret McCrate retired**

We said a very fond farewell at the end of October to Housekeeping staff member Margaret McCrate, who worked with us for almost 13 years. Colleagues from our Housekeeping department presented Margaret with a lovely bunch of flowers as they said goodbye.

Thank you for all of your hard work and service over all these years Margaret and all the best in your retirement.

You'll always be part of [#TeamJubilee](#)



## National Stress Awareness Day/Week

On National Stress Awareness Day we highlighted how important it is to manage your stress, especially during this difficult time for everyone.

Moving more can help clear your head and improve your mental health.

To learn more or to speak with someone at [breathing space](#).

Self care is not selfish and it's not a luxury. It's what enables us to keep going despite the stresses of work and home life, and it's never been more important.

During Stress Awareness Week you may need to adapt some of the things you usually do. [Have a look at some ideas here](#).



## World Radiography Day

We celebrated the hard work and dedication of the fantastic staff in our Radiography department on World Radiography Day.

This brilliant team is vital in helping us deliver person-centred care to our patients.



## Lung Cancer Awareness Month

As the home of the largest Lung Surgery unit in Scotland, this November we are proud to support Lung Cancer Awareness Month.

The department carries out over 1200 operations each year and a growing number of procedures are done using the Da Vinci robot which allows for minimally invasive surgery, meaning faster recovery times and less pain for patients.



*45 - Click the play button to find out more*

## Interfaith Week

"Faith can be a sustaining and transformative part of people's lives".

Our Spiritual Care and Diversity Lead, Andy, had some wise words on video during Inter Faith Week.

Inter Faith Week's aims are to:

- Strengthen good inter faith relations at all levels
- Increase awareness of the different and distinct faith communities in the UK, in particular celebrating and building on the contribution which their members make to their neighbourhoods and to wider society
- Increase understanding between people of religious and non-religious beliefs

[Click here for more information on Interfaith week](#)



*46 - Click the play button to find out more*

## Contact



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*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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