Jubilee Life November



Issue 30

Welcome to the November 2021 edition of your monthly digital staff magazine.

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

News



Become a Secret Santa for underprivileged kids this year

Staff in NHS Golden Jubilee are supporting the Glasgow Spirit of Christmas charity to ensure children living in hardship or poverty get Christmas presents this year.

Head of Rehabilitation Christina MacLean and PA Maeve Coleman are organising a collection of presents from staff to donate to the West Dunbartonshire Community Foodshare.

The West Dunbartonshire foodbank is one of the local good causes being supported through the Glasgow Spirit of Christmas campaign and will ensure hundreds of children in the area wake up to presents on Christmas Day.

The foodbank still needs more than 850 pledges so children of all ages will receive a visit from Santa.

Christina and Maeve have made 40 Secret Santa pledges for presents this year – 20 each for girls and boys aged 13-16 - and would like your help to make Christmas special for children from our community.

A pledge is a box made up of different gifts from the following categories:

- **Christmas festive treat:** selection box, chocolate Santa/reindeer, chocolate coins, candy canes, box of chocolates or festive biscuits.
- Something to love: teddy bear, soft plush toy, doll.
- **Toys to play with:** relevant aged board game, Lego, action figure, pretend play set, latest toy, puzzle, cars, football, building bricks, magic set, activity set.
- **Items for creative play:** science set, painting or drawing kit and pad, colouring in book and pens, building kits, bracelet/jewellery making kits, sand art or pottery kit.
- **Something to wear:** Christmas pyjamas, t-shirt, underwear, warm socks or tights, gloves, scarf, beanie/hat, jumper, trousers, top, dress, slippers, winter jacket.
- **Something to read:** book relevant to age range, Guinness Book of Records, 2021 Annual, comic, puzzle book, sports book.
- Item accessories: watch, fleece covered hot water bottle, fleecy blanket, headphones, earphones, drinking water bottle, earrings, necklace, bangles, bag pack, handbag, toiletries bag, hairdryer, watch.
- **Personal Care:** deodorant, shower gel, fragrance, hairbrush, scrunches, hairclips, lip gloss, eyeshadow for teens or make-up kit, nail enamel.
- Additional ideas for Teens: cinema voucher, restaurant voucher, experience voucher.



If you, or your department, would like to get into the Spirit of Christmas, be a Secret Santa and donate a pledge box for Christina and Maeve's present collection, please contact either of them by email at Christina MacLean or Maeve Coleman for details on how to do it.

You can also donate single items, for any age group, which will be gratefully received. All donations must be handed in to Hotel Reception by Sunday 5 December. Please do not take donations into clinical areas for Infection Control reasons.

For further information, contact <u>Christina MacLean</u> or <u>Maeve Coleman</u> who will be happy to help, or visit cultivating mindfulness.org.uk/gsoc.



New Realistic Medicine Team at NHS Golden Jubilee

1 - L-R: Rupinder, Chika, Tomoyo and Anna

Realistic Medicine has become essential to the sustainability of healthcare, putting the person receiving care at the centre of the decisions which are made. This approach encourages health and care workers to get to know what matters most to the individual, making sure that the care given matches their needs and circumstances.

This involves recognising that there is no one size fits all approach and this must incorporate all healthcare professionals to use their skills and knowledge to help people maintain heath and treat illness.

Here at NHS Golden Jubilee, we are delighted to introduce you to our newly launched Realistic Medicine team, who will be dedicated to incorporating this approach through all aspects of the care we offer to patients.

Our multidisciplinary Realistic Medicine team is made up of 5 members:

- Executive Lead: Dr Helen Mackie
- Realistic Medicine Project Manager: Rupinder Kaur
- Quality Improvement Lead: Chika Ikwuagwu
- Realistic Medicine Lead: Anna O'Donnell
- Realistic Medicine Lead: Tomoyo Fujiwara
- Additional support provided by Andy Hall, Performance and Planning.

Our main aim is to have a collaborative approach through shared decision making between professionals and patients working together to deliver care through a person centred approach, aiming to eliminate unwarranted variation, harm or waste.

Fostering a culture of holistic approach to care will help us to develop improved methods of managing risks, along with improving learning and working environments. This will allow us to continue to embed a values based approach to everything we do, paving the way for innovations at all levels.

This month, meet the team and hear a few of their thoughts about this exciting new approach to patient care.

Rupinder Kaul, Project Manager

I have been in this post since September 2021, with a split role working in interventional cardiology 2 days a week and Realistic Medicine the other 2.

I am passionate about Realistic Medicine and its ethos. Demonstrating professionalism through our approach, behaviour and attitudes, we want to provide the best possible care for our patients and support them to make informed, shared, decisions about their health care and treatment.

We welcome the Chief Medical Officer's commitment to help the wider public engage with Realistic Medicine and understand what it will mean for them and their involvement in their care, and the decisions which should be made jointly between them and their healthcare team.

Our aim is to advocate the BRAN question: Benefit, Risks, Analysis, Nothing. The objective is never about not offering treatments, but about providing the best options to patients, relatives and loved ones about their care.



2 - Rupinder

Chika Ikwuagwu, Quality Improvement Lead

I have worked at the Golden Jubilee National Hospital as a Quality Improvement Clinical fellows ince 2018.

I began my work with Realistic Medical just before the pandemic. However, I became part of the current team with Helen Mackie in September 2021.

In my opinion, a big part of Realistic Medicine is about understanding our patients, sharing medical information in a way that can be understood and also displaying meticulous listening skills in order to understand what is important to a patient.

All of these are aimed at making the best possible joint decision on care and treatment, ensuring these decisions are of a high quality to the individual based on best available evidence

The 6 pillars of Realistic Medicine provide a structured way to give the right treatment to the right patient at the right time. I strongly believe that if these concepts are applied appropriately it will lead to a much better experience for patients and staff alike resulting in creating a better NHS Scotland.



3 - Chika

Anna O'Donnell, Realistic Medicine Lead

Currently my full-time job is in Interventional Cardiology Research were I have worked since December 2011. I am responsible for working within the guidelines and policies for conducting clinical trials, ensuring high standards of practice in accordance with the principles of Good Clinical Practice, Research Governance and Board guidelines.

In August 2021, I was delighted to be given the opportunity to take on a seconded role as a Clinical Lead within the Realistic medicine team here at the Golden Jubilee.

The Realistic Medicine team is working towards remobilising patient care with one of the main aims to put the patient at the centre of the decision making process and using the healthcare service to feel confident that they can discuss their treatment plans wholly with all healthcare professionals.

One of the exciting projects that I am working towards implementing within the Research and Development Department is, the use of Near Me video conferencing. Hopefully we can maximise the use of digital technology by increasing recruitment and retention rates, reduce lost to follow-up and ultimately provide an accessible service for patient and their families.



4 - Anna

Tomoyo Fujiwara, Realistic Medicine Lead

I have been working as a dietitian at the Golden Jubilee since 2009. My area of interest is preoperative optimisation including diabetes, weight management and nutritional support.

During the pandemic, patients have become more "high risk" for surgery, perhaps due in part to the effects of isolation on people's lifestyles. Healthcare professionals need more engagement with patients to provide patient-centred care which enhances self-management. This highlights the value of Realistic Medicine—"shared decision making" to find the way that works for them. Therefore, in my role as a Realistic Medicine lead, I would like to support our hospital staff to promote this approach to patient care.



5 - Tomovo

CTF team awarded for supporting the next generation

The education offered by the Clinical Teaching Fellows (CTF) team at NHS Golden Jubilee has been Highlighted for Excellence by Medical Students from the University of Glasgow.

Medical students who have been placed here for their final 2 years of study have reported that they value the positive and rich clinical learning environment they have experienced while based here.

Each year medical students feed back to University of Glasgow staff about their their clinical placements. This feedback is then reviewed at the national Undergraduate Quality Review Panel (QRP).

Representatives from each Medical School join representatives from NHS Education Scotland (NES) and the DME group to review this feedback from many hundreds of placements.

Based on this feedback and review, the educational experience provided by the CTF Team was Highlighted for Excellence for their efforts and success in supporting our next generation of doctors.

Well done to everyone involved for this fantastic accomplishment!



Foundation Apprentices

High school pupils are getting a taste of working life at NHS Golden Jubilee as part of a collaboration with West Dunbartonshire Council.

We are partnering with the local authority to offer pupils valuable experience in a busy and demanding working environment through Skills Development Scotland's (SDS) Foundation Apprenticeships programme.



6 - Jevan Shiels

The apprenticeships provide a work-based learning opportunity for S5 and S6 pupils to develop knowledge and understanding of an industry such as Business Skills, Financial Services, Social Services and Healthcare and Engineering.

The 3 apprentices – Robert Lamont, Megan Collier and Jevan Shiels – are working in our Finance, Patient Co-ordination Centre and Performance and Planning departments.



7 - Robert Lamont and Emma Collier

Click here to read the full story.

Golden Jubilee Team looking for FAME at Transcatheter Cardiovascular Therapeutics

Heart specialists from NHS Golden Jubilee have taken part in an international trial which hopes to provide better outcomes for patients with heart disease.

The FAME 3 trial, presented at the world's largest interventional cardiology conference, the Transcatheter Cardiovascular Therapeutics conference (TCT) compared drug eluting stents with surgical intervention.

In a head-to-head comparison of the two strategies, the Fractional Flow Reserve Versus Angiography for Multivessel Evaluation, or FAME 3, study aimed to compare Fractional Flow Reserve (FFR) stenting with current generation Drug Eluting Stents (DES) to Coronary Artery Bypass Graft (CABG) surgery, in a large-scale randomised study.



To read more from the study follow this link to the article published in the <u>New England Journal of</u>

Medicine.

Healthy Volunteers needed

The Motion Analysis Laboratory in our Jubilee Research Institute is looking for staff, their friends and family to participate in our Healthy Volunteer Study.

We are collecting walking and other movement patterns from healthy volunteers for a database that we can use to measure patients against. This will take no more than 30-45 minutes of your time.

This will allow us to assess orthopaedic patients' progress after surgery, compare the effectiveness of different implants and procedures, and find the most effective ways to treat our patients.

We are looking for volunteers of any gender, race, height, weight, age or Body Mass Index (BMI), so that we can build an extensive and diverse database.



If you would like to take part, please email Hollie Leonard or call on 0141 951 5533.

Orthopaedic study published

Congratulations to our Orthopaedic team, whose study on 'Resuming elective orthopaedic services during the COVID-19 pandemic' was published in the peer-reviewed Bone and Joint Open journal.

The aim of this study was to surveil whether the standard operating procedure (SOP) created for NHS Golden Jubilee sufficiently managed COVID-19 risk to allow safe resumption of elective orthopaedic surgery.

The conclusion was that through strict application of a COVID-19 green pathway, elective orthopaedic surgery was safely delivered to a large number of patients with no selection criteria.

Credits on the study are given to: Rongkagorn Chuntamongkol, Rebekah Meen, Sophie Nash, Nick Ohly, Jon Clarke and Nick Holloway.



Click this link to view the study

Near Me user survey

The Near Me Network is looking for users of the service software to give their views on it to help identify the learning needs of clinicians and care staff working in health and social care across Scotland.

Since Covid-19 it has been used to deliver over 1 million appointments and an Independent Evaluation 2021 (available here) recommended ongoing peer support and training.

Views by users of Near Me would help deliver future appropriate support.



To submit your views, comments or issues, fill in the <u>Learning Needs Survey on this link</u>, which should take between 5 and 10 minutes to complete

Contact nss.nearme@nhs.scot if you would like to submit feedback in other ways.

International Counter Fraud Awareness Week

To mark International Fraud Awareness Week (IFAW) 2021, NHS Scotland Counter Fraud Services and National Services Scotland have launched a 'Procurement Fraud' eLearning module.

The module is available to all NHS Scotland employees and helps employees protect healthcare funds from fraud, bribery and corruption.

You will find the module on the NHS Education for Scotland procurement portal area of the <u>Turas</u> website.



People



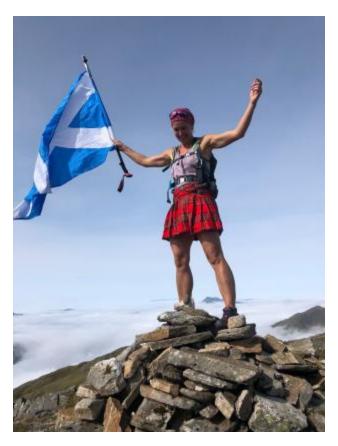
The hills are alive for Munro Bagger Lisa

Climbing even one of our beautiful country's Munro mountains takes a lot of effort, strength and dedication—so climbing all 282 of them is an extraordinary achievement.

Lisa McCormick, a Cardiology Nurse who has worked in our Cath Labs for 2 years (previously Theatres for 10 years) completed this phenomenal feat in August when she summited Sgùrr a' Mhaoraich, to complete her adventure, 28 years after it began.

Munros are mountains over 3,000 feet (914.4 metres) and they are named after Sir Hugh T Munro who surveyed and catalogued them all in 1891. Climbing the peaks is a brilliant way for experienced walkers to explore some of Scotland's finest scenery and further-flung locations.

Munro bagging is popular among hill walkers and outdoor enthusiasts and Lisa is now one of more than 6,000 'compleatists', or 'Munroists', (source: visitscotland) to have climbed them all.



To give a bit of context as to the scale of this challenge, the highest Munro is Scotland's <u>Ben Nevis</u> at 4,411 feet (1,345 metres). There are also lower, but arguably more challenging Munros to climb, such as the 12 airy peaks of the Black Cuillin on Skye and the UK mainland's narrowest ridge walk - the Aonach Eagach - in Glen Coe, which has two Munro summits.

Lisa is "Jubilee born and bred", starting her nursing career here when she qualified when she was 35 from the University of Paisley (now University of the West of Scotland).

Hailing from Erskine, she has been at the Golden Jubilee for almost 12 years, and said: "I started going up hills when I was around 19, not really knowing what they were and totally not being prepared for it either, wearing trainers and jeans, all the things you shouldn't wear climbing mountains, especially in horrible conditions.



"I think my first Munro was Ben Vorlich, and funnily enough, this was the first one I did again after I completed them. I don't know why.

"My last one was Sgùrr a' Mhaoraich, a solitary Munro on the north side of Loch Quoich between Kintail and Knoydart on 28 August.

"My favourite would have to be 'The Ridge' at Aonach Eagach, in the Glencoe Pass, the narrowest ridge in the UK, but just the fact that the area is so beautiful makes it special for me.

"What you can see from the top of those mountains is breath-taking on a nice, clear day, but the climb is very technical as well.

"It's long, it's exposed, it has three very technical pinnacles to navigate round. You have to have good agility, as well as a good head for heights on this one.

"Some Munros we'd have to do a 15-mile cycle to get to, pitch a tent, do the walk, then camp out and cycle back again, just amazing experiences.

"I think the allure of hillwalking for me at the beginning was just getting out there and getting a different level of fitness.

"And I love the outdoors obviously, no matter what the weather is like."



Multi-talented Lisa isn't all just about adventure either, she is very cultured and is an accomplished singer with many colleagues enjoying her vocal talents on a few special occasions.

Lisa performed at 10th anniversary of the Golden Jubilee becoming an NHS facility, she was runner-up in the Jubilee's Got Talent night to celebrate the NHS's 70th anniversary in 2018, and sang for former Chief Executive Jill Young at her retirement night after making such an impression at the talent night.

But the big question is - is she planning on doing all the Munros again, maybe singing some The Sound of Music classics along the way like Do-Re-Mi, or the theme tune with the immortal lyrics, "The hills are alive with the sound of music"?

"Eh no" is the emphatic answer from Lisa.



Lisa added: "I'll probably just pick away at the ones that left a bad impression on me, the ones I didn't enjoy so much for whatever reason, or the ones that I rushed round.

"For instance, I did 12 in one weekend once up in the Glen Affricarea, doing 8 in one day and I was physically sick at the end of it, so I'd like to split those 8 up in their groups and enjoy them more.

"I would have done the Munros last year but COVID got in the way. I only had about 10 to do and the weather was amazing, but we weren't allowed out. However, it was great to get out on the hills again when the 5-mile restrictions were lifted.

"The people I've been surrounded with doing this were very influential. They helped me gradually build up my experience and equipment, all the proper stuff you need to do the Munros like the waterproof gear, cramp-ons.

"I don't think I would have got round them all without the help of all the people in the <u>Glasgow Walking</u> and <u>Hillwalking Club</u> so I'd like to thank everyone who helped me along the way, it's been an absolute blast!"

















Val-You



Menopause policy information session

Use of the word "menopause" can instantly cause inappropriate jokes and comments made about hot-flushes, or the need for fans, but we know it's not a laughing matter for many people.

For some it can also have a major impact on all aspects of their life, both working and personal, with symptoms including:

- Hot flushes
- Palpitations
- Fatigue
- Sleep disturbance
- Night sweats
- Skin irritation
- Irritability
- Mood disturbances
- Poor concentration
- The need for more toilet breaks

The average age to experience the menopause in the UK is 51. However, it can typically occur between the ages of 45 and 58 and, in rare cases, the menopause can happen before the age of 40.

Scotland is the first country in the UK to have a Women's Health Plan, which outlines ambitious improvement and change in areas including menopause, heart health, menstrual health including endometriosis, and sexual health.

In NHS Golden Jubilee we know that that 75% of our workforce is female, and of that, approximately 33% are over the age of 45, so the menopause may well be impacting the lives of a large number of staff.

With that in mind the board has recently developed and approved a <u>Menopause Policy</u>.



If you'd like to know more about this policy and the support available to you, there will be a session on Friday 3 December from 12pm - 12.30pm.

Click the link below to join the session.

Microsoft Teams meeting

Join on your computer or mobile app

Click here to join the meeting

Join with a video conferencing device

28485375@t.plcm.vc

Video Conference ID: 129 519 537 7

Alternate VTC instructions

Here's some social media comments from patients and the public about you!

Michelle Ferguson - Hope you won your well deserved award last night, i had surgery at Golden Jubilee yesterday, carried out by Miss Betts, have to say the whole team were absolutely amazing, it was my first time there and it was a fantastic experience so thank you all so much xx

Susan Lawton - Amazing hospital, best by far x

Vicky Mc Clure - Both my husband and myself have had heart procedures done at The Jubilee" and have nothing but praise for the staff from the "hygiene technicians" (domestics) to Professor Oldroyd. A hospital with staff to be proud of.

Kathleen Chamber - I'm had my heart transplant 4 years ago in the NSD unit everyone was absolutely fantastic x

Elaine Sutherland Keating - I had heart surgery in April and the care that I received from all the staff was outstanding.

Bob McMahon - Had knee replacement 6 years ago, the pre op, and after care was first class.

Sandra Methven - I had lung surgery on both my lungs so was an impatient on 2 separate occasions staying on west wing and from start to finish all staff were fantastic any questions I had were answered and nothing was 2 much trouble I can not thank all the staff from the bottom of my heart as having this surgery has changed my life x

Janette Heyburn - Had a hip replacement in September and all the staff were fantastic and could not have done enough for you, I was most impressed that on the day of my op the theatre staff came up to check all was ok. Lovely caring bunch of individuals x

Moira Fyfe - Very impressed with my care at Golden Jubilee. From pre-assessments, meeting everyone involved with my care. Mr Allen and the team during my Mako knee surgery and recovery. The great facilities. I was lucky to have my op pre-COVID lockdown. The best experience it could possibly be!

Elaine Stone - Almost two years ago I had open heart surgery. Everyone was amazing and I called everyone my angels.

Sara Smith - Bilateral hip surgeries almost 2 years ago. Mr Joseph Baines and all the staff involved were brilliant. This was life transforming surgery, back fitter and stronger than ever. Thank you. All staff were supportive, friendly and hugely skilled.

Karen Urquhart - Had heart surgery in March, I couldn't have asked for a better team to look after me.

Jay Mills - Had my hip op there, all the staff were caring friendly and could not have done more to make me feel safe. Thank you to you all.



Diabetes, a pandemic and me

To mark Diabetes Awareness Month, Ability Network member and our Communications Manager, Christine McGuinness, shares her story of being diagnosed with Type 1 Diabetes during lockdown.

During December 2020 and January this year, I was experiencing recurrent colds and sinus infections, and generally not feeling great. Somewhere in the deep recesses of my mind, I knew something was going on and had been putting off getting a diagnosis. I eventually 'took a step back' and looked at other symptoms I'd been experiencing during this time: I was constantly **thirsty**, going to the **toilet** more frequently than normal (including several times during the night), feeling permanently **tired**, and rapidly getting **thinner** despite eating like it was going out of fashion.

I had finally put the pieces together. But this was during our pre and post-Christmas lockdowns in the West of Scotland, so I delayed going to the GP until my cold/sinus symptoms cleared up.



8 - A few days before my T1D diagnosis

I eventually made an appointment with my GP in early February and after I shared my 'self-diagnosis' with her, I had 3 whirlwind days where I had urgent blood and urine tests which confirmed I had Type 1 Diabetes (T1D).

I was admitted to hospital overnight in Diabetic Ketoacidosis (DKA) — my body was running out of insulin and harmful ketones were building up. This is a serious condition which can be life-threatening if it's not found and treated quickly. I was told I only had mild DKA, but it definitely didn't feel like that at the time, while hooked up to a drip in each arm.

When I was in hospital, I was taught how to inject insulin and learned basic carbohydrate counting. In the 9+ months since my diagnosis, I've completed online carbohydrate counting courses to better equip me to manage my own condition.

Despite being diagnosed during the pandemic, I've always felt fully supported by my hospital diabetes team of specialist doctors, nurses and dietitians. All bar one of my appointments have been through NHS Near Me, but the team are always just a phone call away.



9 - Diagnosis day, after the first few rounds of intravenous (IV) insulin and rehydration fluids

About Type 1 Diabetes (T1D)

Accounting for only 10-15% of all diabetes cases, T1D can often be triggered by viral infections.

Commonly mistaken as something that only presents in childhood, T1D is an autoimmune condition where the body attacks the beta cells in the pancreas. This means my body can no longer produce insulin, which is essential to balance any carbohydrates I eat or any of the 40+ other factors which can affect your blood glucose level.

What I also now know is that illness can play havoc with your blood glucose and diabetes can cause illness to last longer. So that explains why I just couldn't shake anything off in the run up to my diagnosis.

Life with Diabetes

I don't want to sound alarmist when I say that injecting insulin is essential to keep me alive, but it's a constant balancing act as too little or too much could kill me. I manage my diabetes with multiple daily injections (MDI) of insulin, while other people will use an insulin pump. I'm on what's known as a 'basal/bolus' MDI insulin regimen.

This means that basal insulin is injected once or twice every day to keep your blood glucose in range overnight and in between meals. Bolus insulin is injected 5-15 minutes before every meal.

Everyone has their own unique insulin to carbohydrate ratio, so before every bolus/mealtime injection, I need to calculate how much insulin to take, while factoring in my current blood glucose level and whether this is in our out of range. I also need to consider how many carbohydrates I am going to eat and what type, whether I'm having any alcohol, and if I'm going to be active within the next 1-2 hours or was active earlier in the day.

Basically, it's mealtime maths! Who knew that all my years of calculating slimming points had trained me for this moment?!

There's a common misconception that diabetics have to restrict our diet, but that's simply not true. I can eat anything, as long as I 'cover it' with insulin.



https://sway.office.com/rt0vvpVdBKVMFMba#content=1PLY3mIIw35v8G

Diabetes medication and supplies can be pretty expensive, so I'm extremely thankful for the free prescriptions we have in NHS Scotland. I was also lucky enough to be prescribed a FreeStyle Libre 2 flash

glucose monitor straight away. Instead of pricking my finger every time I need to check my blood glucose, I just scan this tiny sensor with an app on my phone.

While it's great to have this amazing technology, I still carry traditional testing supplies in case the sensor stops working or gets accidentally ripped off (it's basically held on with sticky tape!) I carry my diabetic kit bag everywhere I go with insulin pens, pen needles, lance, lancets, glucose and ketone test strips, glucose monitor, spare batteries, diabetes record book, pre-injection swabs, cotton wipes and a Glucagen emergency hypo syringe for extremely low blood sugar.

I need to plan ahead at all times, even for spur of the moment activities. As well as having my medical supplies with me, I always need to have both fast (sugary) and slow carbohydrate snacks with me in case my blood sugar drops or I need to be active unexpectedly. Thankfully I'm generally quite an organised person!!



10 - My supplies!

Diabetes and work

For anyone who is concerned about being discriminated against at work because of diabetes, then it's worth remembering the transferable skills we put into practice every day. There's no such thing as a break from diabetes. We are organised, self-disciplined, have to be aware of the time and need to keep to a routine as well as attending regular clinic appointments.

It's really an individual choice who you tell about your diagnosis – family, friends, work team or any prospective employers. I was really open with my manager about what was going on and have been fully supported to make adjustments during my working day to protect time for blood glucose checks, injections and meals. I also didn't think twice about telling the rest of my team — we're close physically and emotionally, so I wanted them to know what was going on and feel confident in spotting the signs of hypoglycaemia (low blood glucose).

I've got an amazing group of colleagues, who always look out for each other, and nothing has changed in that respect. On the odd occasion my blood glucose has dropped, they've made sure I stop what I'm doing, grabbed my hypo treats and, if I need it, taken on any time-sensitive tasks or accompanied me to wherever I need to go.



11 - Ready for my first day back at work!

Look after your health and wellbeing

When I think back to how I felt pre and post diagnosis, and even now, the difference is striking. While it probably took about a month before the exhaustion wore off and I no longer needed a mid-morning or afternoon nap, I do remember feeling instantly better after the first infusions of insulin and rehydration fluids.

Early diagnosis is key to quicker recovery and reduces the risk of long term complications. While I was in (thankfully mild) diabetic ketoacidosis (DKA), this could have been much worse if I had left it longer.

So if you are reading this and are concerned that you may have diabetes, please make an urgent appointment with your GP.

There's obviously a serious note to my diagnosis story, but I do want to finish on a positive note. A healthy lifestyle and balanced meals are critical for managing blood glucose, so I'm probably healthier now than I've ever been in my life, despite having a 'broken' pancreas. I've also made loads of 'diabuddies' from around the world thanks to the fabulous diabetes online community. The frequency of people reaching out to support each other has truly restored any faith I may have lost in humanity.



12 - 4 weeks after diagnosis

NHS Golden Jubilee's Ability Network aims to support and maximise opportunities for Team Jubilee staff with disabilities, impairments or long term to fulfil their potential. It will also enable staff to share experiences, information and best practice, offer peer support, and influence positive change for people within Team Jubilee.

If you want to join us or find out more, email Ability Network.

Diabetes Awareness Month

Every November, Diabetes Awareness Month marks the anniversary of the discovery of insulin, with World Diabetes Day (WDD) on 14 November marking the birthday of the doctor who discovered it – Sir Frederick Banting.

WDD is the world's largest diabetes awareness campaign and an official United Nations (UN) awareness day.

It was originally launched in 1991 by the International Diabetes Federation (IDF) and the World Health Organization (WHO) to:

• Be the leading platform to promote diabetes advocacy efforts

- Promote the importance of taking coordinated and concerted actions to confront diabetes as a serious global health threat
- Draw attention to the key issues and keep diabetes firmly in the global public and political spotlight

This year marks 100 years since the discovery of insulin on 10 November 1921 – a treatment that has saved millions of lives around the world.

About diabetes

Diabetes is a chronic disease, which occurs when the pancreas does not produce enough insulin, or when the body cannot effectively use the insulin it produces. This leads to an increased concentration of glucose in the blood (hyperglycaemia).

According to the most recent Scottish Diabetes Survey (2019), there were

- Over 312,000 people with a diagnosis of diabetes in Scotland in 2019, a crude prevalence of 5.7% (compared to 5.1% in 2013).
- Close to 19,500 new cases diagnosed in 2019.
- Type 1 diabetes accounts for 10-15% of all cases of diabetes (10.7% in Scotland in 2019).

Types of diabetes

- Type 1 insulin deficient: your body does not produce any/enough insulin)
- Type 2 insulin resistant: your body cannot efficiently use the insulinit produces
- Gestational occurs during pregnancy
- Maturity onset diabetes of the young (MODY)
- Neonatal diabetes
- Wolfram Syndrome
- Alström Syndrome
- Latent Autoimmune diabetes in Adults (LADA)
- Type 3c diabetes
- Steroid-induced diabetes
- Cystic fibrosis diabetes

Common symptoms of diabetes

- Being really **Thirsty**
- Feeling more **Tired** than usual
- Getting **Thinner** / losing weight without trying to
 - Thrush
 - Slow healing of cuts and wounds
 - Blurred vision

If you are experiencing any of these classic symptoms, please make an urgent appointment with your *GP*.



Where to find out more

NHS Inform

Diabetes in Scotland

Diabetes UK

JDRF

International Diabetes Federation

Health and Wellbeing





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

Step into Christmas challenge

Monday 22 November marked the start of our new Step into Christmas health challenge and we'll almost be doing the equivalent of walking round the world as colleagues pledge their challenges in miles.

To celebrate the festive season being upon us, we're looking for colleagues to 'Step into Christmas' with a new challenge and more than 190 of you have signed up so far in teams, or as individuals.

With the official launch of the NHS Golden Jubilee Staff Health and Wellbeing Hub happening this month, we're looking at ways to help you get fit and active in a convenient, manageable and enjoyable way.

The Health and Wellbeing Group are encouraging all Team Jubilee colleagues to get involved in this healthy challenge that will run for 4 weeks in the lead-up to Christmas until Sunday 19 December as part of our dedication and commitment to help improve your mental and physical health and wellbeing.



The story so far...

A massive 195 people from across the organisation have signed up for the step challenge so far, pledging to travel a whopping 21,220 miles (34,150km) through a mixture of walking, running, cycling, swimming and rowing.

That's just 4,160 miles short of going round the world. However, there's still time to sign up for the challenge so we might get there yet!

There are 15 teams and 5 individuals taking part. We were also looking for witty and interesting names for your teams or challenges and you haven't disappointed.

One team, from Radiology, are calling themselves 'Walk this Ray' and are doing it for one of their friends to get them home for Christmas in Italy, aiming to cover 1,500 miles to reach Radiographer Mattia Mancinelli's home town of Chieti. We're sure you can get them home for Christmas!

The team which has set itself the biggest and most ambitious challenge is the Golden Night Walkers from Theatres.

They have pledged to walk from the Golden Jubilee to Tanzania and climb Mount Kilimanjaro, which is 4,115 miles (6,623km), so all the very best of luck to them.

Staff from Theatres are used to meeting challenges head on, so we're positive they will pull this one off.

You can find out more about all the teams taking part below!

Embed://<iframe width="760px" height="500px" src="https://sway.office.com/s/qdMCkZa9KuGLm14n/embed" frameborder="0" marginheight="0" marginwidth="0" max-width="100%" sandbox="allow-forms allow-modals allow-orientation-lock allow-popups allow-same-origin allow-scripts" scrolling="no" style="border: none; max-width: 100%; max-height: 100vh" allowfullscreen mozallowfullscreen msallowfullscreen webkitallowfullscreen></iframe>

Teams and challenges

Name: Personelves (Human Resources)

Team members: 8

Activity: Cycling, walking and running

Team goal: Travelling around Iceland (828m)

Name: Corporate Team

Members: 15

Activity: Walk, run, cycle

Goal: Route 66 (2,448m)

Name: Education Pedominators (Clinical Education)

Members: 24

Activity: Swimming, cycling, walking and rowing

Goal: Route 66 (2,448m)

Name: Research Ramblers (Research)

Members: 23

Activity: Walk, run, cycle

Goal: GJNH to Lapland (2,125m)

Name: mOTivated movers (Rehabilitation)

Members: 10

Activity: Various, distance travelled

Team goal: North Coast 500 (500m).

Name: Here Comms the Hot Steppers (Communications)

Members: 7

Activity: Walking

Goal: North Coast 500 (500 miles)

Name: The Gait Keepers (Rehabilitation)

Members: 3

Activity: Cycling, walking and running

Goal: To cover the length (274m) and breadth (154m) of Scotland (total 428m)

Name: The Golden Night Walkers (Theatres)

Members: 31

Activity: Walking

Goal: Golden Jubilee to Tanzania (4,115m)

Name: Son of a Nutcracker (Rehabilitation)

Members: 7

Activity: Walking

Goal: West Highland Way (there and back – 191m)

Name: The Drive Thru Crew (COVID-19 Drive Through)

Members: 6

Activity: Walking

Goal: Land's End to John O Groats (874m)

Name: Jack of all Trades (4 East)

Members: 6

Activity: Walking

Goal: Land's End to John O' Groats (874m)

Name: Walk this Ray (Radiology)

Members: 14

Activity: Walking, running and cycling

Goal: Golden Jubilee to Chieti, Italy (1,500m)

Name: Jingle Ball N' Sockets (Rehabilitation)

Members: 13 members

Activity: Walking, running

Goal: Route 66 (2,448m)

Name: Sole Sisters (L&OD)

Members: 7

Activity: Walking

Challenge: NC500 (500m).

Name: Double Visions (Eye Centre)

Members: 16

Activity: Distance travelled

Goal: Land's End to John O' Groats. (874m)

Individuals

Name: Eat my Dust (Matt Kelly)

Activity: Cycling

Goal: Length of Scotland - Cape Wrath to the Mull of Galloway (274m)

Name: Irene Mcgeechan

Activity: Walking

Goal: Glasgow to Oban (100m)

Name: Mazz (Marion Kennedy)

Activity: Walking

Goal: Glasgow to Edinburgh (47m)

Name: Emma Lee (Pharmacy)

Activity: Walking

Goal: Glasgow to Edinburgh (47m)

Name: Here Come the H@N Stepper (H@N = Hospital at Night) - Jason Mooneesawmy

Activity: Walking

Goal: Glasgow to Oban (100m)

Enter the challenge

Good luck to everyone who has entered so far and we hope you all enjoy the challenge. Let's see how far we can go!

We'll update everyone's progress each Monday and you have until noon this Friday, 26 November, to enter the challenge.

Click on the Sway below to view the details of the challenge.

If you are asked for a login to view this Sway, use the one you use every day to log in to your desktop or laptop. If you still have issues with the link on Microsoft Edge/Explorer, copy the URL from that into another browser, such as Google Chrome, which should work.

If you would like this information in PDF format, <u>click this link to go Staffnet</u> to get all the information.

Jubilee Active Blog

This month's Jubilee Active focuses on our exciting new Step into Christmas health challenge to help get you into shape for the festive season.

The step challenge begins on Monday and 90 members of staff have already signed to do it, with lots more still to submit their teams or individual challenges.



Read the blog to find out more.

Alcohol Awareness Blog

Stephen Hughes, Team Leader Clinical Nutrition and Dietetics, has written a blog for Alcohol Awareness Week (15-21 November), highlighting the facts about alcohol misuse and offering advice and information on how to drink responsibly.

Do you know how many units or calories are in a glass of wine or a pint of lager?



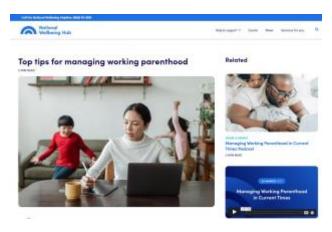
Click this link to read the blog and find out more.

National Wellbeing Hub resources

Top tips for managing working parenthood

The latest blog on the National Hub includes great advice on understanding your working-parent template.

What's driving your self-expectations and "shoulds"? The working-parent template is a collection of all the advice, observations and experiences that have developed a view of what working parenthood means and how to be a "good" working parent.



Click here to read the blog

Important Issues

The National Wellbeing Hub has a range of sections covering issues and topics that affect us all in healthcare.

The Important Issues section looks at: Issues with alcohol, financial wellbeing, COVID-19, grief and bereavement and domestic abuse.

There's a blogs on <u>An introduction to Money Helper</u> and <u>Tips for managing Long COVID</u>, among many more.

Click this link to check out all the resources

Spiritual Care Network

The Spiritual Care Network is pleased to announce it is inviting membership after the group's formation was approved this month.

The Diversity and Inclusion Group approved the Terms of Reference for the new network, which will help widen the lens of the Spiritual Care and Wellbeing department to ensure continued delivery of a service that is relevant to the whole hospital community.

Spiritual Care Lead Tosh Lynch is asking for colleagues to help promote the importance of spirituality within the context of holistic care.



"The formation of a Spiritual Care Network is not unknown and has been termed as spiritual care committees or spiritual care forums in other health boards.

"But in order for this network to flourish, we are inviting you to come and join us. Working in partnership with faith and belief groups is essential to the work of spiritual care.

"Spirituality is an umbrella term which religion and belief fall under. Spiritual Care is usually given in a one-to-one relationship, is completely person-centred and makes no assumptions about personal conviction or life orientation.

"Religion and belief is a protected characteristic under the Equalities Act 2010 and, following the formation of other networks (Ethnic Minority, LGBT+ and Ability) this network has now been established."

Tosh Lynch

For more information, or to access Spiritual Care support, contact Tosh.

Learning and Organisational Development



Training opportunities

Time Management

We are delighted to be offering some new training courses which will be delivered by Glasgow Clyde College through the Flexible Workforce Development Fund.

Please note, as part of the enrolment for these courses you will be asked to share your name, work email address and date of birth with the college.

This course is open to all and aims to help you make better use of your time by improving prioritisation skills and helping you identify areas for improvement.

What you'll learn:

- What is time
- Steps to success
- Key areas of your job
- How well do you manage your time
- Time thieves
- Setting priorities
- The Eisenhower Grid
- Personal accountability and effectiveness
- Opportunities for improvement

The course is available via MS Teams on:

- Wednesday 8 December 2021, 1pm 5pm
- Tuesday 14 December 2021, 9am 1pm

If you are interested in any of these courses you must register by Tue sday 30 November.

You can book your place on eESS.

Microsoft Teams (Intermediate/Advanced)

This course will benefit those who use MS Teams to arrange meetings or conduct interactive sessions and already have a basic understanding of it.

These informative sessions will cover lots including:

- How to use the meeting options settings
- How to record meetings and access recordings
- How to access recordings (via the Stream app)
- How to use the whiteboard
- Set up breakout rooms
- How to access meeting notes/whiteboard illustrations/poll results etc.
- Create Teams and add members
- Have meetings / chats and conversations within channels
- How to work / Collaborate on files as a Team

The course is run on MS Teams on the following dates:

- Tuesday 1 February 2022, 9.30am 4.30pm
- Wednesday 2 February 2021, 9.30am 4.30pm

MS 365 Webinar

This MS 365 Webinar will cover how to access/use/utilise some of the apps associated with MS 365.

On completion of the webinar, you will have a greater understanding of how to use the apps to communicate and collaborate more effectively and efficiently with your colleagues and in competing your day-to-day tasks.

Explanations and Demonstrations include:

- What is MS 365
- How to access your account and apps associated with it
- How to navigate within the MS 365 environment
- What is One Drive
- What is Share Point
- How to create various types of documents using some of the apps (via the online and
- desktop versions)

How to comment/communicate on and Share files with colleagues etc.

These sessions are offered on MS Teams on the following dates:

- Wednesday 9 February 2022, 9.30am 4.30pm
- Thursday 10 February 2022, 9.30am 4.30pm

Challenging Conversations

Occasionally we face conversations in the workplace that we'd rather not have.

While it's tempting to avoid these in fear that we don't have the right skills or they won't go to plan, having the discussion can improve the situation for all involved and make for a more harmonious workplace.

We are offering 2 courses to increase your confidence and skills in dealing with difficult conversations:

Courage to Manage

Aimed at people managers and supervisors, this focuses on:

- developing the essential skills needed to hold courageous conversations,
- preparing for and structuring conversations,
- building confidence and skills for when things don't go as planned, and
- approaches for the 'real life' scenarios you face.

The course is available on the following dates:

- 25 November: 9am 4.30pm Classroom
- 3 February: 9am 4.30pm MS Teams

These sessions can be booked on eESS.

Early Resolution Workshop

Open to all colleagues, this looks at developing the skills needed to support early resolution of conflict, particularly around bullying, harassment and discrimination.

The session covers:

- The importance of self-awareness
- Managing challenging behaviours (your own and others)
- The skills needed to have effective early resolution conversations
- Approaches for the 'real life' scenarios you face

The course is available:

• 2 December: 9am – 4.30pm - Classroom

• 25 January: 9am – 4.30pm - MS Teams

These sessions can be booked on <u>eESS</u>.

The Social side



What's happening on our social media pages

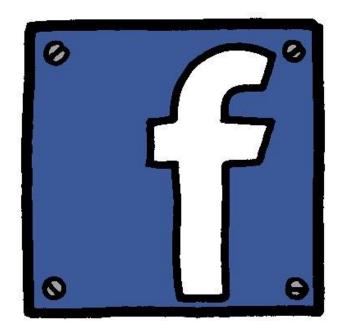
Facebook:

This November we celebrated International Day of Radiology, many took to our Facebook to say a huge thank you to all who work in our Department of Radiology and across the entire NHS.

You all play such an important role in contributing to the safety and care of our patients.

You can read the full post here





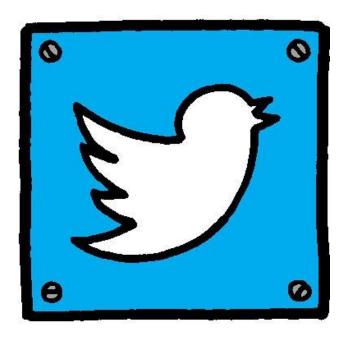
13 - Click here to access our Facebook page

Twitter:

Our Twitter followers loved to see the news about Steve Donaldson, one of our heart transplant patients, who had an extremely successful weekend at the British Transplant Games!

You can read the full post here





14 - Click here to acess our Twitter page

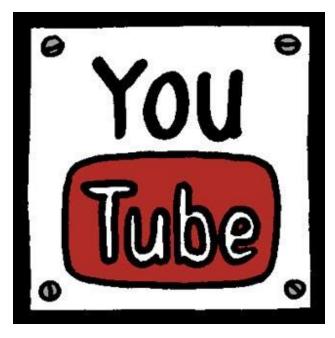
YouTube:

The subtitled version of the 2021 Staff Awards was our most viewed video on our YouTube channel this month.

Our Awards highlight and celebrate just some of the incredible work carried out by staff across the organisation.

Don't worry if you missed this year's awards, you can catch up with all the action here!





15 - Click here to access our YouTube page

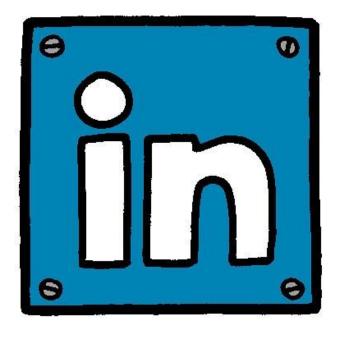
LinkedIn:

We were delighted to announce that NHS Golden Jubilee were awarded the Commendation at the Herald's Digital Transformation Awards for the Self Check in Kiosks.

Designed with the end user in mind, the Kioks are fully height adjustable, offer magnification with pinch and zoom, voice guidance, text-to-speech in ten languages, coloured themes and voice recognition software. Congratulations #TeamJubilee

You can read the full post here





Social Media Posts

Remembrance Sunday and Armistice Day

Members of our Executive team, Colin Neil and June Rogers laid our wreath for Remembrance Day at the Lancastria Memorial in tribute to all who paid the ultimate sacrifice defending freedom.

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

We will remember them.

You can read the full post here



Our fantastic Infection Control team were finalists in this year's Scottish Health Awards in the Unsung Hero category.

The entire team have worked tirelessly throughout the pandemic to ensure all at NHS Golden Jubilee are kept safe

You can read the full post here



This November, we took part in Purple Tuesday. We are committed to improving the experience of our disables patients, visitors and staff and have taken a pledge to provide disability training opportunities to our frontline staff and gather feedback from our disabled service users.

You can read the full post here



This month we said a fond farewell to Ali Bensmina who worked at NHS Golden Jubilee since 1996!

Ali worked in our Booking Office for much of that time and knew the organisation inside and out.

You will be missed Ali, but you'll always be a huge part of #TeamJubilee

You can read the full post here



Events



Registration open for SACCS conference

Registration to attend the 10th annual Scottish Adult Congenital Cardiac Conference (SACCS) conference is now open.

The hybrid event will feature an update on adult congenital heart dise ase (ACHD) guidelines, the launch of ACHD protocols for Scotland and case-based discussions to support guidance into practice.



Click the links below to register for the event on 26 November:

- Virtual attendance
- In-person attendance via Eventbrite

A limited number of spaces are available for in-person attendance at the event in the Golden Jubilee Conference Hotel.

NHS Global Citizenship Conference

The NHS Scotland Global Citizenship Conference will take place virtually on Wednesday 24 November from 9.30am – 1.30pm.

The event will focus on planetary health through global citizenship to reflect on climate change and quality improvement for health partnerships, and how together these can lead to action on inequalities.

Global Citizenship is about understanding that we as a community in Scotland recognise that we are interconnected with the lives of others - that our decisions and behaviours and practice impacts not only ourselves but those around us, those in other parts of our country and those in other parts of the world. It is about recognising that as we strive for human health and wellness we are simultaneously striving for a healthier planet and we proactively work towards this.

There are two keynote speakers:

- Professor Felix Dapare Dakora, President of the African Academy of Sciences: 'How the climate crisis is impacting the African continent with regards to health outcomes'
- Pedro Delgado, Vice President, Institute for Healthcare Improvement: 'Closing the Quality Chasm: The global use of improvement methods'.

There will also be three workshops:

- Responsible consumption
- Partnership and power
- Poverty, inequality and health





To register, visit the <u>event website</u>. Four Continuing Professional Development (CPD) points are available from attendance at the conference.

NHS Sustainability Conference

At the NHS Sustainability conference on 10 November, we will be giving a sneak preview of our new Active Global Citizenship resources for NHS staff.

They are based on the Sustainable Development goals and identify the vast opportunities NHS staff have to indirectly impact on global health here in Scotland through their local actions in the workplace. Please come and visit us on the **Global Citizenship stall – we'd be happy to answer any questions.**



Register at NHSSCOTLAND SUSTAINABILITY CONFERENCE 2021: NHS Sustainability Action

Scottish Government



Climate Change and NHSScotland

A message from Caroline Lamb, Chief Executive NHSScotland and Director General Health and Social Care

We have heard a great deal about climate change over the past few days and how we all need to reassess our priorities if we want live as part of a thriving planet. With COP26 almost finished in Glasgow, it is opportune for us to reflect on how we can leave a legacy of a sustainable health service for future generations.

After all, keeping our communities healthy is why the NHS exists and to do this we need a world where we protect our environment and reflect on how we use natural resources.

Thinking about how this can be achieved should be threaded through everything we do.

Two years ago NHS Scotland became the first national health service in the UK to commit to becoming a net-zero organisation. At the time all the Chief Executives of NHS Scotland's Boards pledged to take action. Their commitment remains central to NHS Scotland's thinking on sustainability and will now be repeated with greater context and more depth when we release the first draft of our Climate Emergency and Sustainability 2022 Strategy in coming days.

This strategy is a roadmap into a future world where the health services we provide do not work against the health of the community by adding pressure to the planet. It highlights what is working well and what actions we can take by bringing into sharp focus the importance of a Whole System Approach and integrated working with different parts of our organisation and also our partners and the communities we serve.

On 10 November 10, NHS National Services Scotland and Public Health Scotland hosted the virtual NHSScotland Sustainability Conference 2021 'Delivering a Green, Just, Resilient Recovery' which is a unique opportunity to discuss the strategy, look at case studies and hear from experts on the issues we are striving to understand. These discussions will remain central to NHS policy formation in coming years and participating is a way of demonstrating a commitment to resolving the issues around sustainability.

We are also establishing an NHS Scotland Climate Emergency Response Board which will be jointly chaired by John Burns as Chief Operating Officer and Gregor Smith as Chief Medical Officer for Scotland. That Board will be responsible for overseeing the development of the policy and the implementation of the strategy for our climate emergency response.

We all need to pause and consider how climate change might impact on the areas that we work in and what we can do to support a reduction in carbon emissions. I'd encourage you to read the Lancet Report's recent annual report on health and climate change which outlines a code red for health.

To meet the incredible challenges around sustainability we need the help of everyone in NHS Scotland, our partner organisations and the communities who use our services. The pandemic has shown us the incredible power we have when we work together. We need to do this again and reshape our health service, our society and our world into something that supports our wellbeing and which we can be proud of leaving for future generations.



£5 million investment to help ease patient congestion

Hospitals in Scotland are rolling out new single tests to identify whether patients are infected with COVID-19, flu or RSV (Respiratory Syncytial Virus).

The tests provide an alternative to "multi-target testing" which requires 2 or more tests to be carried out and will help to accelerate patient flow whilst playing a role in avoiding healthcare associated infections and co-infection.



To find out more visit this link

Expanding primary care

The Scottish Government has committed £7 million to improve and grow the primary care estate.

The funding will be used to take over vacant high street units to use as primary care facilities, accommodating multi-disciplinary teams and support GP practices.

To find out more, visit this link

Online portal for the Autumn and Winter vaccination programme

An online portal is now available for people aged 50 to 59, unpaid carers who are 16 and over, and those aged 16 and over who are household contacts of immunosuppressed individuals to book their Autumn and Winter vaccination appointments.

Any staff who have missed their vaccination appointment for whatever reason can also use the portal to book their vaccination.



Community Pharmacy service helps to relieve pressure on A&E units and GP surgeries

In the past year, the NHS Pharmacy First network of over 1,200 community pharmacies have helped to spare the NHS 200,000 avoidable appointments for the treatment of urinary tracts and skin infections by becoming the first port of call for minor ailments and common conditions.

The service provides free access to a consultation with an appropriately qualified member of the pharmacy team who provides advice on self-care, referral to another part of the NHS if they feel it is necessary and, if appropriate, will provide treatment.

The service is part of a coordinated series of measures to improve patient care and help reduce demand on A&E.



To read more visit, this link

New international brand campaign for Scotland

A new brand campaign that aims to build awareness of the values that make Scotland a good global citizen to inspire international audiences to live, work, visit, study and do business here has been launched.

The campaign will assist in the international recruitment of GPs by showcasing collective communication between the Scottish Government, Visit Scotland, SE/Scottish Development International, Highlands and Islands Enterprise, Universities Scotland, Creative Scotland and Scotland Food and Drink to showcase the best Scotland has to offer.



More information regarding this campaign will be shared in the coming months, so be sure to check out Jubilee Life each month for more.

Expanding Scotland's medical workforce

The Scottish Government has committed £32 million to create a further 139 trainee doctor posts to support services under greatest pressure during the ongoing recovery from COVID-19.

The majority of successful applicants will start from Autumn 2022 in medical specialities including cancer, psychiatry, anaesthetics, intensive care, public health and respiratory medicine.



To read more visit, this link

Looking ahead...



Health and Wellbeing Hub launch

This month, we'll be launching the Staff Health and Wellbeing Hub on the NHS Golden Jubilee website.

The Hub is a one-stop shop featuring all the support and resources available to staff, both here and nationally, and is easily accessible on the website so you can browse the information whenever you need to.

Sections include Physical, Mental, Financial and Social and Wellbeing, as well as News and Blogs, an Events Calendar, Employee Assistance Programme and Staff Activities.

Won't be long now!

Contact



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 <u>Comms</u> or complete the feedback form.

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