Jubilee Life September 2023



Issue 52

Welcome to the **September 2023** edition of your monthly digital staff magazine.

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Organ Donation



Organ and Tissue Donation Week – Scotland reaches 500th heart transplant milestone

The team at NHS Golden Jubilee's Scottish National Advanced Heart Failure Service (SNAHFS) celebrated during Organ and Tissue Donation Week after hitting the historic milestone of the 500th Scottish Heart Transplant.

After carrying out a record number of 40 heart transplants in Scotland in a single year last year (2022/23), the team have marked this next major milestone in cardiac treatment for patients in Scotland.

This achievement could not have happened without the gift of life from donors and their families who have selflessly supported the donation of organs so others can live.

New technology and changes in how donated hearts are retrieved and the organ donation law have helped heart transplantation in Scotland thrive, giving people with heart failure the chance to live longer.

Transplant Surgeon Phil Curry said: "It's been a great achievement to reach this significant milestone in heart transplantation in Scotland since it began 31 years ago, and a record number last year.



Click here to read the full story

Patients tell their transplant stories

The story of reaching the magnificent milestone was big news last week featuring 2 heart recipients, cousins Fraser Wilson and Louise Campbell, featuring on national and local news channels and publications, including STV News, BBC Radio Scotland, The Herald, Daily Record, The Independent and The National.

Media links

- STV News
- BBC Radio Scotland Good Morning Scotland show (start: 1hr 57mins)
- The Herald
- Daily Record
- The Independent
- The National



1 - Click to watch the video

Race for Recipients

Congratulations and thank you to everyone who joined the Race for Recipients team and helped us record a massive distance over last week.

The Race for Recipients is challenge is done every year during Organ Donation Week and a total of 70 'racers' travelled 2,392.4 miles in honour of organ donors, transplant recipients and everybody waiting for a life-saving transplant.

Our total reached over the 3,700km target, which marks the number of life-saving transplants performed last year.

A static bike, provided by the Centre for Health and Wellbeing in the Golden Jubilee Conference Hotel, was also set up for staff to cycle on to help build up the kilometres.

National cycle

Cyclists, including heart recipient Steve Donaldson, also left the Golden Jubilee site last Friday on a 51km cycle to the famous Scottish landmark, The Kelpies in Grangemouth.

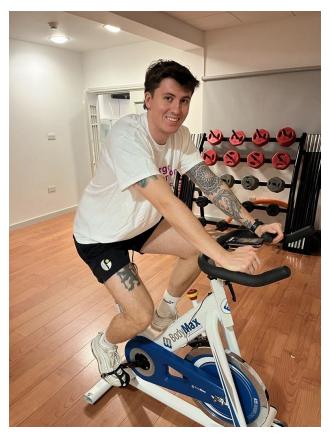
They met up with a team cycling there from Edinburgh. The cycles linked Scotland's transplant centres and symbolised the teamwork involved in the organ donation and transplantation process.













Patients and staff help spread the word

Many thanks to some of our heart transplants patients, and staff, who helped spread the word about organ donation at our information stall last week.

Patients spoke about their lives since receiving the gift of life from organ donors and highlighted the importance of making your donation decision known by joining the Organ Donor Register.

Silver and Gold for Alison

One of the recipients was Alison Gray, who had a heart transplant here last year.

After signing up for the British Transplant Games, Alison competed in the games earlier this year, winning a silver in the golf, and a gold in lawn bowls.



2 - Alison Gray



"I had my transplant last year and I am feeling really good. It happened very suddenly, but the staff were so great, they provided a lot of support which makes the journey much easier. I am so grateful to all the staff here at the Jubilee.

"As part of the transplant sports team, I am actively recruiting new members to compete! Whether you were sporty before your transplant, or interested in trying something new, this is a great way for you to set a goal and work towards it.

"It's a very personal experience and can be quite emotional, but it's also so rewarding and you really become part of the Transplant Games family."

Alison Gray, recipient

To find out more about the British Transplant Games, visit <u>British Transplant Games</u>.

Family scale heights in memory of heart transplant patient

A family has raised more than £5,000 for our heart transplant service in memory of their loved one who sadly passed away.

Douglas Graham had received a heart transplant during the COVID-19 pandemic in 2021, but sadly died from post-transplant lymphoproliferative disorder (PTLD) on Boxing Day last year.

His beloved family and close friends wanted to thank staff at the Golden Jubilee for the outstanding person-centred care he was given in the National Services Division (NSD) ward during his stay.



3 - Douglas Graham

"After his transplant Douglas wanted to climb Tinto to raise money for the NSD ward and staff to thank them for everything they did for him.

"Sadly he passed away before he could do it so we decided to carry on in tribute to him and we were overwhelmed by the support we got from his friends and Tesco colleagues.

"The dedicated care and attention he got on the ward was just unbelievable and everyone there became part of his family. He loved them all dearly."

Mum, Jess Graham



"The team would like to thank his family and friends for this most generous donation, which will help us continue to make a real difference to the lives of other patients and families."

Mark Dyer, NSD Charge Nurse

Click this link to read the full story

Organ Donation - Register you decision

People in Scotland aged 16 and over have a choice – to be donor or to opt out – but it's important to make it known.

Only around one per cent of people die in a way that makes organ donation possible, which means every donation opportunity is precious.

Over half of people in Scotland have now registered their organ and tissue donation decision.

One donor can save the lives of up to 9 people, and transform even more by donating tissue and all major religions support the principles of donation and transplantation. It's your individual choice.

Have you registered your donation decision? Help make this year's Organ and Tissue Donation Week count, don't leave your loved ones in doubt.



organdonation.scot

You can register your decision to be a donor or to opt out at <u>Organ Donation Scotland</u> or call 0300 123 23 23.

Follow #OrganDonationWeek on social media for more information and spread the word.

News



Orthopaedic annual away day

The Orthopaedic department held its annual 'Away Day' to celebrate and mark the achievements of staff over the past year, and how far the service has come over the last 21 years.

Beginning with a team of 1 surgeon and 1 anaesthetist, then 4 and 16 surgeons and now to more than 20 consultants, the orthopaedic teams help reduce waiting times across the country carrying out 25% of Scotland's joint replacements.

Orthopaedic Clinical Director Chris Gee highlighted the effective team working which puts the NHS Golden Jubilee service as a "world leader" at the forefront of elective surgery.





































He said: "It's clear reflecting on the successes of the Golden Jubilee that things have come a long way in 21 years.

"The outcomes speak from themselves and the team having a can-do attitude and a leading commitment to quality is what helped shape the department into what it is today. We are a leader in technology in robotics and in enhanced recovery, which improve patient care and we are increasingly involved in education too."

Chris also spoke about the expansion of the orthopaedics service and the benefits and challenges that lie ahead when Phase 2 is fully operational.

Chris added: "The phase 2 programme will be hugely challenging, but we will aim to work through this through team work, through quality improvement and assessing our outcomes.

"We will use data we receive at the moment and data we can analyse through apps in the future or robotics to get it right first time and make sure patients get the best care possible.

"Reflecting on what has been achieved in this great department is important, it is easy to forget with all the challenges faced over the years and how far we have all come in this extraordinary team."

There's more great news to celebrate for the Orthopaedics department to follow very soon!

Gold Award for supporting our Armed Forces

Last month we welcomed Royal Navy Commander, Gary Farmer and Highland Reserve Forces and Cadets Association (HRFCA) Employer Engagement team, Ray Watt and Danielle Barclay as they presented out second Employer Recognition Scheme Gold Award following our successful revalidation in 2022.

Commander Farmer presented the award to our Board Chair, Susan Douglas-Scott CBA and Chief Executive Gordon James.

The Gold Award is the highest badge of honour the Ministry of Defence – MoD awards to employers who support those who serve, veterans and their families.

We have been a proud and committed supported of the armed forces for more than 20 years.











Golden Jubilee Conference Hotel hosts Showcase Event

The Golden Jubilee Conference Hotel were delighted to host the Dunbartonshire Chamber of Commerce Launch and Showcase event this month.

The evening was filled with fantastic networking opportunities, delicious treats (thanks to our skilled kitchen team), fun activities, and so much more!

The night welcomed our colleagues from the reserves forces, Highland Reserve Forces and Cadets, as we heard more about the Dunbartonshire Chamber of Commerce chhamberFORCE programme.

The programme provides a vital link between local and national employers and the Armed Forces Community.

As a proud ERS Gold Award holder, we are dedicated to recognising the value of the transferable skills those in the armed forces can bring to our workforce.

Thank you to all who made this night such a success and we look forward to building our relationship with the Chamber and partners.

















National Green Theatres awarded at Sustainable Care Scotland event

Colleagues from the national Centre for Sustainable Delivery, National Green Theatres Programme were awarded certificates for their work on developing and managing the actions from idea to national implementation of the Green Theatres Programme.

Cabinet Secretary for NHS Recovery, Health and Social Care, Michael Matheson and National Clinical Director, Jason Leitch, awarded Programme Managers, Barbara Riddell and Steven Chawk with their certificates at the Sustainable Care Scotland event that was held at the Golden Jubilee Conference Hotel.









NHS Scotland national Scan for Safety Programme

Medical Device Regulations. What changes are coming?

By July 2025, updated UK Medical Device Regulations will place a legal responsibility on all NHS Scotland boards to store Unique Deliver Identification (UDI) data for class III and IIb devices.

NHS Scotland Scan for Safety is a national programme funded by the Scottish Government. It uses GS1 standard barcoding and will provide multiple benefits for boards – financial, sustainable, performance and productivity. It will also improve patient safety through the traceability of class III and IIb medical devices.

Over the next few years, the national Scan for Safety Programme is set for a wide roll out to all NHS Scotland territorial boards.

NHS Lothian and NHS Golden Jubilee are the first 2 board to commit to commencing pilots and roll out in 2023, with NHS Lothian's Interventional Radiology team already underway.

All teams taking part in this pilot will be using the opportunity to help build learnings and insights that will support a wider phased roll out to NHS boards from 2024 until 2026.

Engagement is well underway within NHS Golden Jubilee as we are keen to roll out to multiple departments within the next few months, starting with Cardiac Surgery and followed by Orthopaedics and Ophthalmology.



"We're very much looking forward to getting started. In carrying out all the preparatory work for this, we've reflected on how manual many of our current processes are. There's clearly scope for improving the efficiency of stock management, while enhancing device traceability to support safety notifications.

Going forward, Scan for Safety can really help support these ambitions."

Steven Friel, Head of Medical Physics and lead for the implementation of Scan for Safety at NHS

Golden Jubilee

To find out more, visit Scan for safety

Your pension – new pension contribution rates

The new NHS pension contribution rates from 1 October 2023 are available to view by clicking on the following link NHS Changes to contributions.

The main change is that the percentage contribution paid by members, will be based on actual pensionable pay, rather than whole time equivalent salary. Around 40% of members work part-time, and so most of those members will see a reduction in their contribution rates. However, other members will see an increase in their contribution rate.

Member pension contributions are paid before tax, and therefore reduce taxable pay. A consultation on the proposed changes ran from 23 May until 15 August 2023. To read the outcome from the consultation.



Click on the following link Changes to NHS contribution rates | SPPA (pensions.gov.scot).

Your NHS pension – annual benefits statement

Your NHS pension is valuable and will be a legacy to others. Your pension is administered by the Scottish Public Pensions Agency and it is important that each member logs onto https://mypension.sppa.gov.uk to complete information about recipients of death in service grant under 'Forms'.

This site also contains Annual Benefit Statements showing your pension accrued. These are produced annually. However, in 2023 most members will not receive an Annual Benefit Statement for the reasons outlined here.

In 2024, members will receive a dual benefit statement.

As your pension information is personal to you, when you login to the above site for the first time, you will need to register and set up a username and password.

The State Pension

The State Pension age is the earliest you can claim your State Pension. Your State Pension age depends on when you were born.

The current State Pension age is 66 but this is planned to rise with those born after 5 April 1960, there will be a phased increase in State Pension age to 67, and eventually 68.

So it is important to know what this means for you.

The full level of the State Pension is £203.85 a week in the 2022/23 tax year, which produces an annual income of £10600.20.

The amount you get might be lower, as your entitlement to State Pension depends on your National Insurance record. You need a minimum of ten years' contributions or credits to get any State Pension, and at least 35 years on your record to get the full amount.

As well as checking your State Pension age, you can check your entitlement by getting a State Pension forecast.

A State Pension forecast can tell you:

- how much State Pension you could get
- when you can get it
- how to increase it, if you can.

The amount you're forecast to get assumes you make, or are credited with, the maximum number of National Insurance credits in the years up to your State Pension age.

You can check the level of your State Pension entitlement in various ways:

Online, using a Government Gateway account. Find out more at GOV.UK

By completing form BR19 and sending it in the post. The address is on the front of the form. <u>The form is</u> at GOV.UK

More contact details are at GOV.UK.

NHS Pension Scheme (Scotland) 2015

The NHS Pension Scheme (Scotland) 2015 came into effect on 1 April 2015 and all new NHS employees (and staff who move to Scotland having previously been a member of an NHS scheme elsewhere in the UK) now join this scheme.

Benefits are worked out on a Career Average Revalued Earnings (CARE) basis, using earnings in each year and revaluing them to take account of inflation. The normal retirement age is the member's State Pension age.

If you were a member of the pension scheme prior to 2015, you will have retained the benefits accrued in either the 1995 or 2008 schemes. More information is available here

The Scottish Public Pensions Agency publishes pension statements annually for all members and these can be accessed at SPPA's My Pension Online Member Service

More information about NHS Pensions is available here.

Where to Access Advice

There are a number of sources where you can get more information:

- <u>Money & Pensions Service</u> The Money and Pensions Service (MaPS) replaces the 3 existing providers of government-sponsored financial guidance the Money Advice Service, the Pensions Advisory Service and Pension Wise.
 - Delivering for Scotland
 - Employee Assistance Programme

Book your flu and COVID-19 booster vaccinations now!

Our autumn vaccination programme will began on Tuesday 26 September, with staff vaccination clinics arranged in line with advice from the Joint Committee on Vaccination and Immunisation (JCVI).

The main aim of the winter vaccination programme is to increase protection against flu and COVID-19 for frontline staff.

Eligible frontline staff are being offered both the flu and COVID-19 booster to help protect them and the highest risk patients they come into contact with. If eligible, you will receive both of these vaccines at the same appointment.

All NHS Golden Jubilee staff are able to book an appointment to receive their Autumn flu vaccination.

Who is a frontline healthcare worker?

Frontline healthcare workers are those who have frequent face-to-face contact with patients.

Qualifying roles within our hospital include:

- allied health professionals and allied health professional clinical support workers, including physiotherapists, radiographers and audiologists
- associated clinical support staff and independent contractors
- coronavirus vaccinators and vaccination centre staff
- doctors
- healthcare students
- hospital-based laboratory staff
- non-clinical staff who may have social contacts with patients but are not directly involved in patient care, including receptionists, ward clerks, porters and housekeepers
- pharmacists and pharmacy technicians
- registered nurses and midwives, including healthcare and midwifery support workers
- volunteers who may have regular contact with patients



We will be running another clinic on Monday 2 October. Vaccination clinics will be running until the end of December and future dates will be released in the coming weeks.

Bookings can only be placed by telephone, so to reserve your spot call: 0141 951 5435. Please note this number is only monitored between 8am – 4pm, Monday – Friday and can be very busy.

If you do not get through the first time, please try again later. Do not leave voicemails when booking your appointment.

Changes to COVID Patient Testing

Following a clinical review, the Cabinet Secretary for NHS Recovery, Health and Social Care, the Cabinet Secretary for Justice and Home Affairs, and the Minister for Social Care, Mental Wellbeing and Sport have agreed to pause all Scottish Government COVID-19 routine testing guidance in health, social care and prison settings.

Due to the success of the COVID-19 vaccination programme, reduced severity of illness and hospitalisations, and availability of treatments for COVID-19, Scotland has entered a calmer phase of the pandemic and will be changing testing guidance. This follows advice from Antimicrobial Resistance and Healthcare Associated Infection (ARHAI) Scotland, Public Health Scotland, and Scottish Government Professional Clinical Advisors in Infection Prevention and Control.

Testing protocol for COVID-19 will return to:

- Testing when appropriate, in order to support clinical diagnosis.
- For outbreak management as per the National Infection Prevention and Control Manual.
- On advice from local Infection Prevention and Control Teams. Within NHS Golden Jubilee COVID testing will be as follows:
- PCR testing for symptomatic patients.
- Lateral Flow Device testing for all patients being discharged to care homes/hospices.
- NSD patient group testing based on national transplant guidance. As a result of these changes, the following documents have been updated and upload to the <u>COVID HUB</u>.



- Respiratory Screening Scheduling
- Respiratory Screening- Inpatients
 - Respiratory Screening- OPD
 - COVID policy
 - COVID Care Standard
- COVID 19 and Viral Respiratory Infection Testing in Suspected Cases

Drop-in sessions for new healthcare legislation

Drop-in sessions have been scheduled to help clinical staff support awareness of the Healthcare Staffing Legislation due to be brought in and the implications for NHS Golden Jubilee.

The sessions will cover our duties within the legislation and will be held on the following dates:

- Wednesday 4 October
- Wednesday 18 October
- Wednesday 25 October

All sessions will be 1.15pm or 3.30pm in Training room 4.

For more information contact <u>Eleanor Lang</u>.

More information on these changes and what they mean for NHS Golden Jubilee will be shared via Comms in the coming weeks.

Academy visit celebrates Northumbria collaboration

NHS Scotland Academy hosted a visit from Northumbria NMC Competency Test Centre to promote the partnership and extend collaborative relationships across international recruitment.

Thanks to international recruitment leads and educators across all NHS Boards, and key partner agencies NHS Education for Scotland (NES), Scottish Government and Centre for Workforce Supply who contributed to making it such a successful event.







SIREN participants' notification

The SIREN study, full name SARS-CoV-2 Immunity and Reinfection Evaluation, is the largest study of coronavirus reinfection that systematically screens for asymptomatic infections.

Every 2 to 4 weeks, participants undergo blood tests for SARS-CoV-2 antibodies as well as Polymerase Chain Reaction (PCR) tests to detect the virus itself.

The NHS Golden Jubilee research team monitor staff immune responses, as well as the prevalence and incidence of infection.

Unless you have withdrawn from the study, there is an opportunity to participate in Winter monitoring as part of SIREN mark 2. An invitation will be sent to the email address you used for SIREN mark 1.

If you have already accepted participation in SIREN mark 2, you will be contacted by the Research and Development team to schedule an appointment for a blood sample.

If you have any concerns or questions, please call Val Irvine extension 5485, or Liz Boyd on 5260.

The team would like to thank everyone who has participated so far.



First Bus discounted employee travel

We are delighted to introduce a new employee travel scheme to the existing benefits NHS Golden Jubilee offers employees. From 1 October 2023, employees can apply for discounted travel with First Bus in the Strathclyde area, allowing you to save around £23 on the cost of a regular monthly ticket.

This scheme is available to all eligible employees with contracts of employment of at least 12 months, to ensure monthly payments can be recovered from their salary. NHS Golden Jubilee will pay the initial outlay of the total cost for each annual ticket, then recover the amount paid through employee's monthly salary.

Employees can apply for two tickets, as follows:

- Annual network ticket £645 per annum
- Annual city ticket £545 per annum



For further information please contact Human Resources at Employment Services.

Catering survey

We are committed to providing all of our staff, patients and visitors with a range of healthy, tasty and exciting food and drink options here at NHS Golden Jubilee.

We are currently running a survey to get your feedback and comments on our catering services.

Click here to take part in the survey



Events



Scottish Public Pensions Agency (SPPA) Ready for Retirement Events

Ready for Retirement webinars are aimed at members planning to retire in the next 12 months where you can find out more about your retirement journey with the SPPA. This online webinar will cover:

- Your journey to retirement and getting your pension
- Closer look at the retirement application form
- Partial retirement and going back to work
- 2015 McCloud Remedy
- Staying in touch after retirement

Available dates and Teams links details:

- Thursday 19 October 10.30am 11.45am
- Tuesday 24 October 10.30am 11.45am
- Wednesday 15 November 10.30am 11.45am
- Tuesday 21 November 2pm 3.15pm
- Tuesday 5 December 2pm 3.15pm
- Thursday 14 December 10.30am 11.45am



Click this link for more information and to reserve a place

National Care Service forum

The second National Care Service forum will take place Monday 30 October at the Glasgow Science Centre (50 Pacific Quay, Glasgow G51 1EA)

This event is a chance for people with lived experience of accessing social care support, unpaid carers, people who work in community health and social care, and other organisations to come together and talk about the progress of the National Care Service and what needs to happen next.

It will also be an opportunity to share feedback gathered from the regional co-design events held across Scotland this summer.

More information about the agenda will be sent to everyone registered before the event.

The regional summer forum event programme has been hugely successful. As a result, there are now a further 3 co-design sessions.



Dates:

- Edinburgh, Thistle Foundation Thursday 21 September
 - Hawick, Heart of Hawick Tuesday 26 September
- Aberdeen, Inchgarth Community Centre Monday 2 October

To find out more and to sign up, visit www.gov.scot/ncs

Scottish Right Heart Symposium and Advanced RV Echo Masterclass

A specialised meeting covering everything right heart and pulmonary circulation is being held on Friday 10 November in association with NHS Golden Jubilee and University of Glasgow.

An Advanced RV Echo Masterclass is also being held on Thursday 9 November.

The events, co-chaired by NHS Golden Jubilee's Professor Ben Shelley and Dr Phil McCall, bring together a multi-disciplinary team of experts covering:

- Clinical challenges
- Novel therapeutic techniques

- Clinical management
- Emerging assessment methods
- Cutting-edge basic science



For more information, contact <u>Jocelyn Barr</u>, or call extension 4132.

SACCS Conference – Save the date!

Registration is now open for the 12th Scottish Adult Congenital Cardiac Conference.

The in-person and online event is being hosted by the Scottish Adult Congenital Cardiac Service (SACCS) on Friday 24 November in the Golden Jubilee Conference Hotel.



Click this link to register

For more information contact saccs.user@gjnh.scot.nhs.uk.

SACCS Transition Education Event and Bake Sale

The Scottish Adult Congenital Cardiac Service (SACCS) held its annual transition education event this month.

This event is for patients and their families living with congenital heart disease who are approaching the time of transitioning their healthcare from paediatric to adult services.

The event, held in the Golden Jubilee Conference Hotel, is a great opportunity for young patients, carers and families to meet the dedicated team and other young people born with a heart condition.

It's safe to say it was informative and fun with presentations, a quiz, stalls from associated charities and some games.

The Somerville Heart Foundation helped fund the event, which included games and activities such as a Formula 1 simulator, aromatherapy oil making and table tennis, as well as tour of our hospital facilities.



"It was a fantastic night and everyone we spoke to gave us very good feedback.

"It was our first in-person event since the COVID-19 outbreak so we were quite nervous beforehand, but it worked out great with a high attendance and people were able to watch online through our hybrid access.

"The team would like to say a massive thank you to everyone for their support, guidance and funding, which made the night such a great success.

"The event has room to grow to help young adults and families cope with a major landmark in their lives and we are already planning next year's event."

Gemma Brown, SACCS Nurse





































Bake Sale

The SACCS team also raised £433.62 for the Somerville Heart Foundation with a Bake Sale on Main Street this month.

Well done team, great work on both counts!













'Environmental Policy: From Evidence to Impact' summit on October 4, incorporating the launch of the Glasgow Environmental.

The event will feature speakers from key organisations, including the University of California Berkeley, Stanford University, National Institute of Standards and Technology and the University of Auckland, who will discuss how evidence-based policy-making can support environmental sustainability and the journey to net zero.

Also on the agenda will be which technologies and modelling techniques can gather robust data to inform decision-making, and how cities across the world are tackling the challenges of outdoor and indoor air quality.

An international project of <u>Optica</u> and the <u>American Geophysical Union</u>, the <u>GEMM Initiative</u> operates a global network of regional environmental centres, which seek to better understand and forecast the local impacts of climate change and engage with policy makers to provide technologies and environmental models for better decision-making.



Spaces are limited so <u>register to attend now.</u>

People



Meet your Whistleblowing Champion

At NHS Golden Jubilee, we take Whistleblowing very seriously, providing a comprehensive policy, procedure, training and support to make sure you have the opportunity and confidence to raise concerns on a wide range of matters and know they will be listened to.

The 3-stage process for Whistleblowing, developed by the Independent National Whistleblowing Officer (INWO), is designed to help staff raise concerns as early as possible, and make sure they are supported and protected when they do.

Our Whistleblowing Champion, Callum Blackburn, is one of our Non-Executive Directors who brings his expertise to our organisation to ensure that Whistleblowing is embedded throughout our practices.

Appointed in November 2020, and reappointed in 2022, Callum brings his expertise and experience to our organisation for 2 years, in a vital role ensuring that Whistleblowing, and a wider culture of speaking up, are embedded within our activities.



4 - Callum

Discussing his role, Callum said: "A Whistleblowing champion is appointed as a guardian of the whistleblowing processes in each NHS Board. It is a relatively new role which was created as part of the Whistleblowing Standards introduced in April 2021, with the expectation that we will contribute towards he creation of a speak up culture, where issues that are raised by staff are recognised and dealt with promptly.

"Whistleblowing is incredibly important for safety of both patients and staff, and is used in cases where business as usual processes have failed to address an issue. This can include a wide range of issues, including fraud, but it most commonly used to raise concerns for staff or patients safety concerns that haven't been addressed."



As part of our team, you also have access to support from our Confidential Contacts.

These individuals work with our Whistleblowing Champion to raise awareness of the importance of speaking up if you have concerns, and the appropriate way to do so.

Our Confidential Contacts are independent of normal management structures and will act as an initial point of contact for any staff member who wants to raise a concern.

They will support you by providing a safe space to discuss your concerns and signpost you to the appropriate formal support.

Discussing when and how to raise a concern, Callum said: "If you feel you have a concern that merits being raised through the Whistleblowing process, then I would urge you to speak to one of our Confidential Contacts.

"Many people ask if it is possible to raise your issue anonymously, and while there are several procedures in place to do our best to uphold your trust and confidentiality, it is much more difficult to address issues if this is done anonymously. This is because it gives us limited information and ability to check details, which can lead to the problem going unresolved.

"One of the major benefits of Whistleblowing is that the individual raising the concern is protected under the standards and will face no detriment or negative repercussions consequences from their concern.

"As we have seen from across the country, Whistleblowers have an important role to play in making sure that Boards around NHS Scotland are keeping patients safe. If there are areas that have been missed in day to day practices, you can be making a real difference to people's lives by raising a concern.

"I would urge staff to please check out the training modules we have on TURAS to learn more about the standards, and visit the INWO website for case studies, to understand more about the issues that are being raised and the difference they make."



Resources

To make sure you have the understanding and support you need around Whistleblowing and how to raise concerns, the Independent National Whistleblowing Officer (INWO) has produced a range of resources, co-created by NHS Staff and Health Board Representatives.

These include:

- A quick reference guide for managers and people receiving concerns
- A checklist for managers and people raising concerns
- A guide for HR teams on the differences between HR issues and whistleblowing
- A guide to whistleblowing for anyone who wishes to raise a concern
- A suite of materials to support training sessions for Confidential Contacts (made up of 5 case studies) these are also available on TURAS learn.

You can also access all these materials on the INWO <u>training</u>, <u>guidance and resources</u> section on their website.

Training Modules

Don't forget, all staff are strongly encouraged to complete the Whistleblowing training Modules on <u>Turas</u> Learn.

These modules are:

- 'Whistleblowing: an overview' this is aimed at all staff and will provide an overview of the whistleblowing process
- 'Whistleblowing: for line managers' this is aimed at line managers or those who might receive whistleblowing and will give them the knowledge they need to help and support whistleblowers.
- 'Whistleblowing: for senior managers' this will equip senior managers with the knowledge they
 need to help and support whistleblowers and to fulfil all the recording and reporting
 requirements of the Standards

Please note, you are only required to complete the module relevant to your role.

You can find additional support and information here:

• <u>INWO Guidance and Resources</u>

- STAFFnet
- HR Connect

Happy birthday Erin!

Staff in our Finance department wished Management Accounts Assistant, Erin Wales, a happy 21st birthday.

Happy birthday Erin, hope you had a great day!



Val-You



Comments about you!

Alison Kaye Gray - What a fantastic day, so lovely to meet new friends and hoping that some of you will definitely consider joining the transplant sports team for next year and beyond.

Also, it was so nice to see some of our consultants and nurses to take time out of their busy day to spend time with us and chat outside clinic appointments to see us all and see how we are progressing.

You are all amazing!

Ally H Kerr - Well done team Jubilee. Thank You

Derek Pendrey - Your team replaced my second hip exactly 2 years ago and I already emailed you last year to thank you. However I'd like to thank the team yet again. Today I have just completed my 100th walk (of over half an hour's length) this year. I am able to walk without pain and I'm enjoying regular walking again for exercise. Several of the walks this year have been good lengths - between 7 and 10 miles. I've done parts of the West Highland way, and Castle Crag in the Lake District. It really has been a new lease of life for me. I couldn't have done it without my new bionic hips. Before the operation I was in moderate pain sometimes walking only around 50 metres. I am indebted.

P.S. I hope my knees last the distance now.

Yvonne Henderson - The SACCS team and all who deal with the heart are amazing. I will be forever grateful too each and every one for the care and support I have received recently xx

Arlene Herzog- We are forever grateful to all involved in Curt's wonderful care at the Golden Jubilee and have just this week celebrated 1 year post transplant.

Joyce Buick - I was there for triple by pass on the 2018 and doing fine now.

Emma Green - First class care from taxi pick up to drop off seven days later.

Thank you Ward 4 East, the HDU, the surgical team, the nursing, physio care, ward staff, catering and porters. Caring, helpful, cheerful patient focused treatment. Plus the additional bonus of family able to stay next door at the hotel. Thank you seems inadequate when it comes to your health.

Anne Robertson - I was here recently for total knee replacement. You won't find a nicer, professional, caring and friendly team of staff. The care I received from my initial pre op, to admittance, surgery and aftercare was first class. I know you are encouraged to get up very soon after surgery, but I never felt at any time like I was being "kicked out" to quickly. I actually was there an extra day just to make sure I was fine to go home. My partner was given a room in adjoining hotel as we live quite a distance away, so I wasn't alone. The food was great, same as staff canteen, but always hot and tasty and good selection, soup was lovely . A great big thank you to Mr Holloway and his team.

lan Hunter - Visited for my wife's gallbladder removal. First time using this Hospital. I must say even though there is mass construction going on, you wouldn't know. Every single member of staff we met was a delight.

Paul K - Excellent Hospital. Staff are very efficient and friendly. The hospital is really clean and well signposted.

Nick Stacey - From the minute I walked into the hospital until I left, what an experience. Everyone was helpful and had a nice attitude to their job. First class.

Simon Calvin - First class service from start to finish. Excellent.

Frances Beattie - From my first consultation right through to discharge after knee surgery every member of staff was excellent, friendly, professional and helpful. I can't praise the hospital enough. Thank you to each and every person.



Wee Anne

Patient



InVOLved



Volunteer Spotlight

Name: Ometere Alabi.

Age: 27.

Employment status:

Student, I just completed my MSc program, but I now have a job at NHS Golden Jubilee.

What are your hobbies and interests other than volunteering?

I enjoy visiting friends and family. I also like visiting new places and trying out different kinds of foods.

Volunteer role details:

I am an Orthopaedic Outpatient Department Support Volunteer and my primary role is to provide essential support to patients attending the Orthopaedic Outpatients Department. I deliver a high standard of care by offering a reliable and friendly support service, ensuring that patients are accompanied to various departments within the hospital.

This involves accompanying and assisting patients during their visit from the temporary Orthopaedic Outpatients Department reception in the Conservatory to the Orthopaedic Outpatients Department on level 1, as well as the X-Ray Department on level 2.



What made you decide to volunteer with NHS Golden Jubilee?

I was drawn to volunteer with NHS Golden Jubilee because the core values resonated deeply with me. The focus on quality, collaboration, and understanding responsibilities aligns perfectly with my own beliefs and aspirations. Quality in healthcare is paramount and I wanted to be part of an organization that places it at the forefront of their mission.

Collaborative efforts are essential to delivering the best possible care and I saw an opportunity to work alongside dedicated professionals who share my commitment to teamwork. Understanding responsibilities is not only about individual roles, but also about recognising the collective responsibility we have towards the well-being of our community.

This approach appealed to me as I wanted to contribute to a healthcare system that values accountability and takes its role seriously. I also believed that I could use my free time to do something meaningful, rather than waste it.

What gives you the most pleasure from volunteering at NHS Golden Jubilee?

I find immense joy in bringing smiles to people's faces through my volunteer work. Witnessing the gratitude of patients when I assist them in finding their way to their consultations warms my heart. It's incredible how such a simple gesture can make such a meaningful difference in their lives.

Moreover, I eagerly anticipate the opportunity to connect with fellow volunteers from diverse ethnic and racial backgrounds. Learning from their unique perspectives and experiences while working together towards a common goal is truly inspiring. These interactions not only broaden my horizons, but also allow me to forge new connections with like-minded individuals.

Through my volunteer efforts, I feel a profound sense of fulfilment as I contribute to the well-being of patients and play a part in making their healthcare journey smoother and more comfortable.

Do you think you make a difference for patients and staff in your role?

I believe I make a significant difference for both patients and staff in my volunteer role. When it comes to patients, I provide them with valuable support by helping them navigate the often complex healthcare system. This assistance can reduce their stress and anxiety, as well as the time they spend in the hospital making their overall experience more positive.

For the staff, my role can also be beneficial. By assisting patients with directions and other non-medical tasks, I can free up valuable time for healthcare professionals to focus on their core responsibilities. This can enhance the overall efficiency of the healthcare facility and contribute to a smoother workflow

Do you have any memorable, funny or interesting stories from volunteering here?

One of the most impactful moments during my volunteer experience was a conversation I had with the Volunteer Manager, Maureen Franks. She said something that resonated deeply with me. She told me, 'When people ask you what you do, don't say you're 'just' a volunteer. You're an orthopaedic outpatient volunteer.' Her words not only made me feel incredibly welcome, but also highlighted the commitment of the Golden Jubilee University National Hospital to inclusivity and the value they place on each member of their team.

Another remarkable chapter in my journey was when I decided to apply for a job at the clinical laboratories. With my background in biomedical science, I felt a strong connection to the field and, to my delight, I secured the job. It's truly amazing how volunteering not only enriched my life but also gave me the opportunity to apply to a full-time role in a field I'm also deeply passionate about.

What would you say to anyone who is thinking of volunteering with us?

If you're contemplating volunteering with us, I would wholeheartedly encourage you to take the leap and join our team.

Volunteering with us is an incredibly rewarding experience. It's a chance to make a meaningful difference in the lives of patients and contribute to the well-being of our community. Here, you'll find a warm and welcoming environment where your efforts are valued and appreciated.

You'll have the opportunity to work alongside a diverse group of volunteers from various backgrounds, each with their unique perspectives and stories to share. Together, we unite under a common goal, fostering a sense of unity and learning that extends beyond volunteering.

Health and Wellbeing





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

Jubilee Active Blog - Back care awareness

This month's blog focuses on Back Care Awareness Week, which runs from 3 – 7 October, with Occupational Health Physiotherapist Kathryn Wales talking about back pain, the most common musculoskeletal (MSK) problem globally.

Almost everyone will experience back pain at one point in their lives, from the most sedentary of us to the most active.

Kathryn dispels some myths about back pain. After all, back pain itself is not a disease, it is not an illness. It is a symptom of a MSK problem, which usually gets better through natural healing, without treatment.

Around 90% of people who have back pain will recover within 6 weeks.



5 - David, Kathryn and Kris

Back Care Awareness

2-7 October 2023

Did you know back pain is the most common work related injury?

Luckily 90% of back pain resolves itself within 6 weeks, and often without any specific intervention.

It is important to understand that while nothing can predict the onset of back pain or if it persists, there are things that can contribute to it.

For example poor posture can increase load on structures, prolonged static positions can cause postural pain, and reduced activity can cause deconditioning of muscles.

These issues can be countered with simple actions such as having good posture, an appropriate desk space set up for office workers, and also performing some regular exercises.







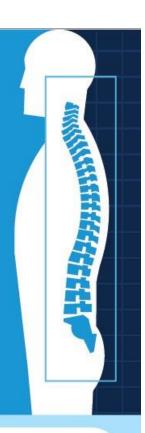


As part of Back Care Awareness Week, our Team lead Occupational Health Physiotherapist, Kris Robertson, and our Manual Handling service lead, Ciara Aitken, will be visiting departments (booking required) and offering brief health promotion talks around back pain prevention and some exercises to try.

These will take place on Monday 2 and Tuesday 3 October, each lasting 15-20 minutes with opportunity for questions.

If you are a Manager or Team Lead and wish to book a brief health promotion talk, please contact:

Kristopher.Robertson@gjnh.scot.nhs.uk





Slots are limited, but are available between the following times:

Monday 2 October: 9.30am-11am Tuesday 3 October: 1:30pm-3pm

For those who can't attend in person, scan the QR code to view some simple exercises you can perform at your desk.





Gynaecological Cancer Awareness Month: 1 – 30 September

September is Gynaecological Cancer Awareness Month.

There are approximately 3200 new cases of cervical cancer in the UK every year

Do you know that there are 5 gynaecological cancers?

- Cervical
- Ovarian
- Vaginal
- Vulval
- Womb

Common Symptoms of Gynaecological Cancers

- Abnormal vaginal bleeding or discharge is common for all gynaecologic cancers except vulvar cancer.
- Feeling full too quickly or difficulty eating, bloating, and abdominal or back pain are common for ovarian cancer.
- Pelvic pain or pressure is common for ovarian and uterine cancers.
- More frequent or urgent need to urinate and/or constipation are common for ovarian and vaginal cancers.
- Itching, burning, pain, or tenderness of the vulva, and changes in vulva color or skin, such as a rash, sores, or warts, are found only in vulvar cancer.



You can hear the experience of three young women who were diagnosed with gynaecological cancers here.

More information about cancer is available on NHS Inform.

Breast Cancer Awareness Month: Sunday 1 – Tuesday 31 October

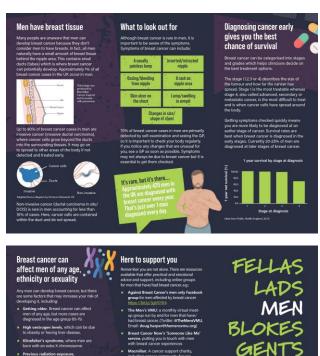
Breast cancer is the most common cancer in the UK with around 55,000 women and 370 men being diagnosed annually in the UK.

Breast cancer can affect anyone who has a small amount of breast tissue, including cis women, cis men, trans women, trans men, non-binary and gender diverse individuals.

The signs and symptoms present similarly to those in cis women. The most common symptom is a lump across the chest or the armpit. If a person has had top surgery (also called gender affirming mastectomies) the signs and symptoms may present more like those in cis men.

If you find a lump or notice any other changes to chest tissue, it's important to get checked by your GP as soon as possible.

Many symptoms of breast cancer, including breast lumps are non-cancerous and caused by normal tissue changes, but it is important that you pay attention to your body and seek advice is you notice anything that is abnormal for you.



get breast cancer

FR



Did you know that men can develop breast cancer too?

prevent breast cancer

Signs & Symptoms.









Nipple discharge which is often bloodstained, or nipple sores



A rash (similar to eczema) on the nipple



Ulceration or swelling of the chest area



Swollen lymph nodes un



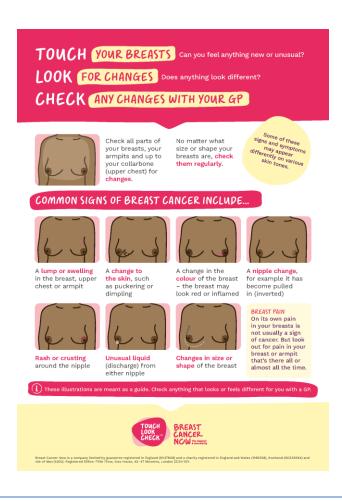


Scan the QR code to find out more about

The earlier breast cancer is found, the better the chance of beating it. Speak to your GP if you notice anything unusual.

info@preventbreastcancer.org.uk

0161 291 4400



For more information on the signs and symptoms:

- Female Signs and Symptoms
- Male Signs and Symptoms

Learning and Organisational Development



The latest Learning and Organisational Development update has details of current training opportunities.

Liberating Structures Taster Session

As part of a national week of Liberating Structures awareness, the Quality Improvement (QI) team will be offering a taster session for those who would like to learn more on Thursday 5 October at 12 pm.

Liberating Structures are a collection of 33 micro-structures that can be easily learned and applied to problem-solving and collaborative decision-making. These facilitation techniques are a powerful way to enhance relationships, trust and creativity within groups.

The 1-hour taster session will introduce liberating structures, how they can help you, cover some of the frequently used structures and give you a chance to try a structure - Troika Consulting.

You can join the session on this link: <u>Click here to join the meeting</u>. Or contact jonathan.oreilly@gjnh.scot.nhs.uk to receive the diary invite.

Mindfulness Course

We are delighted to announce that a new mindfulness course will be starting mid-October from **12 October for 8 weeks, every Thursday evening 5.30pm to 6.30pm**.

Learning and Organisational Development will be advertising the course and applications made through eESS. If you can any questions please contact us at GJNH.SpiritualCare@gjnh.scot.nhs.uk

Our Mindfulness programme offers 8 first class, practical mindfulness sessions which will benefit both your professional and personal lives. It will allow you to refocus, re-evaluate and re-emerge stronger to tackle the year ahead with greater resilience and a more positive outlook.

The course is face to face and follows an 8 week format where each week for an hour, we start with a mindfulness practice and then the topic for discussion and then a mindfulness practice to end the session.

Topics include:

- Week 1 An introduction to Mindfulness.
- Week 2 Building resilience
- Week 3 Managing change
- Week 4 Dealing with stress and anxiety
- Week 5 Developing focus and clear thinking

- Week 6 Mindfulness for happiness
- Week 7 Getting a good night's sleep
- Week 8 Managing mood swings

It is our desire that people participate in the 8 weeks of the course but we appreciate that not everyone can commit to the 8 week programme so we are also offering drop in sessions for each of the dates.

Limited places: Please note that due to the limited amount of places we may not be able to accommodate everyone. Additional dates will be rolled out in 2024.



Drop in option: Those who wish the drop in option must email <u>Spiritual Care</u> in advance of the date to book a place which is dependent on numbers.

NES Equality and Human Rights Community of Interest learning session

NHS Education for Scotland, in collaboration with the Scottish Government, will be hosting a learning session that aims to help us understand more about human rights and how they relate to your work in the health and social care sector.

The session will take place from 12pm – 1pm on Wednesday 25 October.

To join this session, please click on the following Microsoft Teams link.



Click here to join the meeting

Refreshed fraud awareness module

NHS Counter Fraud Services have launched the 'refreshed fraud awareness module' on Turas Learn.

This module offers guidance on what fraud is and its impact on health and social care in Scotland.

There is no need to re-take the module prior to your next renewal.



For more information, visit Turas Learn.

Digital Health and Care Leadership Programme (DLP)

Led by NHS Education for Scotland, and sponsored by the Scottish Government, the DLP programme supports professionals across health and care to develop their leadership skills and influence digital solutions within their organisation.

This programme is designed for anyone who is:

- Interested in digital health and care
- Keen to explore how technology can benefit people
- Would like to develop their leadership skills
- Are able to implement changes within their organisation

The programme features:

- 9 x interactive virtual learning sessions with expert speakers
- 4 x virtual peer support sessions
- 10 x hours of guided self-learning
- Access to experts in digital Networking opportunities



The application from and guidance can be accessed at <u>Digital Health and Care Leadership Programme</u>

(DLP) | Turas | Learn (nhs.scot)

The Social side



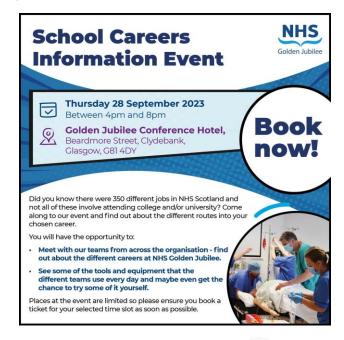
What's happening on our social media pages

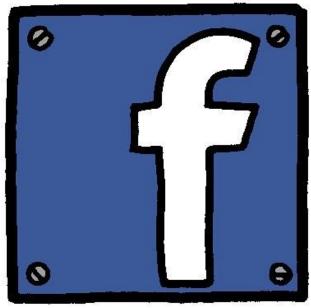
Facebook:

This month we took to our socials to let the young people of Scotland know about our School Careers Information Event.

Young people from across the local area and the West attended an evening filled with information about the different careers available in the NHS.

Click here to read the full post





6 - Click here to access our Facebook page

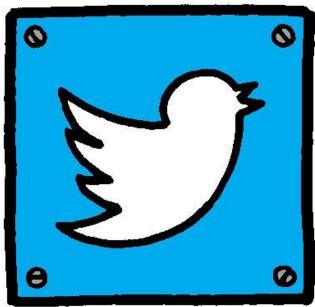
Twitter:

Colleagues from across NHS Golden Jubilee, the Research Institute and the national Centre for Sustainable Delivery were treated to a visit to the UK CPI Medicines Manufacturing Innovation Centre (MMIC) in Paisley this month.

The team had the chance to hear about the centres work before touring the ground-breaking facility. Huge thanks to the MMIC team and the University of Strathclyde for arranging this.

Click here to read the full post





7 - Click here to acess our Twitter page

LinkedIn:

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

The event, held in the Golden Jubilee Conference Hotel was an opportunity for young patients, carers and families to meet the dedicated team and to hear from other young people born he the condition.

Click to read the full post





YouTube:

We sat down with one of our patients, Lisa.

She was selected for 'same day discharge' which means she arrived in the morning, had her operation, and was home in the evening.

Here she tells us all about the process.

Click here to view the full video





8 - <u>Click here to access our YouTube page</u>

Instagram:

Our patients, staff and visitors often comment on the wonderful view we have on our doorstep.

This month we were treated to our very own toot from the Waverley as she passed by on the River Clyde. We'd love to see photos you've taken of this fantastic view.

View the full post here





9 - Click here to access our Instagram page

Scottish Government News



Sexual Assault Response Coordination Service (SARCS)

SARCS is a dedicated NHS Service which offers healthcare and support following rape or sexual assault.

Across Scotland, SARCS look after people's immediate healthcare and wellbeing needs and can support people to have a forensic medical examination if appropriate, subject to professional judgement. This includes collecting certain forensic evidence (which can be kept for up to 26 months) should they want to report to the police at a later date.

SARCS offer a self-referral service, meaning that anyone aged 16 or over can access healthcare and request a forensic medical examination in the days following an assault, without first having to make a report to the police.

To find out more information, visit <u>Turn to SARCS | NHS inform</u>

Enhancing rural healthcare

A new National Centre will reduce health inequalities and improve the delivery of healthcare services in rural communities.

The National Centre for Remote and Rural Health and Care, expected to launch next month, will seek to improve the capability of remote, rural and island Primary Care and enhance the delivery of community-based services.

The Centre will work with NHS Boards virtually and locally to improve rural workforce and retention and develop new and innovative services to deliver better results for patients. It will look at innovative ways to upskill staff to help make sure people receive care as close to home as possible.

To find out more, visit here

Creating a National Care Service

Third sector organisations are being awarded new funding to help ensure as many voices as possible are contributing to the design of the National Care Service.

The funding will facilitate contributions from minority ethnic communities, LGBTI people, children and young people and those with experience of homelessness or the justice system.

Organisations will each receive £5,000 to encourage the communities they work with to have their say on how future community healthcare and social work services should look.

To find out more, visit here

£2.5 million to boost global health

First Minister Humza Yousaf has pledged up to £2.5 million over the next 5 years to the Health4Life Fund – which supports global action and progress on the prevention of non-communicable diseases such as heart attacks, strokes and cancers. The fund is coordinated by the World Health Organisation (WHO), United Nationals Development Programme (UNDP) and United Nations Children's Fund (UNICEF).

The WHO invited Scotland to become the first high-income donor to the Health4Life fund following collaboration with Global South partners on tackling non-communicable diseases as outlined in 2023-24 Programme for Government.

To find out more, visit here.

Jubilee Life copy deadline



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

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

Please send your Jubilee Life submissions to Comms.

Contact us

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

If you would like to comment on any of the issues featured, please send your comments to <u>Comms</u> or complete the feedback form.

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