Valuing you, valuing us, valuing everyone

As part of our original organisational review, you told us the type of organisation you want to work for – one that described how we can best deliver the highest quality care/services to our patients and customers.

It is true that what we do or deliver in our roles within the NHS National Waiting Times Centre (NWTC) is important, but the way we behave is equally important to our patients, customers, visitors and colleagues. We know this from feedback we get from patients, customers and staff, for example in "thank you" letters and the few complaints we receive.

Recognising this, we began a programme of work with a range of staff, patient representatives and managers to understand what our core and shared values are which...

...our values statement is just the first step in recognising and supporting our positive culture and behaviours.

Rear Admiral Mike Gregory OBE, the Lord Lieutenant of Dunbartonshire, cut the ribbon to officially open the gala day before helping judge the children’s fancy dress competition, which had a theme of ‘What I want to be when I grow up’. Rear Admiral Gregory is pictured with the winners – vet Laura McLaughlin and children’s entertainer Kira Ackland.

National Fraud Initiative 2012/13

Audit Scotland’s National Fraud Initiative (NFI) is due to commence again this autumn. The project takes place every two years to compare and match information about individuals held by various public sector bodies and on various financial systems to identify potential fraud, error or anomalies – all of which drain resources unnecessarily from the public purse.

The exercise has been widened to include supplier data along with the routine payroll data.

Please send items for the Winter issue of JABS by 9 November 2012.
Valuing you, valuing us, valuing everyone

continued from front page

shape our everyday behaviours and help us all to deliver the highest quality of care and service across the organisation. These values are also closely linked to our responsibilities around Equality.

Cathy Fox, Head of Learning and Development explains, “We know that positive values currently exist in the organisation but we recognise the importance of making these values more visible and appreciating how these values influence how we behave on a day to day basis.

“Organisational values articulate those things that we genuinely believe in - a small set of guiding principles.”

Our values

Many of you will have been involved in some way in shaping our values. Over and above the feedback provided during our organisational review, you may have been involved in workshops. Or you may have helped to map our values to professional codes of conduct or behavioural standards for all staff within the organisation.

We have now finalised our set of five values for NWTC and they are:

- Demonstrate our commitment to quality.
- Work effectively with others in teams.
- Display a “can do” attitude at every opportunity.

Lindsey Ferries, Director of Human Resources, adds: “We already have a very positive culture within our organisation and our values statement is just the first step in recognising and supporting our positive culture and behaviours.

“We will be working with teams across the organisation in different ways to recognise our values and support one another to “live these” in everything we do. In addition to working closely with teams on an individual basis, we are delighted that we are also one of the pilot Boards for the NHSScotland staff experience project. This national project aims to support NHS staff to have a positive experience of being an employee in our Board, which then leads to the delivery of quality patient care and customer service overall.”

From Germany with love

Earlier this year, Femke Steffensen from Germany was welcomed into the Golden Jubilee family as part of her internship in Nursing Development and Management.

Femke, who is a qualified nurse from Hamburg, spent three months at the Golden Jubilee compiling a report which compared the NHS in Scotland to the German healthcare system.

She says: “Before I carried out my study I thought German healthcare would come out on top but I now feel that they are both two of the best healthcare systems in the world. NHSScotland is efficient and has worked hard to reduce waiting times to a similar level as in Germany.

“I had such fun during my internship in Scotland, it is such a beautiful country and all the people are so friendly.”

Femke will finish her studies in Hamburg in 2013 and would love to consider coming back to the Golden Jubilee at some point in the future.
Heart to heart

Around 100 heart experts converged on the Golden Jubilee National Hospital this Summer – Scotland’s heart transplant centre – to discuss and explore the future of mechanical hearts.

The clinical specialists were at the inaugural meeting of the UK VAD Club – a new group set up to share experiences and establish links between UK centres which implant Ventricular Assist Devices (VADS). VADS, also known as mechanical hearts, are used to support patients requiring heart transplantation.

The Golden Jubilee's VAD service was fully established and launched as part of the Scottish National Advanced Heart Failure Service (SNAHFS) Strategy on 14 February 2011.

Last week’s meeting was timed to coincide with the UK VAD Forum meeting and ahead of National Transplant Week, which runs from 9-15 July 2012. Case discussions and presentations from VAD specialists were used to share learning, which will ultimately improve care for this group of seriously ill patients.

Attendees from all VAD centres in the UK – including transplant cardiologists, surgeons, anaesthetists, coordinators and perfusionists – shared their clinical knowledge and experience of this low volume, but highly specialised, clinical field.

Saleem Haj-Yahia, Consultant Cardiothoracic and Transplant Surgical Lead and Deputy Director of the Scottish National Advanced Heart Failure Service, was integral in bringing the meeting to Scotland.

He said: “The Club is a way for staff working within the UK’s VAD centres to come together and share their experiences of working within this highly specialised clinical field. We are delighted that so many people were able to attend and get involved in discussions which may shape the development of the UK’s mechanical heart programmes in the years to come.

“By sharing best practice we will have better techniques, which will ultimately lead to better care for those patients with the most advanced heart failure.”

Jill Young, Chief Executive of the Golden Jubilee National Hospital, commented: “As a national resource for the NHS in Scotland, and home to the Scottish National Advanced Heart Failure Service, the Golden Jubilee is delighted to host the first ever meeting of the UK VAD Club and we wish them every success for the future.

“We are delighted to be part of the UK VAD club, which will ensure that we are at the forefront of developments that will have a positive impact on the health of this group of patients in the years to come, and to ensure that they receive the best possible care and outcomes.”
What we do to deliver our services is important, but the way we behave is equally important to our colleagues, patients, customers and visitors. Elaine Barr, our Human Resources Manager, takes us through a summary of our whistleblowing policy.

“Many staff may have concerns about what is happening at work. Usually these are easily resolved. However, when the concern feels serious because it is about a possible danger, professional misconduct or financial malpractice that might affect patients, colleagues, or the National Waiting Times Centre Board (NWTCB) itself, it can be difficult to know what to do.

“Staff may be worried about raising such an issue and may think it best to keep it to themselves, perhaps feeling it is none of their business or that it is only a suspicion. Staff may also feel that raising the matter would be disloyal to colleagues, to managers or to the Board. It may also be the case that a member of staff has said something but found that they have spoken to the wrong person or raised the issue in the wrong way and are not sure what to do next.”

What we are doing

We are committed to running the organisation in the best way possible. Our Whistleblowing Policy is primarily for individuals who work for the NWTCB and have concerns where the interests of others or of the Board itself are at risk. It was introduced to:

- reassure all staff that it is safe and acceptable to speak up;
- enable staff to raise any concern which they may have at an early stage and in the right way (rather than wait for proof, it is preferable if a matter is raised when it is still a concern).

This policy applies to all those who work for the NWTCB: whether full-time or part-time, self-employed, or employed through an agency.

Blow your whistle

Step one - if a member of staff has a concern about a risk, malpractice or wrongdoing at work, it is hoped that they will feel able to raise it first with their line manager or lead clinician. This may be done verbally or in writing.

Step two - if a member of staff feels unable to raise the matter with their line manager or lead clinician, for whatever reason, they should raise the matter with:

- Shona Chaib – Nurse Director
- Alistair Flowerdew – Medical Director
- Julie Carter – Director of Finance
- June Rogers – Director of Operations
- Lindsey Ferries – HR Director

These people have been given special responsibility and training in dealing with whistleblowing concerns. If the matter is to be raised in confidence, then the staff member should advise the Director at the outset so that appropriate arrangements can be made.

Step three - if these channels have been followed and the member of staff still has concerns, or if they feel that the matter is so serious that they cannot discuss it with any of the above, they should contact:

- Jill Young - Chief Executive;
- Maire Whitehead – Non-Executive Director

If the matter has been raised to a Non Executive Director in the first instance the Non Executive Director should discuss the matter with the Chief Executive unless it is about the Chief Executive.

We also recognise our accountability within NHSScotland. In light of this you can also contact:

Scottish Government Health Directorate, St Andrew’s House, Edinburgh, EH1 3DG
Tel: (0131) 556 8400

More information

This is just a summary of the policy. The full policy is on Staffnet/QPulse at http://staffnet/gjnh/departments/corporate/human_resources/docs/whistleblowing.pdf
Better Together 2012

For the third year in a row, the national patient experience survey has confirmed that our patients are having a positive experience here at the Golden Jubilee National Hospital.

Better Together, NHSScotland’s national programme to find out about patients’ healthcare experiences, saw surveys being sent to 1,380 patients who stayed overnight between October 2010 and September 2011.

A total of 1,032 (almost 75%) responded – that’s around the same number who responded to the survey last year.

Our top five results (highest percentage positive scores)

- 99% of respondents had privacy when being examined and treated.
- 99% of respondents felt the ward/room they stayed in was clean.
- 99% of respondents stated that doctors introduced themselves to them.
- 99% of respondents were happy with the time they waited from arrival until they got a bed.
- 99% of respondents felt the bathrooms and toilets were clean.

Our bottom five results (highest percentage negative scores)

- 91% of respondents felt that they got care/support services that were right for them.
- 90% of respondents were happy with the time they waited from referral to admission.
- 80% of respondents were not bothered by noise at night.
- 76% of respondents were given help with arranging transport.
- 72% of respondents knew who was in charge of the ward.

Shona Chaib, Nurse Director at the Golden Jubilee National Hospital, said: “We are extremely grateful to all of the patients who took the time out to complete this survey and tell us about their experience of being an inpatient at the Golden Jubilee National Hospital.

“Early indications show that the majority of our patients have had a positive experience, but it is disappointing when a patient tells us they have not had the experience they were expecting.

“We are already putting together an action plan to see if we can make any improvements for the future.”

To access the policy, and to see the NHSScotland Dress Code for staff who don’t wear uniforms, use the link below: http://www.sehd.scot.nhs.uk/mels/CEL2010_42.pdf

Better Together 2012

Basic and advanced knee arthroplasty courses will be held in the Beardmore Hotel on 31 October and 1 November 2012 from 9am until 5pm.

The free courses will focus on the ‘Art of Knee Arthroplasty’ and will offer inspirational content to support your Continuing Professional Development and essential knowledge for trainees before professional examinations.

To register your attendance, please go to: http://www.thinkdifferentevents.co.uk/events/knee-2012.htm

Knee Arthroplasty Courses

Basic and advanced knee arthroplasty courses will be held in the Beardmore Hotel on 31 October and 1 November 2012 from 9am until 5pm.

For more information and to register your attendance, go to: http://www.thinkdifferentevents.co.uk/events/knee-2012.htm
Organ Donation Symposium

Clinicians from all over the UK attended the Organ Donation and Donor Optimisation Symposium hosted by the Golden Jubilee on 24 August 2012.

Chaired by our own Consultant Thoracic Surgeon, Mo Asif, and Ms Catherine Sudarshan, a Consultant Cardiac and Transplant Surgeon from Papworth, the event included presentations by specialists from across the UK.

Topics included:

- Brain Stem Death Testing and Documentation
- Receiving the Donor in Theatre: Logistics, Communication and Challenges
- Overview of the Scottish Organ Donation Service
- National Organ Retrieval Standards
- Donor Optimisation Management: Increasing the Donor Pool
- Donor Management and Organ Preservation Practice in the USA

Our photo shows Alan Kirk, Consultant Thoracic and Transplant Surgeon, talking about Organ Retrieval and Transport.

Frank climbs to full recovery

The patient who underwent the 250,000th procedure at the Golden Jubilee National Hospital has been discussing how the surgery changed his life for the better.

Frank Lundie, 77, from Kilwinning in Ayrshire, received a total knee replacement on his left knee in November last year in the hospital’s quarter millionth procedure.

Mr Lundie and his wife, Anne, met with the Golden Jubilee’s Medical Director and one of the Orthopaedic Consultants last week (Thursday 5 July) to celebrate this important milestone as part of the hospital’s 10th anniversary programme.

For six years before his operation, Mr Lundie was experiencing progressively worse pain in his knee when walking. A keen golfer and hill walker, he had to give up these activities and take painkillers everyday.

After being referred to the Golden Jubilee National Hospital for surgery, Mr Lundie underwent a total knee replacement on 16 November 2011. The surgery was performed by Orthopaedic Consultant, Mr David Allen, and his team. Thanks to the Golden Jubilee’s Enhanced Recovery Programme, Mr Lundie was back on his feet the following day and discharged from hospital just four days later, on 20 November 2011.

Orthopaedic Consultant, Alexander Siegmeth, explained: “Mr Lundie benefited from the Golden Jubilee’s Enhanced Recovery Programme, known as the CALEDonian™ Technique, a comprehensive patient care plan that means patients can be back on their feet hours after surgery and which has been proven to reduce their stay in hospital.

“Our Lundie’s total knee replacement was carried out using navigation technology which allows the knee implant to be more accurately positioned.”

Now completely pain free, Mr Lundie is living life to the full once again, golfing two or three times a week and spending time with his wife, three children and three grandsons.

He also recently spent a weekend walking in the Cairngorms with his friend. Setting off from the Well of the Lecht and heading to Scalan, the pair climbed around 2000 feet.

Mr Lundie commented: “Having knee replacement surgery was one of the best things I have ever done. It has given me a new lease of life and means I can again take part in the activities I enjoy with my friends and family.

Before the surgery I couldn’t golf or hill walk but now I’ve been able to take them both back up again and even managed to climb the Cairngorms last week.

“I cannot praise the staff at the Golden Jubilee highly enough, each and every one of them I encountered – from receptionist to housekeeper to Mr Allen and his team – could not have been more helpful. I’d like to congratulate the hospital on its tenth anniversary and wish it many more years of helping patients like me.”

Mr Alistair Flowerdew, Medical Director, added: “Our Orthopaedic programme has grown over the past ten years and we pride ourselves on leading the way in techniques which continue to benefit our patients.

“We are delighted that we have been able to celebrate ten years of excellence with the patient who had our quarter millionth procedure.”
Corporate Objectives

The Board’s Corporate Objectives for 2012/13 have been linked to the three Quality Ambitions as set out below:

- Effective
- Person Centred
- Safe

1 NWTC Strategic Direction
1.1 Promote profile as a national resource utilising the opportunity of the 10 Year Anniversary
1.2 Implement and review the Clinical Strategy 2010-2015
1.3 Review and realign Board Governance framework and objectives to the Quality Ambitions

2 Clinical Governance
2.1 Ensure robust Clinical Governance and Risk Management
2.2 Delivery of Healthcare Associated Infection Programme

3 Staff Governance
3.1 Deliver Staff Governance Standards
3.2 Develop and deliver Values Programme
3.3 Deliver Workforce Plan and regulatory requirements

4 Financial Governance
4.1 Delivery of Board Financial Plan including delivery of agreed efficiency schemes

5 Quality Improvement
5.1 Ensure continuous quality improvement and development throughout the organisation
5.2 Review and deliver Research Strategy

6 Patient Access
6.1 Ensure delivery of:
   - Cancer Treatment (31 day standard)
   - Heart & Lung waiting times
   - 18 week RTT and 12 week Treatment Time Guarantee
6.2 Secure, deliver and maximise capacity
6.3 Pro-active planning for NHS Scotland requirements

7 Beardmore Hotel and Conference Centre
7.1 Review Strategy
7.2 Delivery of key performance indicators

8 Beardmore Centre for Health Science
8.1 Review and deliver the marketing plan
8.2 Delivery of key performance indicators

For more information on the Corporate Objectives, contact Lindsey Ferries, Director of Human Resources, on extension 5039 or email Lindsey.Ferries@gjnh.scot.nhs.uk

Showcasing 10 years of Research

The Inaugural Golden Jubilee National Hospital Research Day took place on Friday 28 September in the Beardmore Centre for Health Science and the Beardmore Hotel and Conference Centre. Chaired by Professor Keith Oldroyd, our Director of Research and Development, the day will run from 8.30am until 4pm.

The Chief Scientist, Professor Andrew Morris, will provide the keynote address with plenary sessions showcasing research within the following clinical areas:
- Cardiology;
- Cardiothoracic surgery;
- Anaesthetics;
- Orthopaedic surgery; and
- National Heart and Lung services.

For more information, please visit: http://www.thinkdifferentevents.co.uk/events/gjnh-research-day.htm

One for the mums and dads-to-be

We have just updated our Maternity and Paternity policies. All information about eligibility, pay and procedures for accessing the policies are covered. This includes the new rights for partners sharing maternity leave.

Sweet success

Liz Vasey and Delia Alexander’s Cake and Candy stall on 31 August raised a whopping £435 for the British Heart Foundation. A huge thank you to everyone who donated and purchased the delicious home baking.

For more information on the Corporate Objectives, contact Lindsey Ferries, Director of Human Resources, on extension 5039 or email Lindsey.Ferries@gjnh.scot.nhs.uk

The full policies can be found on http://staffnet/gjnh/departments/corporate/human_resources/index.asp
Leading the way

We’re pleased to announce that Helen Kerrigan and Johanna Bryson recently graduated following the successful completion of their Frontline Leadership Programme - achieving the Postgraduate Certificate in Health Leadership and Management.

The programme is delivered through a partnership of the National Leadership Unit in NHS Education in Scotland, NHS Boards and the University of the Highlands & Islands (UHI).

Congratulations to both Helen and Johanna!

2013 Board dates

- 24 January
- 14 March
- 2 May
- 13 June
- 1 August
- 19 September
- 31 October
- 12 December

“e:ESS”y does it

You may not have heard of the e:ESS project yet (pronounced ease) but all that is about to change very soon....

Early 2013 will see us launch our new Electronic Employee Support System (e:ESS) is the new NHSScotland single workforce information database. This new system will make loads of your Human Resources tasks much easier in the future. For example e:ESS will allow you to:

- access and/or check your own record and update personal details where these have changed;
- be able to apply for annual leave using the system and receive approval electronically;
- apply for other types of leave e.g. maternity or paternity leave;
- browse a catalogue of internal training course and book places online;
- receive reminders electronically when refresher training is due e.g. fire training; and
- apply online for jobs.

If you manage staff the system will mean:

- more timely, accessible and accurate workforce information about your team;
- less paper and electronic notifications and approvals processes;
- improved quality and management of employee data; and
- increased efficiency in the management of workforce information.

David Miller, Head of Human Resources, said: “For those of you involved in dealing with staff records there may be some changes to the systems and processes you work with. However, don’t worry because training will be provided for all staff and will be tailored depending on your use of the e:ESS.

“Over and above planning the essential training needed for staff to use the system, our e:ESS Operational Group has been working hard to ensure the accuracy of information on the new system when it launches.”

Any questions?

If you have any questions about e:ESS you can email them to either;

David.miller2@gjnh.scot.nhs.uk
Carol.hampson@gjnh.scot.nhs.uk
Fiona.lawrie@gjnh.scot.nhs.uk

e:ESS quick questions

Who can access the system?
Access will be very strictly controlled. Individual staff will be able to look at their own record in Employee Self Service. Managers will be able to see data for their own team.

How do I access the system?
When the system is implemented in your area you will be allocated with a user name and password and you will be given user guidance.

Will training be available?
Yes. The format of the training will depend on your role and will be a mix of classroom based training, local training and self learning. e:ESS also has online learning within the system.

What if I don’t have access to a computer?
Departments will have systems in place to cover this.

If I have a problem with the system what will I do?
We plan to develop a network of super users so there will be someone in your area who can provide advice and guidance.

…and another thing

For the “techies” among you, the system is based on the oracle HR system has been adapted to meet the needs of NHS Scotland. The links with payroll and other national systems has also been developed.
Wedding Show is a hit with brides-to-be

Brides-to-be from across the west of Scotland gathered at The Beardmore Hotel’s Wedding Show recently.

Almost 250 people turned out for the event on Sunday 12 August – including 92 brides – to get a first hand look at the venue’s unique indoor and outdoor wedding facilities.

Future brides, grooms and their families also had the opportunity to chat to more than 20 wedding service providers who exhibited on the day. The Beardmore regularly works with local companies to help brides organise the finer details of their wedding so the show was an ideal opportunity for them to come along and show off a wide range of products – from cakes and flowers to cars and photography services.

But the biggest hit of the day was the wedding catwalk, featuring the latest trends in bride, groom and mother of the bride outfits from top wedding outfitters Aimee Bridal, Wedding Wise and Kilts4U.

Kirsten Burke, Event Manager at the Beardmore, said: “We love weddings at the Beardmore and the wedding show is a great way to let brides to be see our facilities set up for a wedding and to give them an opportunity to sample some of our great tasting food.

“We were delighted that so many people came along to see what we have to offer and hope they enjoyed the show as much as we did. There was a great party atmosphere thanks to our friends at Your Radio who broadcast live from the show, as well as the fantastic music acts who showcased their talents throughout the day.”

The Beardmore has a range of wedding packages to suit every budget and can host civil, humanist and religious ceremonies in one of their function suites, outdoors in the pergola or host drinks receptions on the patio, both of which overlook the River Clyde.

For more information on weddings at the Beardmore, or to speak to a wedding coordinator, call 0141 951 6006 or email weddings@beardmore.scot.nhs.uk

Medical Director off to pastures new

We say a fond farewell to Alistair Flowerdew, our Medical Director, as he leaves us at the end of October for a new position as Medical Director in Reading.

Recruitment work is already underway to secure our new Medical Director but there will be a period where we will have interim arrangements in place.

Mike Higgins, our Associate Medical Director (AMD) for Surgical Specialties, has agreed to become our Interim Medical Director. This is a task he will perform alongside his role as AMD and will mean that Mike will step away from his clinical duties from October until further notice.

Hany Eteiba, our Associate Medical Director for Regional and National Medicine, has also agreed to undertake additional work related to the Medical Director position too.

Mike Higgins said: “Both Hany and I want to continue the progress that Alistair has made during his three year tenure as Medical Director.

“By doing this together we hope that it will result in a smooth transition for, not only the interim period, but when the appointed new Medical Director starts.”
They provide service with a smile throughout the hospital so we thought it was about time to turn the spotlight on the Catering Department and give the tireless team some well deserved recognition for all their hard work...

From providing patients on the wards with freshly made, nutritionally balanced meals, to serving in the hospital restaurant or delivering catering for an internal or external meeting, the Catering Department, headed by Pamela Mailler, have got it covered.

And it doesn’t stop there. The team go above and beyond their everyday duties to help cater for events such as the Lancastria memorial and the 10th anniversary launch – and the hospital restaurant is the main focus of the school’s competition (see page 17 for more information).

Meet the team

Vending machines

The Catering Department also manage most of the hospital’s vending machines. The Level 1 vending machine on the East side of the building is available for use all day, every day, while the machines in the hospital restaurant can be used outside of service hours on weekends for those who want a hot meal.

New beverage trolleys

New beverage trolleys will soon be in use by the Catering Department to provide an even better tea, coffee and hot drinks service to our patients.

Julie Carter, Director of Finance, says: “On behalf of the Board I’d just like to thank the Catering Department for all their hard work and dedication in every aspect of their work. We continually receive excellent feedback from patients and visitors who can’t praise the quality of food and service of the staff highly enough.”
As a national resource serving NHSScotland, we are committed to ensuring that Equality and Diversity is at the heart of all that we do.

We recognise that by valuing all staff as individuals and creating an environment where staff feel valued, motivated, treated fairly and can genuinely fulfil their potential. This, in turn, results in a workforce who are capable of delivering high quality services that are fair, accessible, appropriate and responsive to the diverse needs of our patients and customers.

This is our vision for equality and diversity but actually what does it all mean?

What is Equality and Diversity?

**Equality** ensures that every individual has an equal opportunity to make the most of their lives and talents, and believing that no one should have poorer life chances because of where, what or whom they were born, or because of other characteristics. It is recognised that, historically, certain groups of people with particular characteristics have experienced discrimination.

**Diversity** is valuing everyone as an individual, recognising that a ‘one-size-fits all’ approach to managing people does not achieve fairness and equality of opportunity for everyone, given that people have different personal needs, values and beliefs.

Underpinning the overall ‘Equality and Diversity’ banner, there are nine ‘Protected Characteristics’.

How do we support Equality and Diversity?

Equality and Diversity within our organisation is supported through our:

- equalities group;
- diversity champions; and
- equality and diversity training.

Our Equalities Group

Our equalities group take forward the Board’s agenda under the nine protected characteristics of equality (as above).

The group is chaired by Lindsey Ferries, Director of HR, and membership includes staff from across the organisation. All members support the overall delivery of the Board’s Equality agenda but also have an interest in particular characteristics.

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**Age**

Eleanor Lang
Nursing
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**Disability**

The Equality Act defines disability as “a physical or mental impairment which has a substantial and long-term adverse effect on a person’s ability to carry out normal day-to-day activities. People who have had a disability within the definition are protected from discrimination even if they have since recovered...”

Mark Swatton
Clinical Governance
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mark.swatton@gjnh.scot.nhs.uk

**Race**

Innocent Jakisa
Clinical Governance
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innocent.jakisa@gjnh.scot.nhs.uk

**Religion and Belief**

Includes religion and non-religious belief systems, such as atheism or humanism. Everyone has the right to freedom of thought, conscience and religion; this right includes freedom to change his religion or belief, and freedom, either alone or in community with others and in public or private, to manifest his religion or belief in teaching, practice, worship and observance.

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5 Gender
Refers to a male or female of any age. In relation to a group of people it refers to men and/or boys, or women and/or girls.

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Natalie Adam
Human Resources
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natalie.adam@gjnh.scot.nhs.uk

6 Gender Reassignment
Applies specifically to transsexual men and women. It refers to a process of social, emotional and physical (that may or may not involve medical and surgical treatments) transition. The law protects people who are intending to go through, are currently going through, or have undergone the process of gender reassignment.

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7 Pregnancy and Maternity
Protects women during their pregnancy, from when the pregnancy begins, normally ending when the woman returns to work.

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Natalie Adam
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8 Marriage and Civil Partnership
Means that if you are married or in a civil partnership, the Board must not treat you worse than they treat staff who are not married or not in a civil partnership. The Board must also treat staff who are married or in a civil partnership the same.

Carole Anderson
Performance and Planning
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carole.anderson@gjnh.scot.nhs.uk

Jane Christie
Senior Management
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jane.christie@gjnh.scot.nhs.uk

9 Sexual Orientation
A combination of emotional, romantic, sexual or affectionate attraction to another person. In other words, it’s about who you are attracted to, fall in love with and want to live your life with. This can include attractions to:
- people who are the opposite sex (i.e. heterosexual, straight men and women);
- people who are the same sex (i.e. gay men, gay women/lesbians); and
- people of both sexes (i.e bisexual men or women).

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Jane Christie
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Our diversity champions

In May 2012, 18 staff members from across the organisation were trained to be diversity champions. These Champions will raise awareness of equality and diversity within their teams and across the wider organisation.

What are diversity champions?

Diversity Champions provide a focus and communication channel for the discussion and implementation of equality and diversity concerns and practices in the organisation. They will also assist in the promotion of equality of opportunity across our Board.

To do this the champions will:

- help drive behavioural and cultural change across the service;
- embrace NHS Scotland's core values and demonstrate positive behaviours to colleagues and patients;
- raise awareness of relevant NWTC policies, e.g., Dignity at Work;
- encourage individuals to speak up for their issues and concerns;
- advise informally on equality and diversity issues and procedures;
- challenge constructively those who behave inappropriately by referring to existing policies where it is safe to do so;
- contribute positively in any conversations about equality and diversity;
- network with other equality and diversity champions for support and sharing of good practice;
- raise awareness of equality and diversity;
- participate in relevant updating, training and personal development; and
- recognise that certain issues will require confidential treatment and act as appropriate, within the recognised guidance.

Our diversity champions:

<table>
<thead>
<tr>
<th>Name</th>
<th>Title</th>
<th>Department</th>
<th>Contact</th>
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Supporting equality and diversity through training

Currently, all staff must complete Equality and Diversity training at least once during their employment at NWTC. The training is delivered in a blended learning approach which comprises a short e-learning module (Part 1) and a classroom session (Part 2).

The e-learning module will enable staff to:
- Recognise the key words/terms associated with Equality and Diversity.
- Consider the various ways in which discrimination can occur.
- Review the legal and organisational drivers which promote equality.
- Review the Protected Characteristics from the Equality Act 2010.
- Consider the impact of Health and Social Inequalities in Scotland.
- Recognise your rights and responsibilities in relation to equality and diversity within the National Waiting Times Centre (NWTC).
- Access resources for further support and information

The classroom session “Valuing Diversity” is focused on behaviours, attitudes and stereotypes.

Our key equality and diversity achievements so far...

There are many examples of our equality and diversity achievements over the past 10 years. These include our:
- child protection policy and procedure;
- child protection training;
- dementia strategy;
- dementia champions;
- dementia training;
- vulnerable adults action plan;
- “Positive About Disabled People” – this means that the Board is positive about employing disabled people
- disability equality scheme;
- assistance dogs policy;
- volunteer assistance dogs sitters;
- gender equality scheme;
- equal pay statement;
- race equality scheme;
- interpretation and translation services;
- Stonewall Diversity Champions; and
- participation in Stonewall Workplace Equality Index.

Moving forward...

Apart from the addition of diversity champions to our Board, here are some more key equality and diversity priorities for us:
- In December 2011 the Board became the first NHS organisation in Scotland to signup for the new Investor in Diversity standard. Work is progressing to achieve this standard.
- We are holding an Equality Celebration on 4th October to promote equality and diversity across the Board.
- We are in the process of delivering our values programme, which will highlight the positive values that are currently in place within the Board and set the challenge of improving on this good work. These values reflect how we treat each other, as well as how we treat our patients/customers.
- The Board will publish Equality Outcomes by April 2012.

Want to know more?

If you are interested or would like further general information on our work on equality and diversity, please contact Lindsey Ferries, Director of Human Resources on 0141 951 5039 (ext. 5039) or by e-mailing lindsey.ferries@gjnh.scot.nhs.uk

However, you can also contact any of our leads or diversity champions on the telephone numbers and e-mails addresses provided. They will be delighted to hear from you.

For more information on our equality and diversity training, please contact Learning and Development on extension 5416.
Setting the record straight

Just so we all know:

- Staff discount only applies to tea, coffee, soup, main meals and hot desserts.
- The hospital restaurant cash registers have recently been reprogrammed to include every available item – prices haven’t gone up but you will now be charged the correct amount for something that you may previously have been undercharged for.
- Everyone is kindly requested to open their boxes for the cashiers to make sure you are charged accordingly.
- Metal cutlery and non disposable plates will be available again when the new dishwasher is installed (18/19 October) – please remember to return these to ensure there is a constant supply available for everyone’s use.

And here’s what the patients are saying...

“Excellent, satisfactory size, served up by staff who were to a high standard and friendly.

Spoiled for choice, very high standard, staff perfect for the job, friendly and always smiling, it makes such a difference.

Nosh first class, keep it up.

Very nice, lovely and hot, very good selection.

The meals were extremely good, I have never had a meal so good in a hospital before.

The food in this hospital is wonderful, good quality, very professional.

Like everything else in this place the standard of service was superb."
Ground-breaking Breast Cancer campaign launches in Scotland

With the startling fact that one in nine women will be diagnosed with breast cancer in their lifetime, more needs to be done to inform and educate women on spotting the possible signs of breast cancer.

A new Scottish Government Detect Breast Cancer Early programme has been launched which aims to improve cancer survival rates by increasing the proportion of Scots diagnosed in the earliest stages of the disease, when a better range of treatment can be made available to patients.

Frontline healthcare workers will be key to this campaign by clarifying and educating patients on the symptoms of breast cancer, as research has indicated that many women are not aware that lumps are not the only sign of breast cancer. This all helps to ‘normalise’ the discussion around breast cancer in a way that gives women confidence to acknowledge, discuss and seek help about their concerns.

Central to the new campaign is a groundbreaking TV advert, which features a well known Scottish actress and is a UK-first – using images of breasts from real women who have experienced breast cancer. The images all show different signs of breast cancer including rashes, bleeding from nipples, puckered skin and inverted nipples. The end strapline is ‘Lumps aren’t the only sign of breast cancer’.

It’s hoped the advert will give women the confidence to talk about cancer by providing them with facts, figures and knowledge on how to spot signs and symptoms. Members of the public will be encouraged to act quickly if they notice any unusual or persistent changes to their body or health and make an appointment with their GP at the earliest opportunity.

Campaign adverts will appear across TV, radio, press and magazines over September and October. The activity is also supported by a national roadshow on mainland Scotland at the same time.

NHS Scotland, leading clinicians and Scottish charities have given their support to the campaign and healthcare professionals across Scotland are being urged to promote the importance of detecting cancer in its early stages to patients.

£10m for the first time - and at the end of August stood at £10,001,841.

The achievement follows the Credit Union winning a prestigious national award this year - while watching its membership soar.

Credit Union Vice-Chair, Hugh Sweeney said: “It is a major milestone in our organisational history. It’s testament to the loyalty of our members that at a time when money is tight, they are joining in growing numbers - and trusting us with record levels of savings.”

Since starting life in November 1998 in Glasgow’s Southern General Hospital, the NHS Credit Union has grown to more than 8,000 members.

It has given out more than £35 million in loans, with new products being added to the range to offer members even more choice. These include a groundbreaking mortgage partnership scheme which resulted in the Credit Union being named joint winners in the Innovation Category at the Unity Trust Credit Union Awards ceremony in London.

Other additions to the package offered by
Hope

The end of July saw a temporary transformation of the main hospital corridor and the conservatory with an exhibition of art work by local artist and retired art teacher Margaret Craig. The exhibition was part of the hospital’s 10th anniversary celebrations, and was in particular a tribute to Andrew Graham, until recently our hospital chaplain, and to other members of staff who have died since the opening of the hospital.

Margaret uses a variety of media including acrylics and different types of fabric work. The pictures were inspired by Bible verses, and illustrated the theme of Christian Hope.

Niall Munro, Consultant Orthopaedic Surgeon, was instrumental in setting up the exhibition.

He told JABS: “We’re very grateful to all those in the hospital who helped in so many ways to set up the exhibition. Thank you also to those who left comments, or simply took the time to look at the pictures and consider their meaning.

“We were struck by how many staff, patients and relatives said that the sheer vibrancy of the art work had brightened up their day, or how much they had enjoyed the skill behind them. Perhaps most of all, however, we were struck by the number of people who said that they had been inspired by the exhibition to think again about the deeper meaning of life.”

Margaret Craig can be contacted through Niall Munro at Niall. Munro@gjnh.scot.nhs.uk

That growth has seen more jobs created within the organisation, which now employs nine staff at its base in Dava Street, Govan. Those staff will be delighted to offer members advice on loans or other aspects of the credit union services.

As the name suggests, the Speedy 500 is a simple loan of up to £500 without the need for full credit checks - meaning the money can be with you far quicker. And it’s open to members who have been with us for just three months.

The Budget loan offers the facility to top up borrowing to a maximum of £1500. It’s available even if you have another loan outstanding - with fewer restrictions - and fixed monthly repayments.

The growing range of borrowing facilities available meant members taking advantage of loans totalling more than £4.6million at the end of August.
Scotland’s national hospital has teamed up with one of the country’s leading visual arts organisations to create a series of artworks celebrating their first 10 years as part of the NHS in Scotland.

Project Ability members will create a range of art work which will go on permanent display around the Golden Jubilee National Hospital from the spring.

And as all of the artists involved in the project have been patients, or are relatives of patients, the pictures will have a real connection for the hospital’s staff and future patients.

The exhibition has been funded thanks to the generosity of those who have made donations to the hospital as a thank you for the care provided.

Key messages about project:
• Commissioned because of our 10th anniversary
• Funded by donations (i.e. not NHS funds)
• Giving something back to the local community
• All of the artists have a connection to the hospital – either as patients/relative of patient.

Sandie Scott, Head of Corporate Affairs at the Golden Jubilee, said: “Project Ability has an excellent reputation for creating opportunities for people with disabilities and mental health issues and we are delighted to be working with them to celebrate 10 years of excellence in the NHS.

“Being able to express yourself can help you cope with or recover from an illness, injury or procedure, so we fully support the work that Project Ability does to give their members the opportunity to express themselves and achieve artistic excellence.

“We are looking forward to seeing the final art works and displaying them around the hospital for all of our patients, visitors and staff to see.”

About Project Ability
Project Ability is a Glasgow-based visual arts organisation with an international reputation for excellence. They create opportunities for people with disabilities and people with mental health issues, aged 5 years to 80 plus, to express themselves and achieve artistic excellence.

Over 300 people each week take part in their year round programme of workshops, events and exhibitions which are held in their centre in Trongate 103 and in community venues throughout the city.

Project Ability work in partnership with people with disabilities and their support agencies across the UK and develop local, national and international arts projects, creating opportunities for people to network, share their practice and exhibit their work.
By George, it’s Her Majesty!

Our very own George Cowan, Registered Nurse, had the honour of meeting Her Majesty the Queen when she visited Clydebank on 4 July.

George was delighted to be chosen to represent the hospital and to hand over a card designed by the Communications Department especially for Her Majesty’s Diamond Jubilee celebration.

Accompanied by his very proud mum, George was part of a special reception held at St Margaret’s hospice followed by a marquee lunch in the grounds of Our Holy Redeemer Primary School.

MBE for HDU Manager Janette

The Golden Jubilee National Hospital is proud to announce that their High Dependency Unit Manager and Senior Charge Nurse, Janette Gilbert, has been recognised as a Member of the Order of the British Empire (MBE).

The news broke when the Queen’s Birthday Honours List for 2012 was published. Janette was awarded the MBE ‘for services to Nursing and to Vulnerable People in Ayrshire’.

Janette, who lives in Troon, has been nursing for 26 years and has worked at the Golden Jubilee since 2008. As well as working full time, Janette regularly volunteers to help those who need it most.

The MBE recognises Janette’s career in nursing, as well as her tireless efforts for several Christian and non-Christian charity groups in Ayrshire who provide vital support for recovering drug addicts and alcoholics. Janette devotes her weekends to helping homeless European fishermen through the Fisherman’s Mission charity and will spend her summer holidays working with the CLAN youth group.

In April this year, Janette travelled to South Sudan as part of a Medic Assist International medical team to provide much needed medical assistance and equipment to the people of Yei and the surrounding area.

Speaking after the list was announced, Janette said: “I feel extremely humbled to receive this award. As a Christian, I strongly believe that everything I do, I do for God. I’m very privileged in my role as a nurse to be in a position to help so many people. I would like to take this opportunity to thank my colleagues and friends who have supported my work, in particular those who put me forward for this honour.”

Shona Chaib, Nurse Director at the Golden Jubilee National Hospital, added: “We are delighted for Janette. She is extremely deserving of this honour as she devotes so much of her time, both in and out of work, to helping others. There really couldn’t be someone more worthy of this tribute.”

Janette will travel to London in October to receive her MBE at Buckingham Palace.
Welcome to:
The Golden Jubilee National Hospital will shortly be welcoming three new full time Consultants to enhance the specialties it provides.

Dr Andrew Sinclair

Dr Sinclair is currently a Specialty Registrar in Anaesthesia in the Southern General Hospital, Glasgow. Dr Sinclair undertook his specialist training in anaesthesia in the west of Scotland, including a period at the Golden Jubilee. He will join the Golden Jubilee as a Consultant Cardiothoracic Anaesthetist.

Professor Nawwar Al-Attar

Professor Al-Attar has been working as a Consultant Cardiac Surgeon in Hopital Bichat Claude-Bernard in Paris since 2005. Prior to that Professor Al-Attar was an Associate Surgeon in adult and paediatric cardiac surgery in Centre Chirurgical Marie Lannelongue in France. He will join the Golden Jubilee as a Consultant Cardiothoracic Surgeon (Transplantation).

Dr Colum Owens

Dr Owens has worked at the Golden Jubilee National Hospital as a Locum Cardiologist since August 2011. Prior to this Dr Owens worked as a Congenital Fellow in McGill University in Canada. He becomes our new Consultant Cardiologist for the Scottish Adult Congenital Cardiac Service.

Schools competition is picture of health

The Golden Jubilee National Hospital, in partnership with West Dunbartonshire Council, has launched two competitions for local primary schools as part of its 10 year anniversary celebrations.

All primary school children in the local area have been invited to take part in a ‘Picture of Health’ drawing competition to design a ‘healthy face’ using fruits and vegetables to represent facial features. Pupils can take inspiration from the five a day health eating information provided with the entry form.

The school children have also been asked to come up with a name suggestion for the hospital restaurant where hundreds of staff, patients and visitors eat every day.

Jill Young, Chief Executive of the Golden Jubilee, said: “We wanted to involve West Dunbartonshire schools as we celebrate a decade with the NHS as a way to thank the local community for all their support.

“It’s so important to encourage young people to eat healthily but we hope to do it in a fun way that they can enjoy. It also felt very important to us to let the local children have the chance to really be a part of what we do here at the hospital by giving them the opportunity to name our restaurant – something that is so integral to our structure and will be here for many years to come.

“We’re really excited about the competitions and can’t wait to see what the pupils come up with.”

The top three drawings will be chosen by the hospital’s panel of judges and the winning artists will receive a prize.

The judges will also select the winning restaurant name and the pupil who suggested it, along with his/her classmates, will be invited to an unveiling ceremony in October where they can see their idea come to life. The class will also have the opportunity to make up their own healthy lunchbox in the restaurant.

West Dunbartonshire Council’s Convener for Educational Services, Councillor Patrick McGlinchey, said: “These two competitions are a great way to reinforce the healthy eating message, which is already so important in our schools, and I’m sure they will capture the imaginations of our pupils.

“We certainly have many talented kids across all our primary schools, so I think the judges can look forward to seeing some fantastic drawings, as well as some exciting restaurant names.”

Both competitions will close on Friday 12 October, so look out in the next issue of JABS for information on the winners.

Voluntary severance

Our Voluntary Severance scheme was re-opened on Friday 14 September 2012.

The voluntary severance scheme is open to all members of staff employed by NWTC. However, to be eligible, applicants must:

- be permanently employed or on a fixed term contract (where redundancy rights apply);
- have at least two years continuous NHS service;
- not be designated for a future transfer to another NHS organisation; or
- work in a post which cannot be replaced on a like for like basis.

If you would like to express interest in Voluntary Severance you should email David Miller, Head of Human Resources on david.miller2@gjnh.scot.nhs.uk by 12 October 2012. Full terms and a confirmation of interest form are available using the following link: http://staffnet/gjnh/departments/corporate/human_resources/docs/Voluntary Severence Terms.doc
Win tickets to Blue/Orange at the Theatre Royal, Glasgow, courtesy of our friends at the Ambassador Theatre Group.

A thrilling psychological play, Blue/Orange was instantly recognised as a landmark event, winning every major award for Best New Play. Now, Theatre Royal Brighton Productions brings this exhilarating piece to a new national audience in a fresh production created by Artistic Director Christopher Luscombe (The Madness of George III, Dandy Dick and Spamalot in the West End) and starring Robert Bathurst (Downton Abbey, Wild at Heart, Cold Feet).

Blue/Orange is the electrifying story of Christopher (Oliver Wilson), who believes that a notorious military dictator is his father. In a battle of wills, his psychiatrist Robert (Robert Bathurst) plans to thrust him back into the community, but a young doctor (Gerard McCarthy) thinks this is too soon. A compelling and witty battle of freedom and ambition unfolds.

Blue/Orange runs at the Theatre Royal Glasgow from Tuesday 6 - Saturday 10 November 2012.

We have five pairs of tickets for the performance on Saturday 10 November at 7.30pm. To win, simply answer the following question on the entry form below and return it to the Communications Department by Tuesday 23 October 2012.

Robert Bathurst was recently seen in which ITV period drama?

Blue/Orange £10 Ticket Offer*

Call 0844 871 7647 (bkg fee) and quote NHS £10 Offer
Book online at www.atgtickets.com/glasgow (booking fee) and enter promo NHS10

*Terms and conditions apply. Offer is subject to availability, on all performances Tuesday 6 November to Saturday 10 November. Not valid on tickets already purchased and only one discount can apply at any one time.

Blue/Orange Competiton entry form

Robert Bathurst was recently seen in which ITV period drama?

Name ....................................................................................................................

Department ...........................................................................................................

Ext no. ................................................................................................................}

Excellence Awards 2012

Nominations are now closed for the Excellence Awards 2012.

Part of our 10 year celebrations, the awards recognise individuals and teams who have made a difference to our organisation.

Staff and volunteers have been nominated by colleagues, patients and members of the public in the following categories:

- Excellence in quality customer care
- Excellence in involvement
- Excellence in quality services
- Excellence in collaboration
- Excellence in innovation
- Excellence in our environment
- Excellence in volunteering

The winners will be announced at our Annual Review on Wednesday 24 October.

The Excellence Awards are supported by our friends at Orion Health.
Thank you from

Dear all

A HUGE thank you to everyone who helped make the Gala Day such a success. It was a wonderful day, enjoyed by all who attended, and was testament to the careful planning that went on beforehand. In particular, I’d like to give a special mention to the following:

The Gala Organising Team who contributed so much of their time, ideas and enthusiasm in preparation for the Gala Day and on the day itself.

Everyone who very kindly donated prizes for the raffle and tombola stands and supported the event by buying tickets.

All of the volunteers and helpers on the day who stood in the rain, wind and sunshine collecting tickets, putting children on ponies, encouraging staff participation in games and wellie throwing, making cupcakes, exchanging cash for vouchers, managing face painting queues, judging competitions, manning stands, flipping burgers, attending to the tombola and raffle, serving drinks, keeping children amused on obstacle courses and bouncy castles and giving directions and advice – we couldn’t have done it without you!

The brave pelt the boss ‘victims’ - Sandie Scott, Iain (Chef) Ramsay, Alistair Flowerdew, Alan Kirk, David Miller, Mike Higgins and William Edwards.

The Materials Department who got fully involved in every event and deserve a Gold Medal for most staff participation at the event. And congratulations to the Materials Ladies who won the Tug of War!

Shane and his colleagues in the Jukebox Band for the music, entertainment and MC.
The Beardmore team who came in extra early to make sure the infrastructure was in place.

Family members of staff who gave a helping hand.

And finally, a VERY BIG thank you to the following external companies for donating prizes, equipment and/or their time. We are so grateful for their generosity. Without them the Gala Day wouldn’t have been half as much fun!

- Subsea 7
- World of Golf
- Cameron Presentations
- Jury’s Inn, Aberdeen
- Church of Scotland
- Clydebank Rugby Club
- Clydebank High School
- Arc Marquees
- Gannet Search and Rescue

Jeane Freeman, Chair
Gala delight

The Golden Jubilee National Hospital’s 10 year anniversary Gala Day Sunday 16 September was a roaring success.

Staff, their friends and family and members of the local community came along to share the fun and celebrate the hospital’s 10 years as part of the NHSScotland family.

The Gala Day was officially opened by Rear Admiral Michael Gregory OBE, Lord Lieutenant for Dunbartonshire. Activities and entertainment included:

- 24ft climbing wall
- Simulated surfing
- Pony rides
- Birds of prey
- Beat the goalie
- Bouncy castles
- Sports day games
- Face painting
- Live bands (1.30pm and 3.30pm)
- Dance displays (3pm)
- Tug of war (3.30pm)

Competitions were held throughout the day with prizes for the best homemade scones, tablet, clootie dumpling and more. A special children’s fancy dress competition will see local youngsters dressing as “what I want to be when I grow up”.

The Gala Day also showcased the work that goes on within the hospital and hotel and guests will have the chance to speak to members of staff and find out about the range of career options available within the NHS. A stand from Clydebank College and displays from the Scottish Ambulance Service and Fire Service continued the career theme.

There were stalls selling local produce and handicrafts and tasty treats will be available to purchase from the on site BBQ.

Although every care is taken with materials submitted, e.g. photographs, no responsibility can be accepted by the magazine staff in the case of loss or damage for any reason whatsoever. Views expressed by contributor are their own and do not necessarily reflect those of the Communications Department or NHS National Waiting Times Centre.

JABS is distributed to employees of the Golden Jubilee National Hospital and Beardmore Hotel and Conference Centre. For extra copies of JABS, please contact the Communications Department.

Wedding belle!

Congratulations to Eilidh Rafferty of Housekeeping who married Davy on 24 August at Bearsden Registry Office.

The new Mr and Mrs Griffin celebrated after the ceremony at Clydebank Bowling Club.

We hope you enjoyed your special day!

Baby Foley

Congratulations to our colleagues Paul and Kerry Foley on the birth of daughter Jessica Kate – a sister for Erin and Rebecca.