



JETS Workforce – Celebrating collaboration and expanding reach in Scotland

The JETS Workforce programme has worked collaboratively with our contacts, Catherine Boylan and Stephanie Wallace, in Scotland to increase accessibility to our courses. With both a virtual and face-to-face course being delivered successfully last year. So, we wanted to catch up with them to get their thoughts on the development.

Tell us a little bit about how you came to be in your current roles?

Catherine Boylan

In 2021 a business case was approved and funded by the Scottish government, to establish an endoscopy training academy in Scotland. The hub was to be at the Golden Jubilee, but the endoscopy unit needed to progress getting JAG accreditation to be the hub. I was the service manager at the Golden Jubilee, so led the process to gain the accreditation. This role came up late 2021 and it seemed like a good time in my career to make a sideways move to something new and exciting like this. I've not regretted it!



Stephanie Wallace

I currently work in a dual role: 18.5 hours clinically within Lanarkshire Endoscopy Services and 18.5 hours seconded to the NHS Scotland Academy NETP as a Senior Educator. This allows me to stay hands on in clinical practice while shaping education and workforce development nationally. On qualifying, I went straight into endoscopy nursing and have remained in this specialty ever since, taking on various roles within my unit. I've also worked across multiple units in Scotland through agency shifts, which gave me a broad perspective on service delivery.

My involvement in the JETS Workforce rollout within Lanarkshire sparked my interest in education, and through a working group developing the Assistant Practitioner Endoscopy Programme, I learned about the NETP educator role, leading me to where I am today.



You were recently involved in facilitating an ENDO1 course in Scotland, can you please explain what motivated you to run these courses?

Catherine Boylan

There are now three accredited NHS endoscopy units in Scotland plus one private sector and others are starting to work towards in the longer term. We'd toyed with adding the running of ENDO1 and potentially ENDO2, to our course portfolio and had made enquiries with JAG on going about this. Stephanie is the lead on our Assistant Practitioner programme and is also faculty on ENDO1 but couldn't do it alone. We agreed two of our other faculty would do the training and then we could potentially run some courses, but that was a long process and now actually one of those is about to start her nurse Endoscopist training. JAG office approached us about supporting the running in Scotland meantime and we grabbed the opportunity. Unfortunately, with so few units accredited, this was not their priority, and it took a lot of persistence and persuasion to get places filled.

Stephanie Wallace

I've been part of the JETS Workforce rollout from the very beginning and served as ENDO1 faculty since its launch. I've now completed ENDO3 training and am pursuing ENDO2 faculty training, with the aim of supporting its rollout across Scotland. As an existing ENDO1 faculty member, I had experienced challenges in Lanarkshire with getting colleagues onto virtual ENDO1 courses. Face-to-face sessions were even harder to arrange due to logistical issues around time and expenses. With JAG accreditation requiring mandatory compliance, we felt that running a national ENDO1 course could help accelerate uptake and support units on their accreditation journey. At the time, Scotland had three accredited units and others progressing towards accreditation, so this seemed like a logical and impactful step. I also have a colleague in Fife currently completing faculty training, but as this is a lengthy process, delivering the course nationally allowed us to bridge that gap and strengthen workforce development.

How have you seen endoscopy for the Workforce change since you started?

Catherine Boylan

Absolutely! For our Endoscopist workforce, there has been a huge change in practice with statistically significant change to KPIs and patient outcomes. As part of this process our nursing teams have also changed and have been upskilled alongside our endoscopists. We also have a programme, that Stephanie leads, for nurses who are new to endoscopy, and this too has made an impact on our workforce

Stephanie Wallace

The changes in the endoscopy workforce since I started have been significant. One of the biggest steps forward has been the introduction of standardised training for healthcare



support workers, which has created a clear pathway for skills development. Building on that, the introduction of Level 4 Assistant Practitioners has been a gamechanger in supporting sustainable workforce solutions and addressing staffing pressures.

We've also seen major advances in training and competency frameworks, such as ENTS training within the NHS Scotland Academy and the standardised competency approach through the JETS Workforce programme, which has raised the bar for quality and consistency across the UK.

On the technology side, the evolution has been remarkable, from 4K HD screens providing the best possible image quality to the integration of AI in endoscopy, assisting with polyp and cancer categorisation. These innovations are transforming both clinical practice and patient outcomes, making endoscopy safer, more accurate, and more efficient.

What positive changes have you seen from working with the JETS Workforce programme?

Catherine Boylan

Whole team improvement that has impacted on patient outcomes.

Stephanie Wallace

In clinical practice when assessing endoscopy competence there is now more focus on non-technical skills. Before it was very much just assessment of the technical skill required to complete the procedure. Now, when assessing competence, the assessment also encompasses communication, teamwork, situational awareness, leadership, planning & problem-solving skills. The whole learning environment for nursing staff new to endoscopy feels more supportive wholistically rather than just on technical ability.

Are there any future developments you would love to see in the Scottish workforce?

Catherine Boylan

We are very much reactive to needs so over the last four years have developed colon upskilling, polypectomy, TCT, ENTS and more recently TGT and Upper GI Best Practice. We also have the nursing courses as above and have updated and improved our Basic skills courses. We were to be part of the admin pilot, and this is still an area we need to consider, but the team who were going to participate were going through a significant change and the timing wasn't right to take part. I did though go through the resources and give feedback. We've also organised two large scale conferences on polypectomy- getting the simple things right, with over 100 at each and are planning an upper GI event of this type in the spring. For now, we will continue to ensure things are up to date and appropriate but will venture more again soon, I'm sure.

Stephanie Wallace

My passion lies in improving workforce capability and career progression in endoscopy. Through NETP and JETS Workforce, I'm helping create structured pathways for both



registered and non-registered staff, ultimately enhancing patient care and service resilience. Looking ahead, I see a real focus on creating sustainable career pathways and improving workforce resilience in Scotland. The Assistant Practitioner programme is already helping to bridge gaps, and I expect to see more structured development opportunities for both registered and non-registered staff. There's also a growing emphasis on standardised training through initiatives like JETS Workforce, which will ensure consistency and quality across all units. Digital learning and simulation will play a bigger role, making training more accessible and flexible. Ultimately, the goal is to build a workforce that feels supported, skilled, and ready to meet increasing demand while maintaining high standards of patient care.

How have you found joining the JETS Workforce programme as a faculty member impacted your view on working and training in Endoscopy?

Stephanie Wallace

Joining the JETS Workforce programme as a faculty member has really broadened my perspective on training in endoscopy. It's shown me the value of structured, standardised education and how it can transform both confidence and competence in the workforce. Being part of faculty has highlighted the importance of collaboration across roles and organisations, and it's reinforced how critical ongoing professional development is for patient safety and service quality. One of the biggest benefits has been the networking opportunities, not just across Scotland, but also with colleagues in NHS England and Ireland. Sharing ideas and best practice across these regions has been invaluable and has given me a much wider understanding of how workforce development can be approached nationally and internationally.