

Minutes of Patient Focus Public Involvement Group

Held on Friday, 26th May 2023 at 10.00am on Microsoft Teams

In Attendance: Les Malone (LM), Quality and Performance Manager – Chair
Mike Dolan (MD), Head of SMART Services
Tash Chaudhry (TC), Specialist Doctor
Kimberley Wards-Silva (KWS), Senior Prosthetist
Beth Dias-Scoon (BDS), Clinical Scientist
Hannah Gillies (HG), Trainee Clinical Scientist
Graham Henderson (GH), Lead Clinical Scientist
Liz Love (LL), Orthotist
Kevin Inglis (KI), Wheelchair Service Manager
Leah Forbes (LF), Administration Team Leader
Bethany Wright (BW), Administration Officer

Patient Representatives: John Hill (JH), Patient Representative
George MacLeod (GMacL), Patient Representative

Apologies: Cath Robertson (CR), Therapy Lead

| Items | Actions |
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| 1. Welcome, Introductions & Apologies | |
| The group noted the above apologies. The Group welcomed BW to the group. | |
| 2. Minutes of Previous Meeting – 31st March 2023 | |
| The group accepted the previous meeting minutes as an accurate and true representation of the meeting. | |
| 3. Matters Arising | |
| <u>SMART Website</u> <ul style="list-style-type: none">It was noted that the launch of the new website was coming up for 1 year on 16th June 2023 and was starting to show an increased usage by patients and service users. It was agreed that it would be useful to review the number of emails which are being received weekly and take a snapshot to gauge which service forms are being used and where we can improve. LM/LF to action.LM advised there are opportunities to add other forms for patients to access services. It was suggested that this was discussed further within Teams and to contact LM about any proposed updates or new online forms to be added. | LM/LF ALL |
| <u>East Region SMART Consortium Group</u> <ul style="list-style-type: none">LM reported that the East Region SMART Consortium Group met yesterday and that patient representatives would be invited to attend the next meeting which was due to take place on 17th August 2023 at 2.00pm. LM explained that he would be arranging an introductory meeting with the chair (Colin Briggs, Director of Strategic Planning-NHS Lothian) and patient representatives. It was noted that there were no patient representatives from NHS Fife and NHS Borders as yet, however this was being followed up by the respective Boards. It was noted that the introductory meeting would be arranged for the end of July/beginning of August. | LM |
| <u>Prosthetic Fitting Rooms</u> | |

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| <ul style="list-style-type: none"> It was noted a room as been identified to use as a fitting room, however the room is still been used by another service. The service still requires to be relocated before this can be progressed. LM and MD had met with representative from PortaKabin a few weeks ago to discuss the proposed plans and quotations as discussed during the site visit. It was noted that the setup costs were around £20k; there would be additional rental or purchasing costs on top of this. It was note that MD would be preparing a case for additional storage onsite and would be sending on the details to Heather Tait, Hospital and Hosted Services Manager to review. MD noted that it would be useful to explore other options on the AAH site which included storage facilities at Headway House, however the space was currently being used by another service. KWS advised that the new Fitting Room does not have a mirror fitted and noted that a job has been raised with Estates to have this installed. | KWS |
| <p><u>Digital Communication Board SMART Reception</u></p> <ul style="list-style-type: none"> KWS advised she was still looking into posters to display on the Digital Communication Board in the Main Reception and would arrange for these to be forwarded to CT when available. KWS advised she was still in talks with other services regarding pulling together a slide for each service using information available from the SMART Website to conduct service information on a monthly rotation. | KWS KWS |
| <p><u>Artwork/Displays SMART Reception</u></p> <ul style="list-style-type: none"> LF advised SMART were given a Prosthetic arm from World War 1 to put on display. She advised the Prosthetists mentioned they have a Prosthetic leg and SMART have an old wheelchair to display. LF plans to have the items on display within the next few weeks as she has sourced a lockable glass cabinet. LM reported that the corridor has been prepared for the artwork and that he was waiting to hear from the Royal Scottish Academy for Artwork and the Hospital Exhibitions Manager on a date as to when they will be coming to mount the displays. | LM/LF |
| <p><u>Proposed Changes to Indoor/Outdoor Area</u></p> <ul style="list-style-type: none"> LM explained that he met with Iain Cartwright (Greenspace Project) to discuss artwork in the Indoor/Outdoor area. IC had invited an artist along who has prepared a proposal on a mural for the area. LM advised that the project would require funding and as SMART have various other projects ongoing at the moment; this project would be re-visited at a later date. | |
| <p><u>Invitation Poster to join SMART PFPI Group</u></p> <ul style="list-style-type: none"> LM showed the group a draft copy of the poster advertising for Patients to join the PFPI Group. The group suggested an alternative image be used and include a narrative as to why we are looking for more Patient input. LM advised an patient who had been a previous member of the group in the past had expressed an interest in joining the group. LM would follow this up. It was noted that it would be a good idea to brief staff regarding the PFPI Group and to the importance of the group, so if they receive interest they are able to relevant information and potentially promote the group to Patients they may think would be interested. | LM LM |
| <p><u>SMART Reception – Outdoor Space</u></p> <ul style="list-style-type: none"> LM advised work has begun on the outside of SMART, the bushes have been cleared as well as the roundabout and side space. LM will arrange to meet IC to see proposed plans for the spaces. LM advised seating and planters have been identified for the slabbed area outside SMART and has submitted a request to Endowments for funding. | LM LM/MD |
| <p><u>SMART Telephones –Answering Machines</u></p> | |

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| <ul style="list-style-type: none"> LM advised this was still ongoing and that he had left voice messages and sent emails requesting updates from Telecoms, awaiting response. KWS explained switchboard was putting calls through to the Clinicians desk phones, mainly from Continence Care and Social Service Patients. It was agreed LF would take this forward with switchboard and ask if they could provide a list of numbers they have for SMART so she can cross check and update as necessary. | LF |
| 4. SMART PFPI Action Plan | |
| <p><u>Demonstration and Virtual Tour Videos</u></p> <ul style="list-style-type: none"> It was noted that the Disabled Living Centre have completed film work for DLC general video and measure for a shower board. The group advised the background music was slightly too loud making it hard to hear the narrator. LM advised he would pass the feedback onto Sarah Sutton - Team Lead Clinical Assessment. <p><u>Comment/Feedback Cards</u></p> <ul style="list-style-type: none"> LM advised that the Feedback Cards are doing well and showed the data highlighting that SMART had receive more feedback from the cards than via the website. LM noted that there was generally more positive feedback and comments about the service and experiences compared to negative. LM explained that he had sent an email recently to the PET team asking if the compliments received via the feedback cards could be recorded. LM was awaiting reply. LM advised that the comment cards were passed on to himself or MD to input onto the register and were then passed to the respective Service Manager/Team Lead for follow-up/action and sharing with their Team. KWS suggested that it would be helpful to have the poster used on the comment cards box to be displayed in the clinic and fitting rooms. LM would look into this as it was noted that not all Clinicians feel comfortable offering the comment cards during appointments. It was raised that comment cards are not suitable for all patients due to various reasons and whether other ways of providing feedback could be considered i.e. use of electronic buttons on exiting reception. It was noted that there had been discussions with the group in the past and that it was felt it would be difficult to identify the service areas patients had attended. <p><u>Patient Information/Leaflets</u></p> <ul style="list-style-type: none"> KWS reported that the Prosthetics Team have submitted leaflets to the Communications Team for approval and are still with them as they have a back log. Once approved the leaflets would be added to the website and Q-Pulse. <p><u>Review Key Priorities for 2023/24</u></p> <ul style="list-style-type: none"> It was noted that the group would continue with what was highlighted within the current action plan and would also focus on communication via telecoms and email. | <p>LM</p> <p>LM</p> <p>LM</p> <p>KWS</p> <p>ALL</p> |
| 7. Any Other Competent Business | |
| <p>HG from Environmental Control (EATS) Team explained she was working on a research project regarding the impact EATS devices have on Patients mental health. She showed the group a letter inviting patients onto the project and requested feedback. The group suggested there be some information explaining the service and also advising patients they would receive the same equipment/care if they were to participate or not. A copy of the information would also be circulated with the draft minutes and any comments/feedback can be sent to HG/GH.</p> | |

| 8. Date of next meeting | |
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| It was noted that the next meeting would take place on Friday, 28th July 2023 at 10.00am via MS Teams | |