

Minutes of Patient Focus Public Involvement Group

Friday, 25th May 2022, 10am - 11.30am via Microsoft Teams

In Attendance: Les Malone (LM), Quality and Performance Manager – Chair
Shona Nielssen (SN), Administration Team Lead – Minutes
Cath Robertson (CR), Therapy Lead in Adult Wheelchairs
Tash Chaudhry (TC), Specialist Doctor
Beth Scoon (BS), Clinical Scientist
Hannah Gillies (HG), Trainee Clinical Scientist

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

Apologies: Hannah Pearce (HP), Patient Representative
Martin Wilson (MW), Stores
Lindsay Sanderson (LS), Specialist Occupational Therapist, Wheelchairs
Liz Love (LL), Orthotist,
Leah Forbes (LF), Administration Officer,
Kimberley Wards-Silva (KWS), Senior Prosthetist,
Mike Dolan (MD), Head of SMART,
Hamish Hamilton (HH), Rehabilitation Engineer

Items	Lead
1. Welcome, Introductions and Apologies.	
LM welcomed Hannah Gillies and Beth Scoon to the meeting and gave apologies as noted above. The group accepted the previous meeting minutes as an accurate and true representation of the meeting.	
2. Matters Arising	
<u>Wi-Fi Update</u> <ul style="list-style-type: none">It was noted that a survey has been completed. Wi-Fi will be installed in the reception and clinical areas, however, there are no time frames for installation yet. LM to update next meeting.	LM
<u>SMART Website</u> <ul style="list-style-type: none">LM, MD and SN completed a final review of the website and the developer has made all the necessary changes.It was noted due to privacy and the online request forms on the new website, the developer is now unable to host the page and it has been given to the NHS SHOW team to host. Time frames to go live are to be confirmed.LM has created posters and is looking at flyers to advertise the website.It was noted repair request forms for wheelchair & seating, custom design and environmental controls as well as a prosthetic replacement accessory form have been created. Concerns were raised over patients being contacted once these forms have been submitted. It was confirmed that there is a procedure in place and ReTIS is used to ensure actions are logged with the appropriate person.	SN/LM

<p><u>Radio/Fitting Room</u></p> <ul style="list-style-type: none"> It was noted that there has been feedback from a prosthetic patient requesting a radio in the fitting rooms as patients can be sat there for a long period of time, while the clinician is in the workshop. Once WI-FI is installed this will hopefully provide some entertainment for patients while clinicians work on their prosthesis. 	
<p>3. SMART PFPI Action Plan</p>	
<p>Updates were given on each action plan project.</p> <p><u>Demonstration and Virtual Tour Videos</u></p> <ul style="list-style-type: none"> It was previously noted that the script is in final draft version. The group previously agreed to wait until reception was complete before filming was started. As reception is now complete SN will circulate the script. The group will have two weeks for comments/suggestions. TC will contact medical photography to arrange a filming date. It was noted medical photography are only available during office hours. It was agreed mid morning to late afternoon would be the preferred time to film. It was suggested asking patients if they would like to participate. It was suggested re visiting demonstration videos as these are now outdated. GMacL has volunteered to join this sub group. Group to inform LM or SN if they would like to join. <p><u>Comment/Feedback Cards</u></p> <ul style="list-style-type: none"> It was previously noted that comment cards were stopped due to infection control issues. However, as COVID restrictions are easing it is anticipated this will no longer be an issue. It was noted the importance of providing patients a non digital method of feedback. SN and LM will lead on this group. JH, GMacL and BS volunteered to join sub group. CR will ask for volunteers from the Wheelchair and Seating Clinicians. LM and SN will set up a meeting. <p><u>Patient Information/Leaflets</u></p> <ul style="list-style-type: none"> LM reported the information leaflets have been added to Q-Pulse. It was noted LM will conduct a gap analysis to ensure all leaflets have been captured. It was discussed putting leaflets in digital form via the website or QR codes on the reception communication board. GMacL volunteered, however more volunteers are required for this sub group. <p><u>Patient Focused Booking/Text Reminders</u></p> <ul style="list-style-type: none"> It was noted Orthotics TRAK will be re-designed. This redesign project will include appointment text reminders. It will additionally include PFB (Patient Focus Booking). This means new patients will no longer receive appointment letters as they will be required to contact the service to make their initial appointments. It is hoped text reminders and PFB will reduce DNA (did not attend) rates. The group agreed to remove this from the agenda and the group will be advised when there are updates. <p><u>East Region SMART Consortium Group</u></p> <ul style="list-style-type: none"> LM explained that members of the SMART Consortium Group had not met for a considerable period of time (last meeting September 2015). It was noted that LM and MD are continuing to meet with the Strategic Planning Programme Manager and Finance weekly to assist with the drafting of the Strategic Case. As part of the project the East Region SMART Consortium Group 	
<p>SN/TC</p>	
<p>SN/LM</p>	
<p>LM</p>	

will be re-established with new representatives from the Board Areas. This included patient representation and LM invited interest from our patient representatives on the PFPI Group. JH and GMacL expressed an interest in joining the group. It was agreed that LM would forward on their interest to the project lead.	
4. Any Other Competent Business	
There was none.	
5. Date of next meeting	
It was noted that the next meeting would take place on Friday 29th July at 10am via MS Teams	