

Minutes of Patient Focus Public Involvement Group
held on Friday, 19th August 2022 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

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

Apologies: Hannah Pearce (HP), Patient Representative
Cath Robertson (CR), Therapy Lead in Adult Wheelchairs
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
Beth Scoon (BS), Clinical Scientist
Hannah Gillies (HG), Trainee Clinical Scientist

Items	Lead
1. Welcome, Introductions and Apologies.	
LM reported that Shona Nielssen had been successful in applying for a new post within the ER Department and left SMART Services at the end of July. The group acknowledged and thanked Shona for all her contributions to the work of the group which was greatly appreciated. The group noted the above apologies. The group accepted the previous meeting minutes as an accurate and true representation of the meeting.	
2. Matters Arising	
<u>Wi-Fi Update</u>	MD
<ul style="list-style-type: none"> MD reported that IT were awaiting on the components for the system and that it was anticipated that these should be received in August with installation taking place soon afterwards. 	
<u>SMART Website</u>	LM
<ul style="list-style-type: none"> LM reported that the website went live a couple of months ago and that some of the initial glitches had now been ironed out. It was noted that Scottish Health on the Web are hosting the new website as previously. LM reported that the new repair request forms for wheelchair & seating, custom design and environmental controls as well as a prosthetic replacement accessory form were now all up and running. It was noted that a Standard Operating Procedure along with a spreadsheet had been setup to record patient feedback and follow up actions. LM explained that there had been two Feedback Forms submitted since the website went live and that this had been shared with the relevant service. It was noted that some of the webpages had already been update by services to ensure the information was up to date. 	

<p>East Region SMART Consortium Group</p> <ul style="list-style-type: none"> It was noted that there had been some issues with the first meeting of the new East Region SMART Consortium Group and that invitations to patient representatives had been delay slightly. It was noted that patient representatives would be contacted with further details in due course once a suitable date had been established with representation from the three Health Board Areas (NHS Lothian, Fife and Borders). 	
<p>3. SMART PFPI Action Plan</p>	
<p>Updates were given on each action plan project.</p> <p>Demonstration and Virtual Tour Videos</p> <ul style="list-style-type: none"> It was noted that the filming of the new SMART Introduction video had taken place on 19th July and that Shona Nielssen had completed that narration with Medical Photography. The draft video was played back to members at the meeting and the following comments/feedback were noted: <ul style="list-style-type: none"> Video was excellent and informative with lots of information. The video included helpful information on how to get to SMART and directions on how to navigate the Astley Ainslie Hospital site. The video is very well done. Is there any artwork being added to the walls and will there be new furniture? Artwork in Hospitals would be contacted to arrange artwork for the reception area. It was noted that there had been some snagging issues and that we were waiting for this to be resolved before progressing. It had been agreed that it would be sensible to use existing furniture until such times when restrictions eased in relation to social distancing on NHS premises. It was planned to purchase new furniture and tables once this had relaxed. JH noted that there had been a lot of positive comments regarding the new reception area and in particular the Changing Places toilet and the facilities it offers. It was helpful to hear about the different services which are available within the SMART Centre. It was noted that services have been asked to review demonstration videos as some of these may be outdated. MD noted that the Gait Lab had created their video a year or so ago and that this was available on the SMART website. It was noted that services would be asked to develop videos which were more specific for their service area. 	<p>SN/TC</p>
<p>Comment/Feedback Cards</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 were 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. GMacL suggested that it would be useful to develop a comment card based on the same questions as used on the feedback form on the website. LM to progress and circulate draft to the sub-group. (LM, JH, GMacL and BS) Information should be pulled together on how to provide feedback either via website or comment card and how to submit this i.e. drop in box at reception, return in post or bring along to next appointment. Process on how comment/feedback cards would be distributed to be pulled together. LM to set up meeting of the sub-group to take forward. CR to confirm volunteers from the Wheelchair & Seating Service Clinicians. 	<p>LM</p> <p>CR</p>
<p>Patient Information/Leaflets</p> <ul style="list-style-type: none"> LM reported the information leaflets have been added to Q-Pulse. It was noted that a gap analysis was still to take place to ensure all leaflets have been captured. 	

<ul style="list-style-type: none"> LM explained that he had discussed patient information leaflets with the Head of AT and it was noted that a separate exercise within WSS and AT services was underway which involved reviewing documentation and information leaflets. It was agreed that it would be sensible for this to be taken forward by the service as there was a specific programme being followed. It was agreed that all patient information leaflets should be added to the SMART website to ensure access for these to be printed on request for patients who may be unable to access them electronically. 	
4. Any Other Competent Business	
<p><u>Prosthetics Fitting Rooms</u></p> <ul style="list-style-type: none"> MD provided an update on plans to redevelop the Prosthetics Fitting Rooms to ensure that these were in line with current privacy and infection control requirements. The following points were noted: <ul style="list-style-type: none"> The service is unable to go back to previous room setup using cubicles as these did not meet patient confidentiality and privacy requirements The requirement if that there is only one patient per room to ensure control of infection standards are met There is a need to increase capacity to ensure patients are not waiting any longer than reasonable for appointments Both the existing Prosthetic Fitting Rooms (Male/Female) will be converted along with the side clinic rooms to create 4 separate clinic rooms with access to parallel bars JH commented that some patients may have found the previous communal setup provided psychological support amongst prosthetic patients, however recognised the need for patient privacy and infection control and not an issue to continue single use. GMacL commented that banter can be enjoyable but agreed that change necessary due to privacy. It was noted that there were a number of patient support groups (ELLA) available to patients outwith SMART and that details were included on posters within the clinic rooms. 	
5. Date of next meeting	
It was noted that the next meeting would take place on Friday, 28th October 2022 at 10am via MS Teams	