

Minutes of Patient Focus Public Involvement Group
Held on Friday, 28th July 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
Beth Dias-Scoon (BDS), Clinical Scientist
Hannah Gillies (HG), Trainee Clinical Scientist

Patient Representatives: George MacLeod (GMacL), Patient Representative
Keith Ferguson (KF), Patient Representative

Apologies: Cath Robertson (CR), Therapy Lead
Kimberley Wards-Silva (KWS), Senior Prosthetist
Liz Love (LL), Orthotist
Kevin Inglis (KI), Wheelchair Service Manager
Leah Forbes (LF), Administration Team Leader
Bethany Wright (BW), Administration Officer
Ann McCutcheon (AMcC), Patient Representative
John Hill (JH), Patient Representative

Items	Actions
1. Welcome, Introductions & Apologies	
<p>The Group welcomed KF to the group.</p> <p>KF explained that AMcC would be unable to attend the meetings due to work commitments on a Friday morning. It was noted that KF would attend the meetings representing the Edinburgh Limb Loss Association (ELLA) and that in his absence KF would arrange for a member of ELLA to attend. Contact details would be passed on to LM.</p> <p>The group noted the above apologies.</p>	
2. Minutes of Previous Meeting – 26th May 2023	
<p>The group accepted the previous meeting minutes as an accurate and true representation of the meeting.</p>	
3. Matters Arising	
<p>SMART Website</p> <ul style="list-style-type: none">LM explained that the data from communications via the SMART Website was still to be collected and analysed. LM/LF to action.It was noted that there had been no further suggestions on the use of online forms via the website and that the current forms were working. It was noted that there may be other ideas/suggestions which come up when reviewing telecoms and email communications.LM reported that the minutes from the last 12 months of the group had been added to the SMART website and were available at the following link: Get Involved – SMART Centre (scot.nhs.uk).It was noted that there was also a paragraph included within this section on how to express an interest in the work of the Patient Focus Public Involvement (PFPI) Group or if individuals are interested in joining to contact LM. There was also an opportunity to complete the online Feedback Form to find out more information or to send us views, comments or suggestions which the PFPI Group can consider.	LM/LF

<p><u>East Region SMART Consortium Group</u></p> <ul style="list-style-type: none"> LM reported that the next meeting of the East Region SMART Consortium Group would be taking place on 17th August 2023 at 2.00pm. It was noted that MD, LM, JH and GMacL would be attending. It was noted that an introductory meeting took place yesterday (27th July) with MD, LM, JH, GMacL and Peter McLoughlin, Interim Head of Regional Planning. GMacL noted that he felt the meeting was helpful in understanding the history and background on the work to date. <p><u>Prosthetic Fitting Rooms</u></p> <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. It was noted that MD had updated Heather Tait, Hospital and Hosted Services Manager on the quotations received from PortaKabin. MD explained that it was more practical and cost effective to progress the freeing up of space in Headway House and that this was being taken forward by another service who was using this space. It was noted that KWS would check if the mirror had been fitted to Clinic Room 5. <p><u>Digital Communication Board SMART Reception</u></p> <ul style="list-style-type: none"> LM reported that service information had been added to the Digital Communication Board in the Main Reception and that this was on a weekly rota to change between services. KF asked if it would be possible to add information regarding ELLA activities which were coming up. It was noted that their popular swimming sessions would restart after the summer holidays in a few weeks. KF to forward poster/information to LM for adding. <p><u>Artwork/Displays SMART Reception</u></p> <ul style="list-style-type: none"> LM reported that the artwork exhibition had been added to the main reception and part of the clinical corridor. Photographs of the artwork were shared with the group. It was noted that further information on the exhibition and the artists were available at the following website - By Leaves We Live - Tonic Arts (elhfh-tonicarts.co.uk) LM explained the exhibition would be in place for the next 6 months and following this would be changed to another exhibition. GMacL noted that he had visited the SMART Centre recently and found the artwork to be welcoming and brightened up the areas. <p><u>Proposed Changes to Indoor/Outdoor Area</u></p> <ul style="list-style-type: none"> It was noted that floor plans on the proposed changes to the indoor/outdoor were still to be completed. LM noted that he had previously met with Iain Cartwright (Greenspace Project) and an artist to look at painted a mural within this area. It had been agreed to put this on hold until after the changes/building work had been completed. <p><u>Invitation Poster to join SMART PFPI Group</u></p> <ul style="list-style-type: none"> LM noted that there had been new representation from the ELLA group. It was agreed that LM/MD would follow up patient representation from other service areas with Managers and Team Leads to see if they know of any patients who would be interested in joining the group. It was agreed to explore this further and ensure that there was a good mix of patient representation across different service areas. <p><u>SMART Reception – Outdoor Space</u></p>	<p>KWS</p> <p>KF/LM</p>
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<ul style="list-style-type: none"> LM referred to the slatted seating area and reported that quotations had been requested for seating and planters to be installed. LM reported that the shrubs in the other surrounding areas of the main reception including the turning circle had been removed by Estates. LM noted an application for funding had been submitted this week which included the upgrading of these areas with plants etc. It was noted that it was proposed to appoint a designer to prepare plans for the areas and that this would be shared with the group. <p><u>SMART Telephones –Answering Machines</u></p> <ul style="list-style-type: none"> LM advised data had been received from Telecoms and that further information had been requested. It was noted that the data along with the telecom management system options would be considered in due course with an aim to ensuring a consistent way on how telephones are managed across SMART Services. 	
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 (DLC) had completed the videos on general information about the DLC and measuring for a shower board which can be found on the SMART website at - Disabled Living Centre – SMART Centre (scot.nhs.uk) LM thanked members for their feedback which had been passed on to the Team. <p><u>Comment/Feedback Cards</u></p> <ul style="list-style-type: none"> LM provided an update on the feedback received since the previous meeting. It was noted that the feedback had been positive and that this has been shared with the Service Managers and Teams. LM explained that he had been in contact with the NHS Lothian Patient Experience Team about capturing the feedback within the NHS Lothian system. It was noted that there was currently no resources to support the recording of the compliments, however LM noted that this would continue to be shared with SMART Services and the PFPI Group. LM reported the Patient Experience Team were taking forward a project on Patient Stories and would be looking to interview patients about their experience. LM has expressed an interest in SMART being involved in the project. GMacL suggested that it would be useful to increase awareness of the comment/feedback cards within the main reception. It was agreed that MD/LM/LF would explore this further to see whether there are other options. KF noted that he would share the comment/feedback cards with member of the ELLA Group. <p><u>Patient Information/Leaflets</u></p> <ul style="list-style-type: none"> It was noted at the previous meeting the Prosthetics Team had submitted leaflets to the Communications Team for approval and were awaiting approval. KWS to provide update at next meeting. Once approved the leaflets would be added to the website and Q-Pulse. GMacL asked if the appointment letters could include a link to the SMART website and the 'Welcome to the SMART Centre' video. It was agreed that MD/LM would check the appointment letter templates and arrange for this to be followed up with the TRAK and ReTIS Teams to update. <p><u>Telecoms/Email Communication</u></p> <ul style="list-style-type: none"> It was noted that the action plan had been updated and included Telecoms and Email Communications. 	<p>MD/LM/LF</p> <p>KWS</p> <p>MD/LM</p>

7. Any Other Competent Business	
It was noted that there was no other business.	
8. Date of next meeting	
It was noted that the next meeting would take place on Friday, 29th September 2023 at 10.00am via MS Teams	