

Minutes of Patient Focus Public Involvement Group
held on Friday, 28th October 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
Kimberley Wards-Silva (KWS), Senior Prosthetist
Beth Scoon (BS), Clinical Scientist
Hannah Gillies (HG), Trainee Clinical Scientist
Lindsay Sanderson (LS), Specialist Occupational Therapist, Wheelchairs
Liz Love (LL), Orthotist
Carol Orr (CO), Prosthetic Team Lead
Calum Tait (CT), Administration Team Lead

Patient Representatives: John Hill (JH), Patient Representative

Apologies: Hannah Pearce (HP), Patient Representative
Cath Robertson (CR), Therapy Lead in Adult Wheelchairs
Martin Wilson (MW), Stores
Leah Forbes (LF), Administration Officer
George MacLeod (GMacL), Patient Representative

Items	Lead
1. Welcome, Introductions and Apologies.	
The group noted the above apologies. LM welcomed CT to his first meeting as new Admin Team Lead. 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 SMART Wifi is now up and running and is available in the main reception and clinical areas. It was noted that this item can now be removed from the agenda. 	
<u>SMART Website</u>	LM
<ul style="list-style-type: none"> LM reported that the Patient Initiated Follow Up (PIFU) referral form was now live on the SMART website and that Orthotic patients would now be able to self-refer for follow-up appointments using the online form. LM reported that the Orthotics Service have setup a QR code which can be used to direct staff and patients to the Orthotics Service page on the SMART website. It was noted that this had also been added to Orthotics leaflets which had been updated. LM suggested that this would be useful for other services to consider setting up a QR code for their area which would be beneficial to all. KWS explained that there had been a few enquiries recently from amputee patients who were looking to travel abroad and suggested that it would be helpful to include useful links on the SMART website including Scottish Government advice. It was agreed that this was a good idea and that KWS would forward links to LM to add to the website. 	
<u>East Region SMART Consortium Group</u>	MD/LM
<ul style="list-style-type: none"> LM reported that NHS Fife and NHS Borders had been approached for patient representation from within their respective board areas to sit on the East Region SMART Consortium Group. It 	

<p>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> <p><u>Prosthetic Fitting Rooms</u></p> <ul style="list-style-type: none"> MD reported that the reconfiguration of the Prosthetic fitting rooms and Clinic Rooms 4 and 14 were on hold. MD explained that we were still waiting on the outstanding parts from the order for the parallel bars which are to be installed in Clinic Room 5. In order to minimise any disruption to the service and access to parallel bars the installation in Clinic Room 5 would need to be complete before progressing with the reconfiguration on the fitting rooms and other clinic rooms. It was noted that there were issues with getting stock for the parallel bars. JH asked if the adaptations being made to the rooms would have an impact on patients accessing appointments. MD advised that once the work has been completed, this would increase access to rooms with parallel bars which should allowing patients to be seen sooner due to increase in clinic space. JH acknowledged this. JH referred to the main reception area and asked when new furniture and artwork would be added. LM explained that the 1-year inspection/snagging with the builders was due to take place in December so once this has been completed this would be progressed. LM and CT to look into new furniture and artwork. 	<p>MD</p> <p>LM/CT</p>
<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"> LM reported that the Virtual Tour video was now complete and live on the website for viewing. LM reported that Service Managers and Team Leads had been asked to consider more service specific videos and to look into current videos to ensure that they are up-to-date and relevant. LM explained that SS was currently working on scripts for the Disabled Living Centre for the demonstration of equipment so that service users can view these online. <p><u>Comment/Feedback Cards</u></p> <ul style="list-style-type: none"> LM shared the draft Comment/Feedback Card with the group and invited comments. JH suggested that we change the number scoring scale from 1-10 to 1-5 as he felt that that the scale was too long and might impact on the accuracy of the feedback. KWS suggested using faces opposed to numbers as this was used in other places and works well. JH referred to the wording of the question “Do you require a call back?” and felt that this was impersonal and suggested we change it with something softer. The group agreed to amend this to “Would you like a callback” LM thanked members for their feedback and would arrange for the Comments/Feedback Card to be updated. BS suggested having an iPad at reception for patients to leave their feedback if they preferred to submit their feedback in this way. It was agreed this was a good idea and should be explored further. LM to meet with BS to discuss a potential way forward and feedback to the group. 	<p>LM/BS</p>
<p><u>Patient Information/Leaflets</u></p> <ul style="list-style-type: none"> LM reported the information leaflets have been added to Q-Pulse. LL mentioned that she has been working with GP’s regarding Orthotics leaflets ensuring they are up-to-date and will arrange for these to be added to Q-Pulse in due course. 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. 	

<ul style="list-style-type: none"> 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. SMART Centre Sign – Patient Pathways	
<p>LM explained that GW had been in contact with a company regarding an information sign for the outdoor paved area beside the main reception. LM circulated a draft of the sign to the group and invited feedback. The following points were noted:</p> <ul style="list-style-type: none"> Link with patient pathways on the Astley Ainslie Hospital site were a number of signs located throughout the site provide some history about the buildings and area. Entrances on the map do not appear to be accurate as some roads on the map are not actually an entrance or accessible to the public. Some of the buildings on the map were incorrectly named and some which included a service name which no longer existed in this building. QR code for the SMART website would be added to the information board (bottom right of the map) which will take patients and staff to the SMART website. Parking symbols appear to be out of sink in some areas No Key code St Roque no longer HQ Health Promotion Resource Centre (is this still there?) Entrance at North side of site is pedestrian access only The Cunningham Unit is not included on the map. Is there a Patient Pathway trail which can be mapped out (other maps used on Patient Pathway trail?) Add our logo from the SMART website <p>It was agreed that it would be useful to have a few options for consideration at the next meeting. It was agreed that LM would feedback the comments to GW and ask that a few options were prepared for the next meeting.</p>	LM/GW
5. Any Other Competent Business	
There was no other business.	
6. Date of next meeting	
It was noted that the next meeting would take place on Friday, 27th January 2023 at 10am via MS Teams	