

## Minutes of Patient Focus Public Involvement Group

Held on Friday, 27<sup>th</sup> January 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  
Liz Love (LL), Orthotist  
Leah Forbes (LF), Administration Team Leader

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

**Apologies:** Hannah Pearce (HP), Patient Representative  
Cath Robertson (CR), Therapy Lead  
Calum Tait (CT), Administration Team Lead

Items	Lead
<b>1. Welcome, Introductions and Apologies.</b>	
The group noted the above apologies.  The group accepted the previous meeting minutes as an accurate and true representation of the meeting.	LM
<b>2. Matters Arising</b>	
<u><b>Wi-Fi Update</b></u> <ul style="list-style-type: none"><li>LM 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.</li></ul>	LM
<u><b>SMART Website</b></u> <ul style="list-style-type: none"><li>LM reported he has received feedback from Orthotics Admin staff stating that the Patient Initiated Follow Up (PIFU) referral form which is live on the SMART website is working well.</li><li>LL reported that the QR code which was set up to direct staff and patients to the Orthotics Service page on the SMART website is working well. LL advised Orthotists hand out leaflets to patients in clinic. 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.</li><li>KWS advised that she has collated the useful links, including the Scottish Government advice link and will forward to LM to add to the SMART website.</li></ul>	LM
<u><b>East Region SMART Consortium Group</b></u> <ul style="list-style-type: none"><li>LM reported that the strategic planning review is complete and has been sent to the East Region SMART Consortium Group. MD advised he expects the next meeting to take place in March. LM advised he will check in with NHS Fife and NHS Borders regarding their progress.</li></ul>	LM
<u><b>Prosthetic Fitting Rooms &amp; Reception</b></u>	

<ul style="list-style-type: none"> <li>MD reported that the reconfiguration of the Clinic Room 5 is now complete. Prosthetics now have 3 rooms with bars in use. MD advised he and Prosthetics Team Leads will meet next week to measure other clinic rooms and decide on another room to install bars. Order will then be placed and minor works will be carried out to prepare room.</li> <li>LM advised SMART have been given a prosthetic arm from World War 1 and it has been suggested we display this in a case at reception. He mentioned we also have a historic wheelchair and he is looking for suggestions and ideas on how to display such items.</li> <li>LM advised LF is awaiting a follow up regarding Reception Artwork and hopes to have update for next planned meeting.</li> </ul>	<p><b>MD/LM</b></p> <p><b>MD/LM/LF</b></p>
<p><b>3. SMART PFPI Action Plan</b></p>	
<p>Updates were given on each action plan project.</p> <p><b><u>Demonstration and Virtual Tour Videos</u></b></p> <ul style="list-style-type: none"> <li>LM reported that there is now Demonstration videos live on the website for viewing.</li> <li>It was reported Prosthetics and Orthotics are still in discussions regarding the way they would like to present videos. KWS and LL will provide update at next meeting.</li> <li>BDS advised Gait Lab and Wheelchair Services are planning to update their videos.</li> <li>LM explained Videography is attending Disabled Living Centre 07/02/23 to film the demonstration of equipment so that service users can view these online. LM will also share with group when complete.</li> </ul> <p><b><u>Comment/Feedback Cards</u></b></p> <ul style="list-style-type: none"> <li>LM advised Feedback Cards are now live on the website and the facial expressions have been updated and is working well.</li> <li>LM reported that we have not heard from Supplier regarding the order request for Feedback Cards and he will chase this up.</li> <li>KWS suggested we promote the availability of the online Feedback on the information board at Reception. LF will take this forward.</li> </ul> <p><b><u>Patient Information/Leaflets</u></b></p> <ul style="list-style-type: none"> <li>LM reported the information leaflets are progressing within each Team and a number of leaflets have now been added to Q-Pulse.</li> <li>LM explained that it would be useful for services to review the SMART website to ensure leaflets are accessible and updated as necessary.</li> <li>LL mentioned that GP's now have access to Orthotics leaflets.</li> <li>LF is to have discussion with the Reception Team and to link with Clinical Teams to discuss best options to store and provide leaflets to give to Patients/Carers who attend SMART.</li> </ul>	<p><b>LM</b></p>
<p><b>4. Proposed Changes to Indoor/Outdoor Area</b></p>	
<ul style="list-style-type: none"> <li>MD advised discussions are ongoing on how to make better use of the Indoor/Outdoor area and is open to suggestions. It was explained additional hand rails will be added to the ramps. The gravel area will be removed from current location to the far end of the room to provide more space.</li> <li>JH suggested a carpet area and an uneven ground area are provided as this would benefit Prosthetic Patients.</li> <li>MD advised this topic will be explored more at next meeting.</li> </ul>	<p><b>MD</b></p>
<p><b>5. Astley Ainsley – Greenspace Management Plan – Update</b></p>	

<ul style="list-style-type: none"> <li>LM reported a Consultation took place Aug/September 2022. Signs and boards were up to advertise the scheme which has been brought in to look at the Astley Ainslie Site and to propose the best use for the grounds. The group have put together a 5 year plan with 14 projects across 20 different locations on site. Some of the projects include Reviewing and updating Signage, Therapeutic Gardens, Natural Plantations, Tree Management, Accessible pathways, seating and private areas. The group also plan to appoint a full time Ranger.</li> </ul>	
<b>6. Review and Update of Terms Reference</b>	
<ul style="list-style-type: none"> <li>LM advised he will send out the Groups Terms of Reference for the Group to look at out with the meeting and welcomes feedback. He explained MD and himself will collate all feedback and will draft an update for the group to discuss at next meeting.</li> <li>KWS suggested we advertise for more patient representatives using the Reception Patient Information Board and provide Group Terms.</li> <li>JH volunteered to provide information or advice to any Patient who is interested but would like to find out more.</li> </ul>	
<b>7. Any Other Competent Business</b>	
There was no other business.	
<b>8. Date of next meeting</b>	
It was noted that the next meeting would take place on <b>Friday, 31st March 2023 at 10am via MS Teams</b>	