

Minutes of Patient Focus Public Involvement Group

Held on Friday, 31st March 2023 at 10.00am on Microsoft Teams

In Attendance: Les Malone (LM), Quality and Performance Manager – Chair
Kimberley Wards-Silva (KWS), Senior Prosthetist
Beth Dias-Scoon (BDS), Clinical Scientist

Patient Representatives: John Hill (JH), Patient Representative

Apologies: George MacLeod (GMacL), Patient Representative
Hannah Pearce (HP), Patient Representative
Mike Dolan (MD), Head of SMART Services
Tash Chaudhry (TC), Specialist Doctor
Cath Robertson (CR), Therapy Lead
Calum Tait (CT), Administration Team Lead
Hannah Gillies (HG), Trainee Clinical Scientist
Liz Love (LL), Orthotist
Leah Forbes (LF), Administration Team Leader

Items	Actions
1. Welcome, Introductions & Apologies	
The group noted the above apologies.	
2. Minutes of Previous Meeting – 27th January 2023	
The group accepted the previous meeting minutes as an accurate and true representation of the meeting.	
3. Matters Arising	
<p><u>SMART Website</u></p> <ul style="list-style-type: none">It was noted that the Orthotics Admin continue to encourage patients to use the 'Patient Initiated Follow Up' (PIFU) referral form which is live on the SMART website.It was noted that KWS has forwarded on the following links to LM for uploading to the SMART Website:<ul style="list-style-type: none">https://www.disabilityscot.org.uk/https://disabilityequality.scot/https://www.gov.uk/driving-medical-conditionshttps://www.gov.uk/government/publications/disabled-travellers/disability-and-travel-abroad <p>KWS explained that that the links provide access to wider information including other charities and organisations. LM to add to links to website.</p>	LM
<p><u>East Region SMART Consortium Group</u></p> <ul style="list-style-type: none">LM reported that a date for the East Region SMART Consortium Group was still to be confirmed and that it was likely that this would be after the East Region Programme Board which is meeting in April.	
<p><u>Prosthetic Fitting Rooms & Reception</u></p> <ul style="list-style-type: none">It was noted that the Clinic Room measurements have been completed and a preferred option has been identified. This will require another service to move, and we are looking to free up space by moving storage out of the centre e.g. Headway House or a Portakabin. LM	

<p>reported that he had met with a Sales Representative from Portakabin this week to explore options.</p> <ul style="list-style-type: none"> KWS noted that the new Fitting Room did not have a mirror. It was agreed that KWS would speak to CO/GB (Prosthetics Team Leads) to check whether a mirror had been ordered. 	KWS
<u>Digital Communication Board SMART Reception</u>	
<ul style="list-style-type: none"> KWS asked if it would be possible to display posters on the Digital Communication Board in the Main Reception. It was agreed that KWS would forward on information to CT. 	KWS
<ul style="list-style-type: none"> It was suggested that it would be helpful to include service information on a monthly rotation on the Communication Board. It was agreed that KWS would look at pulling together a slide for each service using information available from the SMART Website. 	KWS
<ul style="list-style-type: none"> It was agreed that KWS would contact Services to ask if they had any posters or other information which would be useful to add to the Communication Board. 	KWS
<u>Artwork/Displays SMART Reception</u>	
<ul style="list-style-type: none"> LM reported that he had met earlier this week with members from the Royal Scottish Academy for Artwork and the Hospital Exhibitions Manager who oversee the artwork across NHS Lothian. It was noted that SMART would be added to the Exhibition Programme. LM explained that there was an exhibition at the WGH of photographs which were taken at the Astley Ainslie Hospital and it was planned to move this to the SMART Centre towards the end of May/beginning of June. The exhibitions would rotate every 4-6 months. It was noted that there may be opportunities to arrange for artists to visit SMART to talk about their exhibition/artwork and to invite staff and patients along. LM explained that the artwork which is currently on display between Clinic Rooms 4-5 would be removed on 11th April and that the walls would be painted the weekend of 22nd April in preparation for the exhibition. BDS asked if any of the artwork which was being removed would be available to purchase. LM explained that the artwork was looked after by the Royal Scottish Academy on behalf of NHS Lothian and that the artwork would either be put into storage or exhibited elsewhere. LM agreed to follow-up if any items would be available to purchase. LM explained that discussions had also taken place on the other artwork in SMART and that it was agreed to review this as artwork was removed as part of the painting programme and either relocate within SMART or add new artwork. 	LM
<u>Proposed Changes to Indoor/Outdoor Area</u>	
<ul style="list-style-type: none"> LM reported that Estates have asked for a floor plan of proposed changes to the indoor/outdoor area so they can obtain a quotation for the works. It was noted MD would share details with the group. LM reported that he met with Iain Cartwright (IC) who is the Arts and Greenspace Manager in NHS Lothian this week. It was noted that IC had suggested doing a mural in the room and that he would arrange for an artist to visit. It was noted that a submission for funding would be made to the NHS Lothian Charity. 	MD
<u>PFPI Group Terms of Reference</u>	
<ul style="list-style-type: none"> A copy of the finalised PFPI Group Terms of Reference was circulated to members and noted. LM explained that a copy of the Terms of Reference would be added to Q-Pulse and reviewed annually. It was noted that LM would prepare a poster for the Digital Communication Board to invite patients who are interested to join the group or alternatively to receive information from the group meetings. It was also agreed to setup a page on the website for updating service users on progress of the group including copies of minutes. 	LM LM

<ul style="list-style-type: none"> It was also proposed to add a suggestion form to the page for service users who wish to submit proposals to the PFPI Group for consideration. LM to take forward. 	LM
4. SMART PFPI Action Plan	
<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 noted that Prosthetics and Orthotics are still in discussions regarding the way they would like to present videos. KWS and LL to provide update at next meeting. Noted that Gait Lab and Wheelchair Services are planning to update their videos. It was noted that Medical Photography visited the Disabled Living Centre to carry out film work. This has now been completed and the Team are in the process of arranging a time to complete the voice over. <p><u>Comment/Feedback Cards</u></p> <ul style="list-style-type: none"> LM advised that the Feedback Cards had now been received and that these were now available in the main reception for patients to complete. Cards will also be available in the clinic rooms. KWS commented that the cards would be helpful to capture positive feedback from patients. LM shared a poster on the feedback cards for displaying on the Digital Communication Board. It was noted that it would be useful to update the poster on feedback to include both the online and card options once the card option has been launched and publicised for a few weeks. It was also suggested to add a QR code to the poster for access to the online feedback form. It was agreed that it would be helpful to create a 'You Said We Did' communication for displaying on the Digital Communication. It was agreed that LM would take this forward. It was noted that this years 'What Matters to You' day was due to take place on 6th June 2023. It was agreed that LM would speak to MD about any plans. <p><u>Patient Information/Leaflets</u></p> <ul style="list-style-type: none"> It was noted that the updating of information leaflets was progressing within the Teams. KWS reported that the Prosthetics Team have submitted leaflets to the Communications Team for approval. Once approved the leaflets would be added to the website and Q-Pulse. <p><u>Review Key Priorities for 2023/24</u></p> <ul style="list-style-type: none"> It was noted that there was a significant amount of work going on across the Teams and that the workstreams highlighted in the action plan for 2022/23 were ongoing with new pieces of working coming up from them. It was agreed that the group would consider whether there were any other specific areas to add which was not already within the current action plan and agree this at the next meeting. 	<p>LM</p> <p>ALL</p>
5. SMART Reception – Outdoor Space	
<ul style="list-style-type: none"> LM reported that he met with Iain Cartwright (IC) who is the Arts and Greenspace Manager in NHS Lothian this week. LM commented that discussions had taken place on clearing the bushes to the other side of the building entrance and creating sensory garden space. It was also proposed to include the space beside the SMART sign (next to patient parking spaces) and also the equivalent area at the other side (next to workshops). It was noted that IC would arrange for some designs/options to be created which would be shared with the group. 	

<ul style="list-style-type: none"> It was noted that a submission for funding would be made to the NHS Lothian Charity. 	
6. SMART Telephones – Answering Machines	
<ul style="list-style-type: none"> LM reported that he had been in contact with the NHS Lothian Telecoms Team and that work was being done to explore what data was available from the main contact numbers in SMART and how calls were currently being handled. It was noted that Telecoms would be in touch once they had reviewed the data and would discuss possible options available for the services. It was noted that MD had reviewed how telephone answering machines were currently used across the services which has highlighted a disparity. This would be considered further with proposed changes being shared with the group in due course. 	
7. Any Other Competent Business	
There was no other business.	
8. Date of next meeting	
It was noted that the next meeting would take place on Friday, 26th May 2023 at 10.00am via MS Teams	