

## Minutes of Patient Focus Public Involvement Group

Held on Friday, 29<sup>th</sup> September 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  
Hannah Gillies (HG), Trainee Clinical Scientist  
Kevin Inglis (KI), Wheelchair Service Manager  
Leah Forbes (LF), Administration Team Leader  
Bethany Wright (BW), Administration Officer

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

**Apologies:** Cath Robertson (CR), Therapy Lead  
Liz Love (LL), Orthotist  
Graham Henderson (GH), Lead Clinical Scientist  
Beth Dias-Scoon (BDS), Clinical Scientist  
Keith Ferguson (KF), Patient Representative

Items	Actions
<b>1. Welcome, Introductions &amp; Apologies</b>	
The group noted the above apologies.	
<b>2. Minutes of Previous Meeting – 31st March 2023</b>	
The group accepted the previous meeting minutes as an accurate and true representation of the meeting.	
<b>3. Matters Arising</b>	
<u><b>SMART Website</b></u> <ul style="list-style-type: none"><li>LM presented data from the last 12 months showing the number of emails each department had received from Patients using the website online forms. It was agreed some departments required more work to promote the website.</li><li>It was noted that further discussions would take place within Teams on how to promote the website online forms for their areas.</li><li>KI suggested the Wheelchair Technicians could distribute cards with further details on how to request repairs via the online forms. It was agreed that LM/KI would meet to discuss this further.</li></ul>	<b>ALL</b>  <b>LM/KI</b>
<u><b>East Region SMART Consortium Group</b></u> <ul style="list-style-type: none"><li>LM reported the last meeting of the East Region SMART Consortium Group took place on 17<sup>th</sup> August 2023. It was noted JH &amp; GMacL also attended the meeting. There were a few actions for the SMT to take forward with the main focus on the Service Level Agreement for the Consortium. MD reported work had begun and the aim was to have something in place for the next financial year 2024/25. It was noted that the next meeting of the Consortium was due to take place 30<sup>th</sup> November 2023.</li><li>It was noted that there were no patient representatives from NHS Fife and NHS Borders and that this was being followed up by the respective Boards.</li></ul>	

<p><b><u>Prosthetic Fitting Rooms</u></b></p> <ul style="list-style-type: none"> <li>• KWS advised that the new Fitting Room does not have a mirror fitted and noted that she will contact Estates and request an update.</li> </ul> <p><b><u>Digital Communication Board SMART Reception</u></b></p> <ul style="list-style-type: none"> <li>• LM advised he would contact Ann McCutcheon, ELLA Secretary, and ask if they have electronic copies of leaflets to go onto communication board.</li> </ul> <p><b><u>Patient Representation on SMART PFPI Group</u></b></p> <ul style="list-style-type: none"> <li>• LM advised KF had been in contact this week and sadly needed had to step down from the group due to health and personal reasons. LM noted Ann McCutcheon, ELLA Secretary, would be contacting other members of ELLA to see if anyone was interested in attending the PFPI Group.</li> <li>• KI passed on the group information to a patient who uses the wheelchair and seating service and was keen to join the group. LM &amp; MD will arrange introductory meeting.</li> </ul> <p><b><u>Proposed Changes to Indoor/Outdoor Area</u></b></p> <ul style="list-style-type: none"> <li>• LM explained he had hard copies of the floor plans and would arrange for the floor plan for the Indoor/Outdoor area to be scanned and used as a template.</li> <li>• MD noted that there had been limited time to progress this action and that hopefully once the new Business Manager was in post this would free up time to progress.</li> </ul> <p><b><u>SMART Reception – Outdoor Space</u></b></p> <ul style="list-style-type: none"> <li>• LM advised work had begun on the outside of SMART with the bushes being cleared outside the main reception including the roundabout and side areas beside the parking bays. LM &amp; LF met with Hannah MacRae (HMac) from the Cyrenians Voluntary Group. HMac would organise volunteers to help with the maintenance of the patio area and would be arranging for the new planters to be setup and populated with plants. Awaiting date for the work to start.</li> <li>• Benches for the patio area were now on order and were expected to arrive within the next 6-8 weeks.</li> <li>• LM reported that he would be meeting with a designer sometime in October and that they would develop a set of plans for the area.</li> </ul> <p><b><u>SMART Telephones –Answering Machines</u></b></p> <ul style="list-style-type: none"> <li>• LM presented data on the number of telephone contacts and calls answered which had been received from the Telecoms Team. The data indicates a high percentage of calls which are answered across the service areas.</li> <li>• LM advised further discussions regarding voicemails and queuing systems etc are to take place at the OMT meeting scheduled 26/10/23.</li> </ul>	<p><b>KWS</b></p> <p><b>LM</b></p> <p><b>LM/MD</b></p> <p><b>LM/MD</b></p> <p><b>LM/LF</b></p> <p><b>LM</b></p>
<b>4. SMART PFPI Action Plan</b>	
<p><b><u>Demonstration and Virtual Tour Videos</u></b></p> <ul style="list-style-type: none"> <li>• It was noted that the Disabled Living Centre have completed film and the videos had been added to the website.</li> <li>• KWS suggested it would be beneficial to hear from Patient's what videos they would like to see and what they would find helpful. It was agreed a small group involving LF, BW, TC, KWS and GMacL would be created to start this project to gather this feedback.</li> </ul> <p><b><u>Comment/Feedback Cards</u></b></p> <ul style="list-style-type: none"> <li>• LM presented data on SMART Services Feedback and how this has been communicated/feedback to service users via the SMART Communications board. LM</li> </ul>	<p><b>LF/TC/K WS/BW/ GMacL</b></p>

<p>shared two slides including “your feedback matters” and “you said – we did”. The group agreed this was good way to present the feedback and suggested adding a third slide with feedback received that we were unable to progress and the reasons why.</p> <ul style="list-style-type: none"> <li>• KWS suggested the feedback could be presented seasonally and we could put a slide with what we plan to work on, in the next three months.</li> <li>• It was agreed a small group would be created to take this project forward.</li> </ul> <p><b><u>Patient Information/Leaflets</u></b></p> <ul style="list-style-type: none"> <li>• KWS reported that the Prosthetics Team had received leaflets back from the Communications Team and that these were now ready to be uploaded. She advised patients can request to be sent leaflets and the wards will be sent laminated copies to keep on the wards.</li> <li>• LM advised the leaflets would be added to Q-Pulse and this would allow us to capture out of date information via change requests and also ensure that these are reviewed annually.</li> </ul>	<p><b>LM/LF/K WS/BW/ TC</b></p> <p><b>LM</b></p>
<b>5. Euan’s Guide – Disabled Access Reviews</b>	
<ul style="list-style-type: none"> <li>• Ann McCutcheon, ELLA Secretary will be asked to share information on Euan’s Guide to members of the Ella group.</li> <li>• LM advised he will promote the organisation on the digital board.</li> </ul>	<p><b>LM</b></p>
<b>6. Any Other Competent Business</b>	
<p>There was no other business.</p>	
<b>7. Date of next meeting</b>	
<p>It was noted that the next meeting would take place on <b>Friday, 24<sup>th</sup> November 2023 at 10.00am via MS Teams</b></p>	