

## Minutes of Patient Focus Public Involvement Group

Held on Friday, 24<sup>th</sup> November 2023 at 10.00am on Microsoft Teams

**In Attendance:** Les Malone (LM), Quality and Performance Manager – Chair  
Cath Robertson (CR), Therapy Lead  
Tash Chaudhry (TC), Specialist Doctor  
Kimberley Wards-Silva (KWS), Senior Prosthetist  
Hannah Gillies (HG), Trainee Clinical Scientist,  
Leah Forbes (LF), Administration Team Leader  
Bethany Wright (BW), Administration Officer  
Liz Love (LL), Orthotist  
Keith Ferguson (KF), Patient Representative  
Kristyna Barko (KB), Garden Designer

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

**Apologies:** Graham Henderson (GH), Lead Clinical Scientist  
Mike Dolan (MD), Head of SMART Services,

Items	Actions
<b>1. Welcome, Introductions &amp; Apologies</b>	
LM welcomed Garden Designer KB and Patient Representative AE to the group and noted the above apologies.	
<b>2. Minutes of Previous Meeting – 29<sup>th</sup> September 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 there has been a significant improvement of forms been used.</li><li>It was noted that the Wheelchair and Seating Team have established a small group to review the content on the Wheelchair and Seating Service webpage. The group will consider reviewing and updating the demonstration videos as some of the equipment used in the videos are no longer available. The group is meeting on 13<sup>th</sup> December 2023. CR will provide an update at the next meeting.</li></ul> <u><b>Wheelchair Repair Contact Card</b></u> <ul style="list-style-type: none"><li>Draft contact card shown to the group and few suggestions made, such as, bigger text and information regarding what to do with QR code. It was noted from above that the group would be meeting on 13<sup>th</sup> December to consider the website content for wheelchairs and seating. It was agreed to await the outcome from the discussions before proceeding to arrange the printing of cards. It was planned that the cards would be</li></ul>	CR

<p>handed out to patients by the Mobile Technicians during visits. If the project goes well, more cards will be ordered.</p> <p><b><u>East Region SMART Consortium Group</u></b></p> <ul style="list-style-type: none"> <li>LM reported the East Region SMART Consortium Group have their next meeting on 30<sup>th</sup> November 2023. It was noted JH &amp; GMaL will be attending the meeting. An update on discussions will be provided at the next meeting.</li> </ul> <p><b><u>Digital Communication Board SMART Reception</u></b></p> <ul style="list-style-type: none"> <li>LM displayed a notice from the Prosthetics Team which they wish to have added to the Communication board and website informing Patients there is now a waiting list and potential delay in receiving an appointment due to staffing issues. A few suggestions were made from the group including adding an expected waiting time. LM advised he would share all suggestions with the Prosthetics Team Lead CO.</li> </ul> <p><b><u>Proposed Changes to Indoor/Outdoor Area</u></b></p> <ul style="list-style-type: none"> <li>It was noted that there had been no progress with pulling together proposed redesign of the space. Proposals would be shared with the group in due course.</li> </ul> <p><b><u>SMART Reception – Outdoor Space</u></b></p> <ul style="list-style-type: none"> <li>LM advised he met with Iain Cartwright (IC) and Garden Designer (Kristyna Barko) a few weeks ago regarding design plans for the roundabout area, two areas near the parking bays and the area to the right of the main reception entrance. It was arranged KB attend today's meeting to present the plans.</li> <li>KB Presented the plans to the group and received positive feedback. She also advised she was due to attend an upcoming meeting to discuss the ground work as there are two different options for preparing the ground. The first option was the gravel culture technique. This was a low maintenance option in the long term as will not require regular weeding as the ground will be covered in gravel. The second option was the regular method of planting straight into the top of the soil. This option boosts plants, however, also allows lots of space for weeds to grow and expand.</li> <li>LM to catch up with KB and Ewan Duff from the Astley Ainslie Grounds Team to discuss plan and possible start date.</li> </ul> <p><b><u>SMART Telephones –Answering Machines</u></b></p> <ul style="list-style-type: none"> <li>LC (Business Manager) is taking this project forward with Telecoms. LC will be invited to PFPI meeting to give an update.</li> </ul>	<p>LM/KI</p> <p>LM</p> <p>LM</p> <p>MD/LM</p> <p>LM</p> <p>LC</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>LM, LF &amp; BW met Tuesday 19<sup>th</sup> November 2023 to discuss ways to encourage getting feedback from Patients in regards to what videos they would like to see on the SMART website. It was agreed a survey would be best way forward for capturing feedback on current video content and also any suggestions or ideas on future information. LM advised he will put together a survey and will present to the group. Once the survey was agreed, Reception Staff will ask Patients visiting SMART to complete the survey.</li> <li>During the meeting suggested videos were made such as “putting on liners”, “limb release button problems and fixes” and “inserting insoles into shoes”.</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 it was noted that there has been a vast improvement over all services. A group will be formed to discuss ways to share the information with patients.</li> </ul>	<p>LM/LF/ BW/TC/ GM</p> <p>LM</p>

<b><u>Patient Information/Leaflets</u></b> <ul style="list-style-type: none"> <li>• KWS reported the Prosthetics Team have recently updated their service leaflets which have been added to the SMART website.</li> <li>• LL advised the Orthotics Team have identified leaflets requiring updating and the team were currently working on this.</li> </ul>	<b>LL</b>
<b>6. Any Other Competent Business</b>	
<ul style="list-style-type: none"> <li>• LL asked if a child friendly seating area will be coming back to Reception. LM advised that due to the area and space we were limited on what we can provide and must be mindful of the services we provide for. It was agreed that LL would go back to the Clinical Team and ask if the Team have any specific suggestions we could be consider. It was also agreed to look at the setup of seating arrangements in the reception area to see if this could be improved.</li> <li>• LM advised plants have been ordered for reception and it was hoped they will be delivered in January.</li> <li>• JH asked if it would be possible for higher chairs for Patients to sit on at reception. LM advised that there were already a few different types of chairs available in the reception area to accommodate everyone. It was noted that the arrangements of seating would be reviewed and that we would see if there was any other types of chairs that would be helpful to have in this area.</li> </ul>	<b>LL</b>  <b>LM/LF</b>       <b>LM/LF</b>
<b>7. Date of next meeting</b>	
It was noted that the next meeting would take place on <b>Friday, 26<sup>th</sup> January 2023 at 10.00am via MS Teams</b>	