

Minutes of Patient Focus Public Involvement Group

Held on Friday, 26th January 2024 at 10.00am on Microsoft Teams

In Attendance: Les Malone (LM), Quality and Performance Manager – Chair
Tash Chaudhry (TC), Specialist Doctor
Hannah Gillies (HG), Trainee Clinical Scientist,
Leah Forbes (LF), Administration Team Leader
Liz Love (LL), Orthotist
Graham Henderson (GH), Lead Clinical Scientist
Mike Dolan (MD), Head of SMART Services

Patient Representatives: George MacLeod (GMacL), Patient Representative

Apologies: Cath Robertson (CR), Therapy Lead
Bethany Wright (BW), Administration Officer
Beth Dias Scoon – Clinical Scientist
John Hill (JH), Patient Representative
Andrew Eastcroft (AE), Patient Representative

Items	Actions
1. Welcome, Introductions & Apologies	
The group noted the above apologies.	
2. Minutes of Previous Meeting – 24TH November 2023	
The group accepted the previous meeting minutes as an accurate and true representation of the meeting.	
3. Matters Arising	
<u>SMART Website</u> <ul style="list-style-type: none">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 noted that this had dropped since the previous months, however this may be due to it being quieter over the Festive period.	
<u>Wheelchair Repair Contact Card</u> <ul style="list-style-type: none">LM advised the repair contact cards have been updated as per the feedback which has been received. It was noted that the other side of the card had been updated with information on how to provide feedback via the SMART Website.The order for the repair contact cards has been submitted. The cards will be given out to Patients by the Mobile Techs and some will be available in the Clinic rooms at SMART.	
<u>East Region SMART Consortium Group</u> <ul style="list-style-type: none">MD reported the East Region SMART Consortium Group met on 30th November 2023 and will meet again on 29th February 2024.It was noted that rather than have a separate SLA as originally thought, SMART Services will now be included in the overarching Primary Care SLA with NHS Borders and NHS Fife. This has the advantage of ensuring that there is organisational oversight to ensure that	

it is reviewed regularly and costs are recovered. To support this change, work is on-going to provide data and information on the meaning of the data so the SLA team can calculate a fair share of costs based on actual activity.

- The Consortium has requested a narrative to go with future performance reports including highlights and challenges. The quarterly report (covering Q3 2023/24) is being prepared and should be circulated to the Consortium members by the end of next week.
- The Consortium Group has agreed that Environmental Control and Custom Design will, from 2024/25, no longer be considered part of the Consortium as these are provided on the whole to NHS Lothian patients only.

Digital Communication Board SMART Reception

- LM advised the Clinical Scientist Team would trial putting Staff photographs onto the Communication board at reception. If this is successful other teams may follow. It was agreed this would be a good way to put a name to faces for Patients and Staff.
- Reception Staff have also given feedback stating that this would also be useful for them as some of the staff are new and are not familiar with staff.

Proposed Changes to Indoor/Outdoor Area

- MD Advised the plan for the Indoor/Outdoor area is to remove the feature on the left of the room as you enter. This area is a gravelled area which occupies about a third of the room. The gravel will be moved and placed over the pavement area, which will still allow Patients to test their stability. Prosthetic bars will be moved to the gravel area and hand rails will be added to the ramps in the area.

SMART Reception – Outdoor Space

- LM advised he met with Kristyna Barko, Garden Designer, and Euan Duffy, from the AAH Grounds Team on 8th December 2023 and it was agreed they will go with the gravel culture option as this was low maintenance. The plan is to start the work on the ground soon and the planting will begin in the spring.

SMART Telephones –Answering Machines

- LM presented a Flowchart Matrix of the proposed Telephone system for SMART. The plan is to have all calls come through 0131 537 9177 number which already has the auto attendant function setup. When you dial this number, you will be met with a voicemail requesting you to select an option for the Department you require. From there your call will go through to the department. Admin will be set up on 'Hunt Groups' for each service area in order to answer calls.
- LM advised all current service numbers will require to be changed; however, any Patient who dials a current number will still be redirect to the new main line number.
- LM explained the system will put Patients in a queue where they will hear music whilst waiting on their call to be answered. Hopefully this should remove any of the previous concerns relating to telephones ringing out and engaged tone.
- LM stated this plan is still to be finalised as Departments are still to decide if they wish for Patients to leave a voicemail or not. Once plan is finalised it will be submitted to Telecoms. LM advised BT have a 12 week wait for updates to be completed, so this may not be in place for a few months.

SMART Reception Waiting Area

- LM presented the group with slides showing up to date photographs the main reception area. The photographs illustrated recent changes to the area including a display cabinet, plants and seating arrangements. The group provided positive feedback and agreed the reception was looking bright, spacious and welcoming. LM explained the chairs have been moved and positioned in different ways since the last meeting and it's agreed the current set up works best. This setup has received positive feedback from patients and allows plenty room for mobility aids such as wheelchairs.

<ul style="list-style-type: none"> LM advised Lynda Campbell, Business Manager had contacted Infection Control for guidance regarding Children's play areas. It was noted this would require a lot of time from reception staff as this would require daily checks on all toys and books, cleaning all the equipment and completing the daily checklist forms. The group agreed that there would be no children's toys in the main reception area, however if services wished to have toys within the clinic rooms this would need to be managed by the clinical teams. LL will feedback to the Clinical Team. 	LL
4. SMART PFPI Action Plan	
<p><u>Demonstration and Virtual Tour Videos</u></p> <ul style="list-style-type: none"> LM explained he met with LF and BW to put together a draft survey with questions asking for feedback on the virtual videos. A copy of the draft survey was shared with the group. The group provided feedback and it was agreed to add an extra question asking if the Patient has seen videos from other sources they think other users may find helpful. It was also noted that more research would be needed to locate other videos already out there and make more use of the useful links section on the website. LM will update the survey and arrange for this to be handed out via reception over a 4-week period to patients who attend SMART. <p><u>Comment/Feedback Cards</u></p> <ul style="list-style-type: none"> LM presented data on SMART Services Feedback and it was noted that there was a slight decrease on the amount of feedback SMART has received. It was agreed this may be due to the Festive period. <p><u>Patient Information/Leaflets</u></p> <ul style="list-style-type: none"> LL advised the Orthotics team are still in progress with getting leaflets back to edit. She advised the leaflets require small changes such as removing WGH details and adding PIFU (Patient Initiated follow up) details. It was noted other departments still need to look into their leaflets, but this is on their agendas. 	<p>LM</p> <p>LL</p>
5. Research Project – Environmental Control & SMART Glasses	
<ul style="list-style-type: none"> GH presented a presentation to the group regarding SMART glasses. The glasses are to assist patients with Neurological conditions. They will allow patients to use existing controls to select options from the display. Patients will be able to do things such as switch on lights, TV, heating, answer their door and call for help. The plan is to put these glasses to trial to get feedback. GH will send qualifying Patients leaflets with all relevant details and they can apply if interested in trialling. GH will provide feedback to the group once the trial period is completed. 	GH
6. Any Other Competent Business	
<p>There was none.</p>	
7. Date of next meeting	
<p>It was noted that the next meeting would take place on Friday, 22nd March 2024 at 10.00am <u>via MS Teams</u>.</p>	