Minutes of Patient Focus Public Involvement Group

Held on Friday, 31st May 2024 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 Lynda Campbell (LAC), Business Manager Beth Wright (BW), Administrative Officer Hannah Gillies (HG), Trainee Clinical Scientist Matthew Reid (MR), Administrative Team Lead – Minutes Liz Love (LL), Orthotist Lucy Hogg (LH), Administrative Officer Carol Orr (CO), Prosthetics Team Lead
Patient Representatives:	John Hill (JH), Patient Representative George MacLeod (GMacL), Patient Representative
Apologies:	Kevin Inglis (KI), Wheelchair Service Manager Shona Nielssen (SN), Administrative Team Lead Cath Robertson (CR), Therapy Lead

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NHS Lothian Financial Position	MD
An update was given on the financial situation from MD. Noted that SMART had an overspend last year, although it was noted that this was an improvement on the previous year. Noted that SMART is performing well. Also noted patients from Fife and Borders were receiving a very good service and value from SMART.	
Digital Communication Board SMART Reception This was still being used to promote current activity. Recent Administrative Day on 24 th April 2024 was promoted to acknowledge the great work all in the administrative side of the NHS contribute.	LM
Clinical Scientist staff photos have been shown on the board to support new reception staff and patients. LL and CO to see if this is something that can be done within their relevant services as well. Violence and aggression poster will continue on board. It was noted that this years 'What matters to you Day?' was taking place on 6 th June 2024. Service Users and visitors would be encouraged to complete the Feedback Cards.	LL/CO
Proposed Changes to Indoor/Outdoor Area This is still a work in progress. Details have been passed to estates. They have been dealing with other repairs and water leaks. The Building Management Group meets next week where further update will hopefully be given.	LM/LAC
SMART Reception – Outdoor Space Update given from LM. Slides where shown to the group with before during and after photographs. The work began at the tail end of last year. Dense bushes that had been there for years needing removed. Clearance operation took place at the end of last year into the beginning of this. Prep work was then required with low maintenance option. 40 bags of gravel were delivered- with two bags left over. Looking at possibilities of what to do with these. Plants then arrived with various types coming. Plants are small now, however was noted that some will grow to around half a metre in height. Krystina Barko set out the plants, on one of the wettest days of the year. The grounds team took the plants from the pots and set them in to the gravel. Only the roots were put in so they could work their way down to the soil. An artist impression was shown as to how the areas could finally look once matured; however, it was noted that it may take a couple of years to see full growth. It was raised that the yellow lines and pedestrian crossings could do with the paint to help with the final look of the area. LM confirmed this was raised with Estates at the end of last year. Some painting has been done however haven't managed to complete this work yet. LAC attends the transport meeting and confirmed this has been raised on several occasions. Noted outside contractors required for this and need enough work to do for a full day as paid by the day. Hopefully able to complete however also noted that this is weather dependant.	LM
SMART Telephones – Answering Machines LAC updated the group on the new phone system for SMART services. The new phone system is due to change over from 4.00pm on 25 th June 2024 and will go live from 26 th June 2024. There will be a welcome message to SMART, then different numbered options for each service area. It was noted that the 'old' numbers will still work to contact the services, however, there will be one number going forward for all SMART Services which would be updated on the website and correspondence to call in. Messages will be given when in the queue, and there will be reference to the SMART website. Communication will be given to all staff on this, and an update given on the SMART website. Everyone is looking forward to the launch date.	LM/LAC LC

SMART Painting Programme LAC updated the group on the painting of clinical rooms within SMART. This has taken place with minimal disruption to patients. All clinical rooms have now been completed, and the snagging list is nearly complete. The bars may need a different paint as current paint is chipping away. This paint may take longer to dry. LAC will link in with CO to find time. Noted that some paint may have been dripping/splattered. Possibly this was plater.	LAC/LM
3. SMART PFPI Action Plan – Updates	1
LM provided an update on the following actions: <u>Telecoms System/Email Communications</u> Update given from LAC above, further update will be given at the next meeting.	LM
<u>Euan's Guide – Self Assessing Against Top 10 Tips</u> This was looked at during previous meeting. Noted that 10 tips to improve accessibility and priority for coming year. Each task was given an overview from LM. Was agreed that everyone can look through the points and see if there are any points of interest people may feel like the would like to be involved	LM
in progressing and take forward. Noted it is important we check what points are relevant to SMART. <u>Top 10 Tips for Improving your Accessibility (euansguide.com)</u>	ALL
4. NHS Lothian Charity – Tonic Exhibition Evaluation	
LM updated the group. Artwork has been up for around 18 months (Since Feb last year). Elle will be on site next week to collect feedback from service users and staff, to evaluate any possible changes that may be required.	LM
7. Any Other Competent Business	
What matters for you on the 6 th June 2024 – Promoted via Poster on Digital Board in Reception.	LM
8. Date of next meeting	
It was noted that the next meeting would take place on Friday, 26th July 2024 at 10:00am on MS Teams	