

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

Items	Lead
1. Welcome, Introductions and Apologies.	
Meeting began with an introduction to the new members of the group, LC, MR, LH The group noted the above apologies. The group accepted the previous meeting minutes (22/03/24) as an accurate and true representation of the meeting.	LM
2. Matters Arising	
<u>SMART Website</u> Analysis of email contacts from online forms LM reported on the number of people who have contacted SMART services using the website. It was noted that the numbers have been fairly consistent with previous months. It is expected that there will be an increase in the coming months, with a message on the new phone system directing callers to the website. MD explained new referral information has been given to the referral pages for GP's (RefHelp). This information directs GP's to the referral forms and website and should help with the referral process. The links are for Wheelchair and seating, Disabled Living Centre, and Blue Badge Assessment Service. It was noted the website forms provide more flexibility for service users who can complete the forms 24/7 and can help reduce the need for a phone call. LAC commented this is easier for the team as they can print off and hand to clinicians. BW commented this is the same for the prosthetics team and easier for patients to write exactly what they need on the form.	LM
<u>East Region SMART Consortium Group – 30th May 2024</u> MD updated the group on the key points/actions from the East Region SMART Consortium Group:	MD/LM

<p><u>SMART Painting Programme</u></p> <p>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.</p>	LAC/LM
3. SMART PFPI Action Plan – Updates	
<p>LM provided an update on the following actions:</p> <p><u>Telecoms System/Email Communications</u></p> <p>Update given from LAC above, further update will be given at the next meeting.</p> <p><u>Euan’s Guide – Self Assessing Against Top 10 Tips</u></p> <p>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 in progressing and take forward. Noted it is important we check what points are relevant to SMART.</p> <p>Top 10 Tips for Improving your Accessibility (euansguide.com)</p>	<p>LM</p> <p>LM</p> <p>ALL</p>
4. NHS Lothian Charity – Tonic Exhibition Evaluation	
<p>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.</p>	LM
7. Any Other Competent Business	
<p>What matters for you on the 6th June 2024 – Promoted via Poster on Digital Board in Reception.</p>	LM
8. Date of next meeting	
<p>It was noted that the next meeting would take place on Friday, 26th July 2024 at 10:00am on MS Teams</p>	