

Held on Friday, 22nd March 2024 at 10.00am on Microsoft Teams

Apologies: Andrew Eastcroft (AE), Patient Representative
Liz Love (LL), Orthotist
Beth Dias-Scoon (BDS), Clinical Scientist

Items	Lead
1. Welcome, Introductions and Apologies.	
The group noted the above apologies. The group accepted the previous meeting minutes (26/01/24) 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 WSS and Orthotic services have seen consistent numbers over the past few months. There has been an increase in the number of forms submitted to the prosthetic service which could be a result of the new voice message which directs patients to the website for replacement accessories. EATs have not had any patients contact their service via the website, however EATS is one of SMART's smaller services. It was also noted that the website is not used primarily for feedback and that the majority of feedback is received from the feedback cards at reception. <u>Wheelchair Repair Contact Card</u> LM reported that the WDRRS Team now have the repair cards and have been distributing to patients for 3 weeks. It was noted that there has been no increase in the number of repair requests made on the website, however, the potential impact of these cards may not be noticed for a few more months. <u>East Region SMART Consortium Group – 29th February 2024</u> LM updated the group on the key points/actions from the East Region SMART Consortium Group: <u>Service Specification</u> MD and LM will prepare a service specification which provides an overview of the services and team responsibilities at the SMART Centre.	LM
	LM/MD

<p><u>NHS Lothian Financial Position</u></p> <p>It was noted the Finance Team updated the Consortium Group on NHS Lothian's financial position for 2024/25. This included requesting services to consider areas where savings can be made. The financial position additionally means there will be limitations on development work and capital funding has been restricted.</p> <p>Concerns were raised over the potential impact on the quality of patient care. It was also noted the importance of openness and honesty with patients regarding the current financial position and what this means for the delivery of services.</p> <p>MD advised the PFPI group that SMART is considering ways to make savings which does not impact patient care, for example, switching from bottled fountain water to mains supplied water fountains. However, it was also noted, that recruitment of staff has become a longer process with the new process of authorisation adding a 2-3 month delay. This will impact on teams differently and could potentially impact on waiting lists and the length of waiting time for appointments.</p>	
<p><u>Digital Communication Board SMART Reception</u></p> <p>It was noted that the reception communication board has been updated with a slide on the clinical scientists' photographs. SN will follow up with MJ (Administrative Team Lead for reception) to confirm whether there has been any feedback from patients.</p> <p>LM presented to the group the anti-violence and aggression poster which is currently being displayed on the board at reception. There were several posters given to choose from and some of the posters which are more relevant to SMART will alternate every few months. It was noted that the majority of patients who use services at the SMART Centre are pleasant and respectful, and this poster is to try and reduce the small number of incidents which can occur.</p>	SN
<p><u>Proposed Changes to Indoor/Outdoor Area</u></p> <p>MD has shared the plans with Scott (Estates) and the Building Management. Scott will take this forward.</p> <p><u>SMART Reception – Outdoor Space</u></p> <p>LM updated the group. LM met with Krystina Barko (Garden Designer), Euan Duff (Grounds Team) and Iain Cartwright (Greenspace Project) The floor planters have been lined and top soil has been placed. When the weather improves, the benches will be anchored. It is hoped that the ground work will be completed by the end of April which includes the gravel with planting taking place early May 2024.</p>	MD/Estates
<p><u>SMART Telephones – Answering Machines</u></p> <p>LM updated the group and since the previous meeting, discussions have taken place with service leads regarding voice messages on the new system. It was noted that Orthotics and WSS will not have an answering machine function. LM and Lynda Campbell (Business Manager) have met with Telecoms to finalise the matrix and information, and Telecoms have adjusted this to the format that BT requires. LM, Lynda Campbell and Telecoms will meet with BT to consider dates and discuss the procedure to update the telephone system. It was originally estimated there would be a 12-week turnaround, however, this is still TBC. It was noted that the old numbers will be re-routed to the new call system. To inform patients of the changes, LC will contact the Communications Team to arrange a post on NHS Lothian social media channels. Additionally the changes will be communicated through the SMART website and reception communication board.</p>	LM
	LM/LC

3. SMART PFPI Action Plan – Updates	
<p>LM provided an update on the following actions:</p> <p><u>Demonstration and Virtual Tour Videos</u></p> <p>It was noted that there has only been 3 responses to the survey, despite the reception team promoting the survey to patients. This might suggest there is not a lot of interest in these areas.</p> <p><u>Comment/Feedback Cards</u></p> <p>LM presented a report on comment cards. The cards at reception are used significantly more than the form on the website. It was agreed that SMART services will continue to offer both electronic and paper forms of feedback cards. Any constructive/negative comments are managed by the appropriate clinical team lead. It was noted that the comment cards action has been completed on the plan. However, the comment cards will continue to be monitored and going forward this will include against previous years to identify potential trends.</p> <p><u>Patient Information/Leaflets</u></p> <p>Orthotics service is currently updating their leaflets, and these will be uploaded to Q-Pulse and the SMART Website.</p> <p><u>Priorities for 2024/2025</u></p> <p>The group discussed the priorities for 2024/2025. It was agreed comment cards, leaflets and videos will be removed from the current action plan as some of this work was now embedded in normal practice. The outdoor area and new telephone system will remain on the action plan for next year. The group viewed Euan's Guide – Self Assessing Against Top 10 Tips (Top 10 Tips for Improving your Accessibility (euanguide.com)). It was agreed that this is a useful tool to consider any gaps and possible areas for improvement at the SMART Centre. LM will create a new action plan for 2024/2025 whilst referring to Euan's guide.</p>	<p>LM</p> <p>LM</p>
4. SMART Painting Programme	
<p>LM updated the group. Estates have been painting the clinic rooms which were identified on the Building Management action plan. 4 to 5 rooms have been completed and the painting will continue over the coming weeks. It was noted that in the Prosthetics fitting room where there are multiple cubicles, that this will be reduced to one and the parallel bars will be painted blue.</p>	<p>LM</p>
7. Any Other Competent Business	
<p>There was no other business.</p>	
8. Date of next meeting	
<p>It was noted that the next meeting would take place on Friday, 31st May 2024 at 10.00am on <u>MS Teams</u>.</p>	