

Minutes of Patient Focus Public Involvement Group

Held on Friday 29th November 2024 at 10.00am on Microsoft Teams

In Attendance: Mike Dolan (MD), Head of SMART Services – Chair
Tash Chaudhry (TC), Specialist Doctor
MJ Jackson (MJ), Administrative Team Lead – Minutes
Kevin Inglis (KI), WDRRS Operations Manager
Cath Robertson (CR), Therapy Lead
Liz Love (LL), Orthotist

Patient Representative: George MacLeod (GMacL), Patient Representative

Apologies: John Hill (JH), Patient Representative
Lynda Campbell (LAC), Business Manager
Hannah Gillies (HG), Clinical Scientist
Les Malone (LM), Quality and Performance Manager
Ann McCutcheon, Patient Representative

| Items | Lead | | | | | | | | | | | | | | | | | | | | | | | | |
|---|-----------------|--------------|--------------|--------|--------------------------------|------|------|-------|----------------------------------|-----|------|--------|--------------------------|------|------|------|----------|-----|-----|-------|--------------|-------------|--------------|--------------|-----------|
| Welcome, Introductions and Apologies. | | | | | | | | | | | | | | | | | | | | | | | | | |
| The group noted the above apologies. The group accepted the previous meeting minutes (27/09/24) as an accurate and true representation of the meeting. | MD | | | | | | | | | | | | | | | | | | | | | | | | |
| 1. Matters Arising | | | | | | | | | | | | | | | | | | | | | | | | | |
| <p><u>1.1 Analysis of email contacts from online forms</u></p> <p>MD showed a spreadsheet and compared averages for the year of 2023, and 2024 to date. MD noted there has been a big increase in requests that have come through as table:</p> <table><tr><th>Montly Averages</th><th>Ave 2023</th><th>Ave 2024</th><th>Change</th></tr><tr><td>WSS: Wheelchair Repair Request</td><td>16.2</td><td>29.3</td><td>81.2%</td></tr><tr><td>Prosthetics: Accessories Request</td><td>2.0</td><td>10.0</td><td>400.0%</td></tr><tr><td>Orthotics: Self-Referral</td><td>66.1</td><td>71.2</td><td>7.7%</td></tr><tr><td>Feedback</td><td>1.6</td><td>2.5</td><td>57.9%</td></tr><tr><td>TOTAL</td><td>85.7</td><td>113.0</td><td>31.9%</td></tr></table> <p>LL noted that patient feedback is discussed in team meetings – mostly positive, good to hear what it’s about and who it’s directed to.</p> <p>MD noted that the online forms give people another option, but they can still phone and drop in, so we are not taking anything away, so there is no digital exclusion.</p> | Montly Averages | Ave 2023 | Ave 2024 | Change | WSS: Wheelchair Repair Request | 16.2 | 29.3 | 81.2% | Prosthetics: Accessories Request | 2.0 | 10.0 | 400.0% | Orthotics: Self-Referral | 66.1 | 71.2 | 7.7% | Feedback | 1.6 | 2.5 | 57.9% | TOTAL | 85.7 | 113.0 | 31.9% | MD |
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1.2 East Region SMART Consortium Group

MD

The group met on 21/11/24. MD and GMaCL attended.

MD reported on the discussion about how to tackle overspend, which is projected to be £760k this year. This relates to Wheelchairs and Seating, Prosthetics and Gait Analysis only (the Consortium Services).

MD reported that as a service we developed 11 options on what could be done to reduce spending. These were taken to the EHSCP Executive Management Team meeting. The EHSCP EMT approved 8 of these options to go forward as their recommendations to the consortium to meet financial balance. These will reduce the range or remit of services we provide, as the EHSCP and Consortium are satisfied that we have done everything we can to reduce costs without reducing services. The outcome was we need to do an Equality & Children's Rights Impact Assessment, ready for the next meeting in Feb.

GMaCL stated that we have to take care not to cross legal lines with the Equality Act when trying to save money. It is a big challenge to decide how to distribute reduced money within departments. We have to make sure patients are not just treated within the law, but fairly.

1.2.1 Resource Allocation

GMaCL had raised this at the Consortium meeting and it was agreed that this would be addressed at the PFPI group.

MD noted that he had previously presented on where our funding comes from at a Town Hall meeting in 2022. MD suggested putting together a presentation about where our funding comes from for the PFPI group and how we allocate resources which is also covered in the Management of Resources document in Q-Pulse.

**MD to
present
at next
meeting**

1.2.2 Equality & Children's Rights Impact Assessment

MD and Heather Mackie met with the Head of Equalities on Monday. She will send examples of what we need to do. E.g. look at demographics, hold meeting(s) with stakeholders (i.e. patients from the Consortium services). The plan is to do prep work before Christmas, hold meeting(s) in Jan, then produce the report, guided by equalities, ready for the next Consortium meeting towards the end of Feb.

Then it would be up to the Health Boards to decide whether they want us to implement the recommendations. There is a concern there could be postcode lottery if different boards make different decisions about the services they provide, which may lead to additional complaints from patients and make managing the services more difficult.

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| <p>In the meantime we will continue to provide services, with an overspend. We are in a better position than some services in Scotland – some are being asked to ‘slow down’ services in the last 3 months of the financial year, then have to catch up at the beginning of the next year which can lead to them running out of money more quickly in the new financial year.</p> <p><u>1.3 Digital Communication Board SMART Reception</u></p> <p>LL reported that the Orthotics team was asked if want their names and pictures displayed. The team were divided, so the answer is no.</p> <p>CR noted that in the Wheelchair team not everybody is very keen.</p> <p><u>1.4 Proposed Changes to Indoor/Outdoor Area</u></p> <p>MD noted this is still sitting with the Estates Team. Need someone to come in and provide an estimate.</p> <p><u>1.5 SMART Painting Programme</u></p> <p>MD noted this is stalled – there is no painter available at the moment. Most of the work is done. The remaining things are not in too bad a condition.</p> | <p>MD</p> <p>MD</p> <p>MD</p> |
| 2. Service Improvement Projects | |
| MD noted there are no reports, but this is to stay on the agenda. | MD |
| 3. SMART Centre – Art Exhibition | |
| <p>MD noted we currently have Albert’s Hats. This is going to be replaced by an exhibition of photos of recent graduates. This was due on 30/11/24, but has been pushed back to 7/12/24.</p> <p>MD noted they are going to look at the permanent exhibition in clinic corridor. This hasn’t been changed in 18 years. Some are canvas. For infection control they need to be in frames so they can be wiped clean. They are also going to look at a piece for a blank space above one of the double doors to brighten the space. This would be difficult to install so would be permanent.</p> | MD |
| 4. SMART PFPI Action Plan – Updates | |
| <p><u>4.1 Euan’s Guide – Self Assessing Against Top 10 Tips</u></p> <p>MD noted the draft access guide was sent out on Wednesday.</p> <p>We are looking to review signage to accommodate visual impairment. The Low Vision Team may be holding some clinics the DLC, so we will ask to work with them to make our signage more accessible.</p> <p>MD showed the access guide and went through its contents, including:</p> <ul style="list-style-type: none"> • There is a photo showing reception from angle approaching from road. • Post code and what3words location | MD |

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| <ul style="list-style-type: none"> • Updated public transport links and bus stops (the Astley Ainslie Hospital is not well served by public transport due to the distance from stops, but it is important to have listed) • List of facilities in reception, and photo of reception • Welcome video – link to video on Website (need to check the link works) • Contact info. - single phone number and website • Site map, with added arrows to show entrances to site and SMART Centre <p>MD noted it is a challenge to get around site due to how the site grew organically over the last 100 years, and because the roads are one way. But having the postcode and what3words location should help.</p> <p>GMacL stated he thinks it looks great. LL also noted that looked very good.</p> <p>MD asked to have any feedback by end of December, ready to post it on the SMART website in January.</p> <p>It was noted that the video link was not working – MD will attempt to fix.</p> <p>MD noted we are on track to meet our overall deadline of March 2025.</p> | |
| 7. Any Other Competent Business | |
| No other business was noted. | |
| 8. Date of next meeting | |
| It was noted that the next meeting would take place on Friday, 31st January 2025 at 10:00am on MS Teams | |