

Minutes of Patient Focus Public Involvement Group

Held on Friday 30th May 2025 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
MJ Jackson (MJ), Administrative Team Lead – Minutes
Maria Rochon (MR), Administrative Officer
Cath Robertson (CR), Therapy Lead

Patient Representatives: Ashleigh Milroy (AM)

Apologies: Ann McCutcheon (AMC), Patient Representative
George MacLeod (GMacL), Patient Representative
Lynda Campbell (LAC), Business Manager
Hannah Gillies (HG), Clinical Scientist
Graham Henderson (GH), Clinical Science Lead
Liz Love (LL), Orthotist
Kevin Inglis (KI), WDRRS Operations Manager

Items	Lead
Welcome, Introductions and Apologies.	
The group noted the above apologies.	LM
The group accepted the previous meeting minutes 28 th March 2025 as an accurate and true representation of the meeting.	
1. Matters Arising	
<u>1.1 Recruiting New Patient Representatives</u> LM has emailed Carol Orr and Carly Scott (Prosthetics Team Leads) about potential prosthetics users and is waiting to hear back. AM suggested contacting the Lothian Centre for Inclusive Living as there may be interest from some members. MD noted he has their email address, having contacted them about the recent stakeholder meeting. He also has contact details for other groups who attended, including MND Scotland, Spinal Injuries Scotland, and others. He will look at sending an email out to recruit new patient representatives.	LM
<u>1.2 Patient feedback</u> LM shared a presentation, comparing patient feedback received in the financial years of 2023-2024 and 2024-2025. LM noted the overall picture is very positive. MD commented that some of the negative feedback was due to issues with heating and temperature within the building. There had also been issues raised regarding disabled parking spaces and difficulties in getting parked when attending the centre. It was noted that line painting had taken place	MD/LM

<p>this week and that hopefully this would help clearly define the disabled parking bays and patient parking.</p> <p>LM commented that the word maps which had been pulled together from the feedback cards showed a number of positive comments which have been made about staff and the services provided. Comments of a negative nature where also shared with the group.</p> <p>LM noted there is a quality objective for reception to achieve a total of 1,000 feedback cards received by the end of the year. It was noted that this would mean receiving a further 500 cards this year.</p> <p>1.1.1 Analysis of email contacts from online forms</p> <p>LM shared an overview of email contacts over the past 3 years.</p> <ul style="list-style-type: none"> WSS went from 47 in 2022/23, to 237 in 2023/24 and 439 in 2024/25. It was positive to see an increase year on year. Prosthetics went from 12 in 2022/23, to 50 in 2023/24, to 108 in 2024/25. Orthotics self referrals went from 326 in 2022/23, to 809 in 2023/24, to 859 in 2024/25. <p>LM noted we may see the numbers level off, and the number of phone calls we receive may go down as more people use the online forms.</p>	LM
<p><u>1.3 East Region SMART Consortium Group</u></p> <p>1.3.1 Equality & Children's Rights Impact Assessment</p> <p>MD reported the stakeholder event on 8th May 2025 was well attended. There was lots of engagement and many forms were filled in. MD has collated this to form part of evidence for the report. The consortium has given a target of the end of June to submit the report. Our financial position is looking a lot healthier, so the options we need to consider will not be to the same extent as previously thought.</p> <p>AM added that it was really interesting to meet all the different representatives from the various organisations.</p>	MD
<p><u>1.4 Proposed Changes to Indoor/Outdoor Area</u></p> <p>MD reported it was agreed in a meeting last week to donate the foam carving machine to Edinburgh Forge. It will be removed to their new premises in Gorgie farm. This item will be removed from agenda, as there won't be any further progress in the next 2 months.</p>	MD
<p><u>1.4 SMART Painting Programme</u></p> <p>The painting in the clinical corridor is now finished. The next area for painting is the workshop corridors, which should continue next week. This item is to be removed from the next agenda, as all clinical and patient areas are up to date.</p>	LM

<p><u>1.5 Prosthetics Fitting Rooms – Capital Funding Bid</u></p> <p>This is the capital bid for funding for reconfiguration of 4 clinic rooms: 2 large fitting rooms and 2 smaller clinic rooms, to make 4 medium sized Prosthetics fitting rooms.</p> <p>This has been supported in principal by the capital team. We now need more up to date quotes and more detail around design and layout. LM, MD and LAC will meet with Nicola McCormack (Prosthetics and Orthotics Manager), Amy Alcorn and Carly Scott (Orthotics and Prosthetics Team Leads), and other Prosthetists. We are hoping to move quite quickly as the capital team usually look for the project to be completed within the financial year.</p> <p>MD noted that in the past, these spaces could be shared, but infection control and confidentiality mean they can't be used for more than 1 patient at a time anymore. Going from 3 fitting rooms to 5 will make it much easier to schedule Prosthetics appointments.</p>	LM
2. Service Improvement Projects	
<p><u>2.1 Environmental Controls</u></p> <p>GH and HD have submitted papers to conferences taking place in September. We will ask them to adapt these papers to share with this group.</p>	MD/LM
3. Environmental Sustainability	
<p>This is a key objective for SMART over the next 12 months. Abigail Attwell (AA) is leading. There has been staff training. Multiple work streams have been identified.</p> <p>MD noted there are 4 sustainability sub-groups of 3 or 4 people, each tackling a particular area. The current areas of focus are paper & paper recycling, plaster waste, workshop waste, and energy use within SMART (electricity and gas).</p> <p>For energy use, MD is looking into whether we have meters to get a base line measure of consumption to compare as we make improvements. We will also look at the energy use of different devices, as there will be work around turning off devices not in use.</p> <p>MD noted the main sustainability group is due to meet in a few weeks. Each sub group will feedback.</p> <p>LM noted we will look to invite AA to present to the group in July.</p>	LM
4. Photography Workshops	
<p>A number of photography workshops have been organised over the coming months:</p> <ul style="list-style-type: none"> • The first workshop, for LEAP patients, will take place on 23rd June 2025 • Then following event for staff only will be on 29th July 2025 	LM

<ul style="list-style-type: none"> • There will be an open event for staff and patients on 8th September 2025 • There will be an exhibition for all involved in the workshops on 30th September 2025 <p>Spaces are now open to book; there are about a dozen spaces for each workshop.</p> <p>These sessions are being run by a professional photographer. Participants can use their own phone or camera. We have also got a loan of cameras that can be used. The sessions will be 2-2.5 hour sessions in Astley Ainslie Hospital grounds. From these workshops, the professional photographer will take the pictures to produce the exhibition, and new artwork for the clinical corridors at SMART.</p>	
5. SMART PFPI Action Plan – Updates	
<p><u>5.1 SMART PFPI Action Plan 2025/26</u></p> <p>LM shared the PFPI action plan.</p> <p>It was noted that the actions from the Low Vision Audit in December have been completed.</p> <p>There are actions we can take to improve accessibility following the work done for Euan’s guide. Several areas have been identified, such as staff training, and linking with the sustainability group.</p> <p>LM will circulate a copy of the action plan with the minutes, and will be looking for volunteers to be involved in groups to work on the actions for 2025/26. It is expected that all PFPI group members will be involved.</p> <p>MD noted there should be some easy wins, such as finding resources for training on TURAS, and we should see if we can do some of these first.</p> <p>LM suggested getting feedback from service users with hearing or sight loss, which can then be fed back to the group.</p>	LM
3. Any Other Competent Business	
No other business was brought forward.	LM
4. Date of next meeting	
It was noted that the next meeting would take place on Friday, 25th July 2025 at 10.00am on MS Teams	