

## Minutes of Patient Focus Public Involvement Group

Held on Friday 28<sup>th</sup> March 2025 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  
 Les Malone (LM), Quality and Performance Manager  
 Maria Rochon (MR), Administrative Officer  
 Liz Love (LL), Orthotist

**Patient Representatives:** George MacLeod (GMacL),

**Apologies:** Ashleigh Milroy (AM), Patient Representative  
 Ann McCutcheon (AMC), Patient Representative  
 Lynda Campbell (LAC), Business Manager  
 Hannah Gillies (HG), Clinical Scientist  
 Cath Robertson (CR), Therapy Lead  
 Graham Henderson (GH), Clinical Science Lead

Items	Lead
<b>Welcome, Introductions and Apologies.</b>	
The group noted the above apologies.	LM
The group accepted the previous meeting minutes (31/01/25) as an accurate and true representation of the meeting.	
<b>1. Matters Arising</b>	
<b><u>1.1 Patient feedback</u></b> LM shared data up to February 2025. Very good feedback overall, 87.2% rated over 4 out of 5.  LM asked about potentially splitting the data so it’s not all on one sheet. MD suggested splitting by financial year, so we would then have 2 full years of data and can compare the two.	LM
<b>1.1.1 Analysis of email contacts from online forms</b>  LM noted wheelchair repair requests are consistently on the rise. Prosthetic accessory requests are staying the same. Orthotics online Patient Initiated Followups are high, with 90 in January. Overall contact from online forms is on the rise.  MD suggested high contact in January may be seasonal, following closure during the holiday period.	LM



<b>3. Environmental Sustainability</b>	
There is lots of work going on around this currently. Abigail Attwell (Clinical Scientist) is providing training sessions for staff. There are nearly 20 members of the group, generating ideas like having sensors installed for lighting, reducing use of plaster, reducing the amount of paper that gets printed (several services are paper based), and replacing the water coolers/bottles in the building with mains water fountains. Some things are dependent on Estates. We are looking at what's best to take forward.	<b>MD</b>
<b>4. Photography Workshops</b>	
<p>LM met recently with Hans Clausen (Exhibition Manager for NHS Lothian, part of Tonic Arts) and Aisling Murphy - AAH Nature Ranger. They discussed introducing photography workshops on the AAH site. Submission for funding was approved a few weeks ago. LM met earlier this week with the above and a freelance photographer. They are due to meet again on April 28<sup>th</sup> to discuss ideas for the workshops.</p> <p>The aim is to have the first workshop around the end of June for LEAP, with around 12 participants per workshop. The following workshop in July would be open to staff, then one open to all including staff and patients in September. Then they will have a look at having an exhibition of photographs taken, displayed within SMART. The photographs would be taken within the AAH. More details in due course. There has been lots of interest. Looking at 4-6.30pm, towards the end of the working day, to give people the opportunity to join.</p>	<b>LM</b>
<b>5. SMART PFPI Action Plan – Updates</b>	
<p><b><u>5.1 Euan's Guide – Self Assessing Against Top 10 Tips</u></b></p> <p>SMART is now registered on Euan's site. There is a notice on the reception digital notice board with a QR code, so visitors can leave a review on Euan's guide for SMART, and find links to changing places and photos of facilities. The accessibility guide is also on the website.</p> <p>LAC has received delivery of the dog bowls for guide dogs. They will be at reception if anyone needs them – this is the only item outstanding, to be completed on Monday.</p> <p><b><u>5.2 Low Vision Assessment</u></b></p> <p>The new reception tables arrived this week, and are now in situ. They have white table tops so there is contrast with the floor.</p> <p>The signage is still to be completed, including the fire exit sign at the lift area double doors. We have the sign, so just need to get it put up – the joiner should do this next week.</p> <p>The only other thing is the signage on the toilets, which is currently fine but when it is updated in future we will increase the size.</p>	<p><b>LM</b></p> <p><b>LM</b></p>

<p><b><u>5.3 SMART PFPI Action Plan 2025/26</u></b></p> <p>LM noted that there are new fact sheets available, made by Communications, for people with sensory loss. They give advice and signpost further info. Incorporating this could be an extension of work done for Euan's guide.</p> <p>MD noted lots of our services focus on mobility impairments, and lots of people with mobility impairments also have other impairments. We will see if we can generate a list of things we can review and make self-assessment criteria to see if there is anything we can improve.</p>	LM
<b>6. Any Other Competent Business</b>	
<p><b><u>6.1 Patient Representation</u></b></p> <p>We are looking to recruit two more patient representatives to the group if possible. The Prosthetics service has provided a list of patients who will be invited to the ECRIA event. We will ask if anyone is interested in joining.</p>	LM
<b>7. Date of next meeting</b>	
<p>It was noted that the next meeting would take place on <b>Friday, 30<sup>th</sup> May 2025 at 10:00am</b> on MS Teams</p>	