

Minutes of Patient Focus Public Involvement Group
Held on Friday 26th September 2025 at 10.00am on Microsoft Teams

In Attendance: Les Malone (LM), Quality and Performance Manager – Chair
Tash Chaudhry (TC), Specialist Doctor
MJ Jackson (MJ), Administrative Team Lead – Minutes
Maria Rochon (MR), Administrative Officer
Cath Robertson (CR), Therapy Lead

Patient Representatives: Ashley Milroy (AM), George MacLeod (GMacL)

Apologies: Ann McCutcheon (AMC), Patient Representative
Lynda Campbell (LAC), Business Manager
Beth Dias-Scoon (BDS) Lead Clinical Scientist
Kevin Inglis (KI), WDRRS Operations Manager
Mike Dolan (MD), Head of SMART Services
Liz Love (LL), Orthotist

Items	Lead
Welcome, Introductions and Apologies.	
The group noted the above apologies.	LM
The group accepted the previous meeting minutes (25/07/2025) as an accurate and true representation of the meeting.	
1. Matters Arising	
<u>1.1 Recruiting New Patient Representatives</u> LM and MD are still progressing.	LM
<u>1.2 Patient Feedback</u>	
1.2.1 Quality Objective – 1000 Feedback Cards LM noted we are on target and have received 59 feedback cards so far in September. LM thanked MJ and her team for their work on this. LM plans to do some analysis of the results following Dec-25, and to consider updating the feedback cards. GMacL commented that collecting patient opinions is very important, and we should focus on how we alter our practice based on feedback to “complete the loop”. LM replied that he and MD note all feedback on a spreadsheet, and pass feedback on to team leads. Feedback cards sometimes give different feedback on the same subject, e.g. one says the reception area is too clinical, other says it is very welcoming. LM and MD look at all feedback to see if there’s anything specific we can take forwards.	LM
1.2.2 Analysis of email contacts from online forms LM reported that wheelchair repair requests have averaged 43 over the past 12 months, up from the average of 22 from the previous 12 months. It is encouraging to see patients are using the website. There were only 4 Prosthetic accessory requests in August. but there were 12 in July. They	LM

<p>averaged 8.5 over the past 12 months, and 7.4 over the prior 12 months, a slight increase. For Orthotics self referrals there were 71 in July, and 80 in August. They averaged 69.25 over the past 12 months, and 67.25 in the prior 12 months, so are slightly up.</p> <p>For patient feedback we received 2 in July, 2 in August. This is not the preferred method for giving feedback – feedback cards are preferred, but it is still worthwhile to offer this method for feedback.</p>	
<p><u>1.3 East Region SMART Consortium Group</u></p> <p>The meeting on 21/08/25 was cancelled. The Chair advised that the next meeting will be as previously scheduled, on 20/11/25.</p> <p><u>1.3.1 Equality & Children’s Rights Impact Assessment</u></p> <p>MD is awaiting feedback from the Consortium in the group’s next meeting.</p>	LM
<p><u>1.4 Prosthetics Fitting Rooms – Capital Funding Bid</u></p> <p>LM reported that funding has been confirmed, totalling just under £50k. LM has been in contact with procurement to order the parallel bars, and with estates to take forward the purchase order for the contractors. This is currently sitting with estates. We anticipate starting on 13/10/25, aiming for mid-December completion.</p> <p>The plan is for a 2-phased approach. Clinic Rooms 12 & 14 will be done first over 4 weeks, then Clinic Rooms 4 & 6 over the second 4 weeks. Part of the condition of funding is to complete the work in this financial year, so we do have time to complete the works within this financial year.</p> <p>The Prosthetics and Orthotics (P&O) Team Leads have connected with other Team Leads to see if there are any alternative rooms that can be used over the period. CR confirmed that Wheelchairs and Seating have some clinic rooms available for P&O to use.</p>	LM
<p><u>1.5 Closure of Inpatient Beds Astley Ainslie Hospital</u></p> <p>On Wednesday 10th September the inpatient beds transferred to East Lothian Community Hospital in Haddington. There are now new pathways in place for amputees, who will be seen as outpatients.</p> <p>This is a big change, and a difficult time for people who’ve worked here for many years. There is impact for SMART as staff potentially have to travel to Haddington, and we no longer have the resuscitation team on site, so will have to call an ambulance in emergency situations.</p> <p>MD, LM, James Hollington and Nicola McCormack are to meet with the Scottish Ambulance Service (date to be arranged), to ensure patients can still use ambulance transport, and discuss other issues we’ve had.</p>	LM
<p>2. Service Improvement Projects</p>	
<p><u>2.1 Environmental Controls</u></p> <p>Hannah Harris couldn’t make it today. A presentation has been organised for our next meeting in November.</p>	LM

<p><u>2.2 Line Painting</u> Line painting has been completed of the courtesy crossings, parking bays and road signs around SMART. Previously they were significantly faded. There is a massive improvement, and patient parking is now clearly marked.</p>	LM
<p><u>2.3 Replacement Flooring including stairwells</u> Work is currently being done to replace the flooring in the stairwells. This is the last of the original recycled rubber flooring which had been laid in 2007. It is great to have this investment in the building.</p>	LM
<p><u>2.4 NHS Lothian Charity Funding for New Chairs & Poster Display Boards</u> We submitted an application for new chairs. In recent Healthcare Associated Infection and workplace inspections, many chairs were noted to have wear and tear, some being beyond repair. We asked for £5k to fund 40 new chairs for clinic rooms, reception, and staff areas, as well as new display boards. Just a few days ago we heard that the application has been successful. We will also be getting a bariatric chair, following feedback, which can be made available to any clinic room.</p>	LM
3. Environmental Sustainability - Update	
<p>MJ updated that the Paper Sub-Group has identified several areas where paper use can be reduced. Blue Badge will be the first test of change, aiming to move to a partially paperless process.</p> <p>CR noted that the Workshop Waste Sub-Group are looking at parts of chairs that come as standard that are not required and looking at changing our ordering to reduce waste. They are recording non-needed parts. This will continue over the next couple of weeks.</p> <p>LM noted that staff are involved in the projects outwith their clinical commitments so it can take some time for things to progress, as our priority is always patient care. We are planning to invite James Hollington or Abigail Attwell to come and present to the group on the work of the Environmental Sustainability Group.</p>	LM
4. Art Exhibition in SMART Centre	
<p>The current exhibition in SMART is Foto, showcasing photography from graduates across Scotland. This is due to come down before the end of the year.</p> <p>LM is liaising with Hans Clausen (Tonic Arts). There is an exhibition of 12 portraits of staff and patients from the AAH site, each with a QR code linking to an oral history podcast. We may look at displaying this at SMART for 8 to 12 weeks. Display options are being explored to avoid drilling holes due to the short duration.</p> <p>AM suggested getting something like a temporary floating board to display the pictures.</p> <p>LM replied that it's a great idea. LM will meet Hans next Tuesday after the photography workshop to assess the space and consider display options. Additional ideas are welcome.</p>	LM

5. Photography Workshop	
We had a couple of workshops at the end of July and in September. The final workshop is scheduled 12.30 to 2.30 next Tuesday at SMART. This will bring the pieces of work from the 3 workshops. It is an informal drop-in session, and you don't have to attend for the full time. We will then look at producing these pieces as canvas prints or framed prints. It is also possible that we may be able to use a larger print in the Indoor / Outdoor area, however this will depend on the budget available for the project.	LM
5. SMART PFPI Action Plan – Updates	
<u>5.1 SMART PFPI Action Plan 2025/26</u> MJ reported that admin staff found the Deaf Awareness and Sight Loss Awareness modules both helpful and challenging, and learned new things they wouldn't have known otherwise. Training is ongoing. In the last OMT session a link has been shared with clinical teams. Feedback is welcome. LM suggested exploring production of materials in Braille to improve accessibility. Some actions are marked as complete, but further suggestions or feedback are encouraged.	LM
6. Any Other Competent Business	
No other business was noted.	
7. Date of next meeting	
It was noted that the next meeting would take place on Friday, 28th November 2025 at 10.00am on MS Teams	