

Minutes of Patient Focus Public Involvement Group
Held on Friday 28th November 2025 at 10.00am on Microsoft Teams

In Attendance: Les Malone (LM), Quality and Performance Manager – Chair
Tash Chaudhry (TC), Specialist Doctor
Matthew Reid (MR), Administrative Team Lead – Minutes
Cath Robertson (CR), Therapy Lead
Mike Dolan (MD), Head of SMART Services
Graham Henderson (GH) Lead Clinical Scientist
Liz Love (LL), Orthotist

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
MJ Jackson (MJ), Administrative Team Lead
Maria Rochon (MRO), Administrative Officer

Items	Lead
Welcome, Introductions and Apologies.	
The group noted the above apologies.	LM
The group accepted the previous meeting minutes of 26 th September 2025 as an accurate and true representation of the meeting.	
1. Matters Arising	
<u>1.1 Recruiting New Patient Representatives</u> LM noted that he and MD will review the list who were invited to attend the Equalities Workshop earlier this year and reach out to voluntary organisations and individuals to see if anyone is interested in joining the group.	LM/MD
<u>1.2 Patient Feedback</u>	
<u>1.2.1 Quality Objective – 1000 Feedback Cards</u> LM presented the data on the number of cards collected so far. It was noted that 1008 cards, including website feedback have been received this year. It was noted that the target of 500 feedback card received by December 2025 should be achieved a month early. LM thanked all the reception staff and clinical staff for their efforts in encouraging patients to complete the feedback cards. LM will collate all information from the cards at year end and present this to the group at the next meeting.	LM
<u>1.2.2 Analysis of email contacts from online forms</u> It was noted that WSS repair requests can be accessed online by patients providing 24/7 for raising requests and reducing the need for telephone calls to the service.	
It was noted there is a steady flow of accessories requests for prosthetics online. During the Admin Team Meeting on 27 th November 2025, it was	

discussed about potentially adding to this request form, as some items were not included, however noted that individuals using the form would usually add this to the free text section. It was agreed Admin would discuss this further with the Prosthetics Clinical Team Leads.

It was noted the Orthotics self-referral is working well with approximately 80 forms submitted monthly.

Feedback received via the SMART website is not particularly high, however it was noted that patient's preference may be to complete the feedback cards when attending appointments in SMART.

LM will look at year on year data in April 2026 and present to the group at this time.

GMacL raised the possibility of introducing a QR Code at reception to allow patients the opportunity to access the feedback form online by scanning from their mobile device. LM noted the Digital Board in reception has a QR code for the online feedback form, however noted that it would be useful to have these added to the Feedback Card Holders located at the small tables. LM will discuss with MJ about adding. AM raised that not everyone is able to access phones or websites. LM acknowledged this and noted that it was important to have different methods for communicating feedback, and that feedback cards for those not able to access the website or use QR codes would still be made available and used.

MD shared examples of some feedback cards that he has collected from other sites. Within these examples more open questions were asked to gather more insight into the patient's experience as well as using a 5-point satisfaction scale.

It was noted that we still have a supply of feedback cards which should last into the new year and it is anticipated any updates to the cards would take place around March/April 2026. It was agreed members would bring any thoughts to the next meeting on potential questions. LM suggested that if anyone came across examples and thought they were useful for collecting feedback when visiting other premises, or also out with the NHS, we can share this at the next meeting.

LM/MJ

ALL

1.3 East Region SMART Consortium Group

1.3.1 Equality & Children's Rights Impact Assessment

The group met on 20th November 2025. All eight recommendations were considered. It was noted that only one was considered to have a positive change for patients which was to provide eligible primary trans-femoral patients with a micro-processor knee. MD explained that Edinburgh has had one test case which was successful, and that Glasgow has also had one case. Both have another test case ongoing at present. MD noted that the discussions which had taken place previously was based on a significant financial gap, however it was noted at the meeting there has been a positive change to the financial position and year end position. MD noted that due to the positive changes to the financial situation we are no longer required to provide financial updates to the NHS Lothian Finance Improvement Group.

GMaL thanked MD for his presentation to the group. It was also noted that since the recent Government Budget with Scotland to receive more money, it is hoped that more can be invested in the NHS and that we get our fair share.

1.4 Prosthetics Fitting Rooms – Capital Funding Bid

LM reported the Capital Funding Bid was successful; however it was noted there had been some delays with the work starting. This was due to awaiting confirmation on whether the walls between the clinic rooms were load bearing or not. Estates have now confirmed that a Building Warrant is required. An Architect has drawn up plans and met with LM and MD to review the plans yesterday. Following this meeting, further drawings will be sent for authorisation. Once approved, the warrant can take 6-8 weeks to be granted, with the end of January the anticipated start time, with the work to be completed by the end of March 2026.

LM shared the drawings with the group noting the new configurations of the clinic rooms. The work will be completed in two phases to minimise disruption to the service.

1.5 Closure of Inpatient Beds Astley Ainslie Hospital

LM confirmed that the closure of the inpatients Beds took place on 10th September 2025. It was noted amputees were now being discharged home or to Haddington Community Hospital.

Discussions are still taking place with East Lothian for Nurse cover within the SMART Centre and Orthotics cover at Haddington Community Hospital. This has been agreed in principle for half-day cover; however, the funding has not yet been received.

It was noted that Headway House, which is used for wheelchair storage, is in poor condition. It has now been agreed that the storage can be moved from Headway House to the West Pavilion. The would be closer to the SMART Centre and was a more secure building. It was noted there may be slightly less space; however, it will become clearer when the move takes place. It is anticipated the move will happen in the next few weeks.

2. Service Improvement Projects

2.1 Environmental Controls

GH provided a presentation to the group on the impact of environmental controls on mental health. Data was collected from patients before any devices or equipment was issued to patients; 3 weeks after receiving environmental controls; and again after 8 weeks. The results were positive, showing improved mental health after environmental controls input.

2.4 NHS Lothian Charity Funding for New Chairs & Poster Display Boards

The bid for funding has been approved. An order for 50 new chairs has been submitted. The order is with procurement for authorisation. These chairs will replace chairs in the main reception area, the staff room, and also any chairs within clinical areas which may need replaced. The display boards are still to be ordered. A further update will be given at the next meeting.

3. Environmental Sustainability - Update	
LM confirmed the OMT Group met on 27 th November 2025 where James Hollington (JH), Head of Assistive Technology, gave an update to the group. JH and Abi Attwell (AA), Clinical Scientist, have been invited to the next meeting of this group, to update on what is happening within SMART to improve our Environmental Sustainability.	
4. Art Exhibition in SMART Centre	
LM confirmed he has met with Hans Clausen (HC), Photographer, to finalise the list of photographs which will be printed. 41 in total will be printed and displayed in various prints and formats. The photographs will be displayed in the SMART Reception area and along the clinical corridor with some of the work being part of an exhibition which will start in SMART and then rotate around other sites across NHS Lothian. It was noted that once the exhibition has finished its rotation around other sites it will return to SMART to be permanently displayed. It is anticipated this may be approximately 2-3 years.	
GMaL noted that is great to see the pictures changing and that it is very welcoming when you visit SMART.	
5. Photography Workshop	
It was noted that this has been covered in the above point.	
5. SMART PFPI Action Plan – Updates	
5.1 SMART PFPI Action Plan 2025/26 LM showed the action plan to the group. This is still ongoing however is near completion. It was agreed to keep this going, without adding or changing and review again in January.	
LM advised that the group will need to begin to think about the action plan for the 2026/27.	ALL
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, 30th January 2026 at 10.00am on MS Teams	