

For Orthotics there was an increase from 90% to 98% of 4 or 5 out of 5 ratings. Driving Assessment had a positive shift from 82% to 96% ratings that were 4 or 5 out of 5, and negative ratings (1-2) were down from 18% to just 4%.

Overall, the feedback was overwhelmingly positive, highlighting exceptional staff, high quality care, and patients feeling listened to and respected.

Areas for improvement included insufficient parking (both Blue Badge bays and normal), misuse of disabled bays, difficult public transport access, long walks without pavements, and transport delays from patient transport. Temperatures in clinic rooms were also highlighted –being either too hot, or sometimes too cold. Lack of air conditioning was repeatedly mentioned. Poor pedestrian signage was also noted – the signage on the Astley Ainslie site is designed for vehicles.

MD noted that a lot of positive comments specifically mentioned reception staff, as well as clinical staff.

GM commented that we should be mindful not to be complacent and to keep up the good work. GM also asked if there was any feedback relating to the change of phone service 18 months ago.

LM replied that there was a review of 9 months of phone data last year. We will ask telecoms to run a report from 1st April 2025 to 31st March 2026. There isn't a plan to do a specific survey relating to the phone changes. LM has spoken with the WDDRS manager – the WDDRS technicians used to get feedback that patients couldn't get through on the phone, but they are no longer getting that feedback. It may be worth adding a question about phones when we redesign the feedback cards.

GM commented that in general with patient experience, a main issue is communication.

JH added that the drivers from WDDRS have a meeting every month, and they used to report every month on feedback from patients that they couldn't get through on the phone. They are now no longer getting that feedback. They are each seeing 15 patients a day, so that amounts to lots of informal feedback.

TC commented that Blue Badge and Driving Assessment are services that have previously received significant amounts of negative feedback. TC was surprised that the negative feedback has gone down in past year. It tends to correlate with the outcome of the assessment i.e. if someone is told they can't drive, they would give negative feedback. But this also depends on who was interviewed. A person who failed might give negative feedback, but a relative who wants their family member to be safe might be positive.

LM replied that all feedback goes to service leads. There was Driving Assessment feedback recently where someone thought the outcome was reasonable but had feedback about other things e.g. rural drivers coming into city. Sarah Sutton has also been working on Blue Badge a lot, and there have been very few complaints over the past year.

MD noted that SMART used to get 1 official complaint every fortnight, but this has now gone down to 1 a month.

<p>1.2.2 Analysis of email contacts from online forms LM reported that this has been consistent over the past few months. Numbers dropped off over the festive period, and were not too dissimilar to the festive period last year (November and December). There was no feedback in December through the website, but some in January.</p> <p>LM commented it will be interesting to compare call volumes with the use of online forms when we get data.</p> <p>1.3 East Region SMART Consortium Group The last meeting of the consortium was before the last PFPI meeting. The Equalities and Human Rights Impact Assessment is now finished, and has been published on the NHS Lothian website. Feedback has gone to participants, and the process is now finished.</p> <p>1.4 Prosthetics Fitting Rooms – Capital Funding Bid As reported last time, we have received funding to reconfigure some of our clinic rooms so that we have more Prosthetics fitting rooms with parallel bars. We are just waiting for the building warrant so that we can proceed. There were some queries, and the architect and structural engineers responded to them last week. We are hoping to receive the warrant shortly.</p> <p>Everything is ready to go for the builders to commence. The work should take no longer than 8 weeks. We have been reassured that the work doesn't need to be completed this financial year, so long it is started before the end of March. The new parallel bars are on order, and should be here by mid-Feb. Work should start in next couple of weeks.</p> <p>1.5 Closure of Inpatient Beds Astley Ainslie Hospital The inpatient beds on the Astley Ainslie site closed on the 10th of September 2025.</p> <p>MD reported that we have received funding to cover for Orthotics in East Lothian. We are in the process of recruitment, and purchasing an extra van. There is ongoing discussion with East Lothian to ensure we have nursing cover in SMART all week. We have also gained the use of part of the West Pavilion (what used to be Mears ward) for storage, and have moved our stored equipment across from Headway House.</p>	<p>LM</p> <p>MD</p> <p>LM</p> <p>MD</p>
<p>2. Service Improvement Projects</p>	
<p>2.1 NHS Lothian Charity Funding for New Chairs & Poster Display Boards We were previously awarded funding for chairs, as well as picture and poster frames. We are due to get 50 chairs delivered today. They will replace some chairs in reception area, and the staff room. Some will also be for the new fitting rooms, and any clinic room chairs that require replacement.</p>	<p>LM</p>
<p>3. Environmental Sustainability - Update</p>	
<p>AA gave a presentation about the SMART sustainability journey. The Sustainability project is jointly led by JH and AA.</p>	<p>AA/JH</p>

AA began with a recap of how the project started. JH asked AA about running a Sustainability project in SMART back in January 2024. AA attended sustainability workshops in May 24. The project was then proposed to the SMART OMT in June-July 24. Recruitment of staff for the project began through July to September 2024. There was a sustainability town hall meeting later in 2024. There were development sessions in Dec 24 ran by JH and AA to educate service leads about sustainability in NHS UK and climate change, as well as quality improvement techniques. Sustainability e-learning was undertaken in Jan-Feb 25 by all of SMART. In Feb-March 25 project volunteers did e-learning about sustainable quality improvement. In March and April there were induction sessions. The first normal group meetings began in May 25. It has been a long journey to start the group. Since then there have been 13 regular meetings, and there are 4 project teams on the go. Together they have identified issues, measured baselines, and we are already seeing changes.

The four project teams are:

- Plaster Waste in Prosthetics and Orthotics;
- Waste in Workshops (especially in the Wheelchair Service);
- Energy use at SMART; and
- Paper and Recycling.

The Workshop Waste Group has looked at used and unused parts. They collected data about unused wheelchair parts over a month starting in September. Lots of stock chairs have pieces that are taken off straight away. The group are looking at options to avoid landfill, such as sending parts back to the manufacturer, and order chairs without unnecessary parts. The group is also looking at raw materials for adaptations for wheelchairs, and disposal methods.

The Plaster Waste Group has focussed on Prosthetics and Orthotics, where plaster casts are taken from patients. This uses a lot of plaster. We previously had to use a clinical waste streams which is very carbon intensive. The group worked out the typical amount of waste in a month, and looked at costs. The group have managed to agree with the waste team to use the recycling stream for used plaster, with a potential for 14 times less emissions than the clinical waste stream.

The Energy Use Group completed an audit of electronic devices left on in SMART. They worked out that lights are biggest issue. Waste in one year from lights only is equivalent to the standard energy use of one UK household.

The Paper and Recycling team audited different services for paper use. They calculated the carbon footprint of different services, as well as financial costs. There is currently a big test of change in the Blue Badge team, with referral and desk based assessments now being completed digitally. The new process is reducing paper use in the team by 70%, and is going well. The next step will be to consider digitising the clinic process, which generates the other 30% of the Blue Badge team's paper use. There is lots of scope for how to expand project in the future.

LM commented on the taken time to get the project up and running, as having a Quality Improvement approach does take time. On the lighting side of things, staff are remembering to switch lights off when stepping out of rooms.

<p>MD noted that the Energy Group re-ran their audit last Thursday. They have the data, and need to analyse it. Anecdotally, there are fewer lights on in unoccupied rooms in SMART. Lots of PCs in SMART now have special software to turn them off out of hours.</p> <p>LM asked if the energy audit takes into account the time of year.</p> <p>MD replied that the original audit was November, so there shouldn't be much difference. Lots of people still use lights all year regardless, especially on the lower ground floor where trees can block out natural light.</p> <p>LM commented that it is great to hear plaster can be recycled, and asked if there is scope to reduce use of plaster?</p> <p>AA replied that there is not currently a plan to reduce plaster use. The project looks at the triple bottom line, which includes social impact – asking people to change how they work many be too much to ask.</p>	
4. Art Exhibition in SMART Centre	
<p>We had a series of photography workshops last year for patients and staff, and are now looking to order prints and frames in coming weeks. This weekend the current exhibition in reception and clinical area will be taken down. We will then arrange for Estates to fill and repaint over the holes in the walls. The new photography exhibition will have just over 40 frames to go up. The exhibition will be on display in SMART for approximately 10-12 months and will then tour NHS Lothian. It was noted that the works from exhibition will return to SMART afterwards it has been on tour and will be installed in areas permanently. The install is planned for 21/2/26, with an informal launch at the end of the following week (27/2/26). LM plans to do a presentation on the work at a future meeting.</p>	LM
5. SMART PFPI Action Plan – Updates	
<p><u>5.1 SMART PFPI Action Plan 2025/26</u> Staff training is ongoing, and is well on the way to be complete by the end of March. We have now had the sustainability presentation by AA and JH, and plan to invite them back in the future.</p> <p><u>5.2 SMART PFPI Action Plan 2026-27</u> A draft will be prepared for our next meeting at the end of March.</p>	LM LM
6. Any Other Competent Business	
<p>No other business was noted.</p>	
7. Date of next meeting	
<p>It was noted that the next meeting would take place on Friday, 27th March 2026 at 10.00am on MS Teams</p>	