

**Minutes of Patient Focus Public Involvement Group**  
Held on Friday 27<sup>th</sup> March 2026 at 10.00am on Microsoft Teams

**In Attendance:** Les Malone (LM), Quality and Performance Manager – Chair  
MJ Jackson (MJ), Administrative Team Lead – Minutes  
Jade Hanbidge (JH), Prosthetist  
Liz Love (LL), Orthotist  
Cath Robertson (CR), Therapy Lead  
Tash Chaudhry (TC), Specialist Doctor

**Patient Representatives:** No representatives in attendance

**Apologies:** Ann McCutcheon (AMC), Patient Representative  
Ashley Milroy (AM), Patient Representative  
George MacLeod (GMacL), Patient Representative  
Tracy Wright (TW), Patient Representative  
Mike Dolan (MD), Head of SMART Services  
Caroline McClosky (CM), Senior Prosthetist  
Maria Rochon (MR), Administrative Officer  
Lynda Campbell (LAC), Business Manager  
Beth Dias-Scoon (BDS) Lead Clinical Scientist  
Kevin Inglis (KI), WDRRS Operations Manager

| Items   | Lead    |
|---|---------|
| <b>Welcome, Introductions and Apologies.</b>  |         |
| <p>The group noted the above apologies.</p> <p>LM welcomed Jade to the group.</p> <p>LM noted Tracy Wright, a new patient representative, is keen to join the group but is not able to make this meeting.</p> <p>The group accepted the previous meeting minutes (30/01/2026) as an accurate and true representation of the meeting.</p>  | LM      |
| <b>1. Matters Arising</b>   |         |
| <b><u>1.1 Recruiting New Patient Representatives</u></b>  |         |
| <p>Tracy Wright is going to join the group, and hopes to attend the next meeting. This will make 4 patient representatives total. LM and MD will still continue looking to recruit more members.</p>  | LM / MD |
| <b><u>1.2 Patient Feedback</u></b>  |         |
| <p>Following the presentation LM gave last time, we are continuing to use up our current supply of feedback cards. There are not many left. Once used up, we will look to design new feedback card with new questions.</p>  |         |
| <b><u>1.2.1 Analysis of email contacts from online forms</u></b>  |         |
| <p>LM shared his screen to show the report. Wheelchair repair requests are consistent, with 49 in Jan, and 37 in Feb, and an average of just over 41 each month over the last 12 months. Prosthetics accessory requests are also steady, with 11 in Jan and 8 in Feb, averaging 8 a month over last 12 months. Orthotics self referrals were 80 in Jan and 80 in Feb, averaging 71 a month over last 12 months.</p> |         |

3 items of feedback were received online in Jan, and 0 in Feb. QR codes are now available in reception to access the online feedback form, but the preferred means remains to be the feedback cards.

### **1.3 East Region SMART Consortium Group**

The Consortium last met on 19/2/26. GMaL was in attendance. The group discussed the strategic case annual update, which has been accepted. Outcome sheets from the EHRI and Children's Rights impact assessments, as well as performance reports were circulated. The next meeting will be on 21/5/26.

### **1.4 Reconfiguration of Prosthetics Fitting Rooms**

LM shared a presentation, first explaining the background. New infection control standards prohibit having more than one patient per room. We originally had one male and one female fitting room. These were large rooms with cubicles, and could have up to 4 patients per room at a time. They were connected to smaller examination rooms. The new restrictions significantly reduced our capacity, and the service could no longer meet patient demand, especially with the increase of SSPS patients.

The reconfiguration aimed to double the number of fitting rooms by extending the small examination rooms and making the large rooms smaller. This would create 4 dual purpose fitting and examination rooms, each with 6 metre parallel bars. LM shared plans of old layout compared to new for CR 12&14, and CR4&6.

The bid was submitted in February 2025, approved in principle in April 2025, then fully approved in August 2025. The project was progressed with estates, a structural engineer, architect and contractors. We originally thought no Structural Engineer would be needed, as the walls involved were not load bearing. There was a slight delay as we needed to get a structural engineer in to confirm the walls were not load bearing. Then we got an architect in, and were advised that we would need a building warrant. This was submitted to the council planning department and approved in January 2026. The contractors then updated their quotes ready for the work to commence, with no significant change.

The work was planned to be done over an 8 week period, in 2 phases. Rooms 12 and 14 were done in phase 1, starting on February 9<sup>th</sup>, and finishing on March 9<sup>th</sup>. Rooms 4 and 6 are being completed in phase 2 which started March 10<sup>th</sup>. We hope to complete the work around the 3<sup>rd</sup> of April, but it may extend into the following week. The Prosthetics team are aware. With the Easter holidays and staff on leave there shouldn't be much disruption.

LM shared photos, including photos of the work being done and photos of the finished clinic rooms. JH confirmed the Prosthetics team are all very happy with the new rooms.

LM noted he met with estates in the morning about pull cords and push buttons for the alarm system which need to be relocated. They will aim to do the work early in the morning in a couple of weeks time, before appointments start.

## **2. Service Improvement Projects**

### **2.1 NHS Lothian Charity Funding for New Chairs & Poster Display Boards**

LM shared a presentation. We applied for NHS Lothian Charity funding for chairs, poster boards, and sanitary products. The seating in SMART was over 18 years old. Many chairs were ripped and worn, and don't meet infection control

**LM**

standards. We initially rotated chairs, so the less used chairs could be used. We also wanted poster frames for lower corridor for posters, to celebrate achievements and display posters made for conferences. We also added a request for access to sanitary products.

We received £5k of funding, which was used to purchase 50 new chairs. These have been put in reception and the staff room. Now all the chairs are consistent, with one style and colour. Posters and clip frames have been put up in corridors and meeting rooms. There are more to go up in corridor and in the library. Sanitary product holders have been installed in toilets 1 and 3, and the female changing rooms. There is another box to go in toilet 2, and we are awaiting the joiner to put it in place.

There are all good additions to centre. It is good to not have bare walls, and recognise staff. It's good for visitors to centre, and tours of building, to showcase what we do in SMART.

**3. Art Exhibition in SMART Centre – ‘Looking Through a New Lens’**

LM gave a presentation. There were photography workshops held last year on the Astley Ainslie site, and various pieces of artwork have come out of them. These pieces are now being exhibited in SMART, and the exhibition launched on February 27<sup>th</sup>. The launch was attended by Hans Claussen, head of Tonic Arts, Morwenna Kearsley, a professional photographer who was involved in the workshops, as well as many of the participants.

LM showed pieces staff including MD (head of SMART), LM, Gillian Murdoch (Occupational Therapist) – whose piece is on display in reception, LAC (Business Manager), and Hamish from the rehabilitation workshop. LM also showed photos of different styles of framing and photographs, including pieces by patients. There are plaques under each photo with the name of the photographer, and indicating if they are staff or patients.

There are posters on AAH site, including in the canteen, GP practice, and admin building, encouraging staff and patients to come and have a look.

The exhibition will stay in SMART for the rest of the year. Then some pieces that are currently in reception and the first part of the clinic corridor will go on tour from 2027 to 2029 around NHS Lothian sites. When they go on tour, we'll get a new display. After the tour, the pieces to return to SMART permanently, potentially to be displayed in the lower corridor, on the bare walls on the right hand side going towards the admin office.

CR noted that patients have commented that the pieces are very nice.

**LM**

**5. SMART PFPI Action Plan – Updates**

**5.1 SMART PFPI Action Plan 2025/26**

LM reviewed the last outstanding items on the action plan:

- Staff training on sightloss and deaf awareness (modules on Turas). Staff training is continuing, and new staff are now completing this during induction.
- Sustainability – Abi Attwell and James Hollington gave a presentation in the last PFPI meeting. We hope to have them back later this year to give another update.

The 2025/26 action plan is now all marked as complete.

**LM**

**5.2 SMART PFPI Action Plan 2026-27**

**LM**

A new action plan has been drafted following discussion in the last meeting.

**Patient Feedback**

Patient feedback cards – action to review the design and update questions. Possibly include a question about phones or communication.

Review current outputs on feedback to service users – slides on reception notice board (You Said, We Did), review these and update them. Consider how often to review going forward.

**What Matters to You Day 2026**

Annual event on June 2<sup>nd</sup>. There are several options of what to do in terms of getting patient feedback, analysing it and creating an action plan based on findings. LM recommend keeping it simple, e.g. “pants and tops” tool with cards in reception for patients to fill in, and volunteers in reception having conversations with patients throughout the day.

LM asked for volunteers to either lead or be involved in this process. LM will bring this to the OMT. Potentially each volunteer would spend half an hour in reception on the day. We haven’t done anything for this day in the last couple of years. CR was previously involved when it was done before, and it was done on a rota basis. LM asked people to pass on the request to their teams and get people to sign up. This is reliant on people helping out to make it work.

**Improved parking**

This came out of patient feedback. Patients with equipment such as power chairs, and adapted vehicles have difficulty using standard length bays. We have put a bid in to get a bay extended outside one of the pavilions to make it safer and easier for these patients.

There was also feedback about access to EV chargers for patients. Currently we only have chargers for service vehicles, which are managed by the estates team. We will pursue the possibility of getting charging points for patients, as increasing numbers of patients are coming to appointments with electric vehicles.

LL noted some staff also use electric vehicles, so it would be good to have staff electric charging bays.

**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, 29<sup>th</sup> May 2026 at 10.00am** on MS Teams