

Minutes of Patient Focus Public Involvement Group
Held on Friday 29th May 2026 at 10.00am on Microsoft Teams

In Attendance: Les Malone (LM), Quality and Performance Manager – Chair
Mike Dolan (MD), Head of SMART Services
Matthew Reid (MR), Administrative Team Lead – Minutes
Jade Hanbidge (JH), Prosthetist
Liz Love (LL), Orthotist
Cath Robertson (CR), Therapy Lead
Tash Chaudhry (TC), Specialist Doctor
Ashley Milroy (AM), Patient Representative

Apologies: Ann McCutcheon (AMC), Patient Representative
George MacLeod (GMacL), Patient Representative
Tracy Wright (TW), Patient Representative
Caroline McClosky (CM), Senior Prosthetist
Maria Rochon (MR), Administrative Officer
Lynda Campbell (LAC), Business Manager
Beth Dias-Scoon (BDS) Lead Clinical Scientist
MJ Jackson (MJ), Administrative Team Lead
Kevin Inglis (KI), WDRRS Operations Manager

Items	Lead
1. Welcome, Introductions and Apologies	
<p>The group noted the above apologies.</p> <p>LM welcomed everyone to the meeting.</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>	LM
2. Minutes of Previous Meeting	
<p>The group accepted the previous meeting minutes (27/03/2026) as an accurate and true representation of the meeting.</p>	
3. Matters Arising	
<p>3.1 <u>Recruiting New Patient Representatives</u> 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 are still continuing to look to recruit more members however it was noted that no further responses have been received from previous requests. It was agreed this item can be removed from the agenda.</p>	LM / MD
<p>3.2 <u>Patient Feedback</u> A draft Feedback card was shown to the group. The card is a similar design to the previous one used with questions updated. The questions include a rating based on the overall service received, their reception experience, ease of contacting the service, and the ease of finding the centre and parking. TC raised that should we include a question about</p>	MD/LM

<p>parking when it is not something that can be controlled by the SMART Centre. It was noted that this feedback can be taken to the AAH Site Meeting as evidence of issues with parking. It was noted that the name and contact number of the individual filling out the form has now moved to the end of the card so they don't feel compelled to fill this out and can leave blank if they wish to complete this anonymously. It was noted that the QR code has been added to the card so that it can be completed online. MD will share the card with the OMT within SMART for feedback to be returned by the end of June. This will allow the card to be finalised for the beginning of July. It was noted that only a small amount will be produced in the first instance to analyse the feedback and possibly change the questions if required.</p> <p>3.2.1 <u>Analysis of email contacts from online forms</u> LM shared his screen to show the report with updated figures for March and April 2026. It was noted that April had the highest number of Prosthetics Accessories Requests since statistics have been recorded. It was noted that WWS Repair Requests continue to increase year on year. Feedback on the website is down on the previous year. This will continue to be monitored.</p> <p>3.3 <u>East Region SMART Consortium Group</u> The Consortium last met on 21/5/26. LM presented to the Group the reconfigured Prosthetics Fitting Rooms (Clinic Rooms 4, 6, 12 & 14). MD presented on the Performance Reports. It was noted that all services are improving against the National benchmarking, and a positive response was given from the group.</p> <p>It was noted that the frequency of the group meetings will change from 4 times a year to twice a year, with the option of adhoc meetings if required. It is thought the next meeting may be mid-November, which will allow time for reports to be analysed for the first 6 months of the financial year.</p> <p>3.4 <u>Reconfiguration of Prosthetics Fitting Rooms</u> It was noted this work has now been completed and all clinic rooms are being used for appointments.</p>	
<p>4 Service Improvement Projects</p>	
<p>4.1 <u>Scottish Driving Assessment Service (New Vehicles & Driving Rigs)</u> It was noted that new vehicles have been purchased in the last 12 months, with new driving rigs ongoing. A capital Funding Bid for the new rigs has been successful with updated quotes being sent to the Capital Steering Group. It was noted that options are to get both rigs fitted at the same time, or one gets installed after the other, or two separate orders are put in. The preferred option is for them both to happen at the same time. We are still waiting to hear back on the quotes and preferred option. There is a lead time of 3-months, with work hopefully starting in September. It was noted the current rigs are 23 years old.</p> <p>4.2 <u>WiFi</u> It was noted that eHealth has been in the SMART building to analyse the WiFi coverage within the SMART building. It was noted that the clinical area has strong coverage however the workshop area do not. It was</p>	<p>LM</p>

<p>noted it is hoped to add WiFi coverage units in the workshop area, as well as in the two meeting rooms on the lower ground floor. We are still waiting on further analysis from eHealth and costing for this work with an update to be given at the next meeting.</p>	
<p>5. SMART PFPI Action Plan</p>	
<p>5.1 <u>Action Plan 2026-27</u> Patient feedback cards – as discussed in section 1.2, a finalised card will be produced for the beginning of July.</p> <p>What Matters to You Day 2026 - this will be on Tuesday, 2nd June 2026. LL agreed to lead on the day. It is hoped that further support may be available from other clinicians if any appointments are cancelled on the day. LM and LL are meeting afterwards to finalise plans on how the day will run. A further update will be given at the next meeting.</p> <p>Improved parking – It was noted that an additional parking space will be added which will be extra-long for use by vehicles with a rear ramp for wheelchairs. This work is expected to be carried out on Tuesday and Wednesday next week. Estates will block off this area on Monday. Line painting will be carried out when other work is also being done on AAH site. It was noted that a sign will be made to inform users of who this space is for, to ensure that those who require the use of this space are the ones that get to use it.</p>	<p>MD/LM</p> <p>LL/LM</p> <p>MD/LM</p>
<p>6. Astley Ainslie Hospital Site – Update</p>	
<p>Following on from last week's site meeting, the following was noted:</p> <ul style="list-style-type: none"> • Fire Safety - Mark Roden is the new Fire Safety Advisor covering AAH. We should be receiving some fire extinguishers safety boxes delivered this week to cover over the extinguishers in the clinical areas. These are designed to prevent injuries should a patient fall against one. The huts at back of West and East Pavilion may be removed due to concerns about being target for fire raising. • Dining Room - The canteen is under review due to lack of demand. Discussions are still at a very early stage but it is hoped that another organisation could take on the running of the facility. • EV Chargers - Facilities are aware of the problem with the power tripping so that the chargers don't work and are seeking to get to the root cause to prevent this happening. • West Pavilion Patio Furniture - The benches, etc. have been removed to elsewhere on the AAH and the REH sites where there were no other options available for staff. Staff at SMART have access to the benches by the EV chargers and on the grass area in front. The remaining planters may also be moved elsewhere in due cause. • Security - Facilities are waiting on quotes on increasing CCTV coverage on site and also routing the burglar alarms to a call centre with response. • Site Closure - The SMART Centre, the West and East Pavilions and Scientific Block will be retained for NHS use indefinitely. Buildings on other parts of the site will be gradually closed over the next 4 and half years as staff and services are relocated to other NHS Lothian facilities. The exact order of the closures is dependent on several 	<p>MD</p>

<p>factors, such as the condition of the buildings, the requirements of the services (e.g. office only or clinical) and subject to change.</p> <p>The next site meeting is at the end of July</p>	
<p>7. Any Other Competent Business</p>	
<p>It was noted representatives from the WSS Therapists team will be at the next meeting to present to the group.</p>	<p>CR</p>
<p>8. Date of next meeting</p>	
<p>It was noted that the next meeting would take place on Friday, 31st July 2026 at 10.00am on MS Teams</p>	