Minutes of Patient Focus Public Involvement Group
Held on Friday, 25th September at 10.00am on Microsoft Teams

In Attendance:
Les Malone (LM), Quality and Performance Manager – Chair
Shona Nielssen (SN), Administrative Team Lead – Minutes
Mike Dolan (MD), Head of SMART Services
Ashley Milroy (AM), Patient Representative
George MacLeod (GMacL), Patient Representative
Tash Chaudhry (TC), Specialist Doctor
Liz Love (LL), Orthotist
Cath Robertson (CR), Therapy Lead

Apologies:
Ann McCutcheon (AMC), Patient Representative
Jade Hanbidge (JH), Prosthetist
Tracey Wright (TW), Patient Representative
Lynda Campbell (LAC), Business Manager
Beth Dias-Scoon (BDS) Lead Clinical Scientist
Kevin Inglis (KI), WDRRS Operations Manager
MJ Jackson (MJ), Administrative Team Lead
Caroline McClosky (CM), Senior Prosthetist
Maria Rochon (MR), Administrative Officer
Emma Purdie (EP), Wheelchair Therapist

Items		Lead
1.	**Welcome, Introductions and Apologies**	
	The group noted the above apologies. LM welcomed everyone to the meeting. In MJ's absence, SN will take the meeting notes. It was noted that MR is now on maternity leave, and the group is looking for another representative from the Admin Team.	**LM**
2.	**Minutes of Previous Meeting**	
	The group accepted the previous meeting minutes from the meeting held on 31st July 2026 as an accurate and true representation of the meeting.	
3.	**Matters Arising**	
3.1	**Analysis of email contacts from online forms** LM updated the group and shared the report with the updated figures. Overall online form usage on SMART's website has increased over the past 6 months. In October, there was an increase of completed orthotic self referral forms, and since April, the wheelchair and seating service repair requests has been over 50 per month.	**MD**
3.2	**East Region SMART Consortium Group** The group is due to meet on 12th November 2026 and an update from this meeting will be provided at the next PFPI meeting in November.	
3.3	**SMART Centre – Travel and Parking Survey - Update** At the previous PFPI meeting, the outcomes of the survey were presented and the three key areas identified were reconfiguration of existing parking to improve	**MD/LM**

	accessibility for non-blue badge holders, improved signage for patients arriving via Public Transport and waking / using wheelchair and address the front door threshold (already raised with Estates). The extended parking bay work is now complete. LM and MD will review the configuration of the parking at the SMART Centre and consider options to improve the parking overall. The Estates Team have requested a quote to update the signage across AAH. MD has requested to see the specifications of this quote to establish whether it will meet SMART's requirements. However, it was noted the signage for SMART's parking bays will likely need to be arranged separately. LM and MD will attend The Traffic Management Group meeting on 12th October 2026. LM and MD to create a proposal for SMART parking to maximise patient parking without losing the number of disabled parking bays. It was noted that although there have been closures across the AAH site, the parking outside SMART still remains busy and it is important to ensure patients' with reduced mobility who attend appointments at the SMART Centre are able to park close to the building.	
5.	**Service Improvement Projects**	
5.1	**Scottish Driving Assessment Service (New Vehicles & Driving Rigs)** MD advised the team is waiting on IT Security and Information Governance sign off due to system access requirements. MD indicated there is a 3-month lead time which means the new rigs would not arrive until early 2027.	**MD**
5.2	**Wi-Fi** The contractors were on site a couple weeks ago and the new access points were installed. This includes 2 on the lower ground floor, 1 in the P&O workshop as well as another 1 in the far end of the clinical corridor on the ground floor. The IT team are on site today to check the coverage of the Wi-Fi throughout the building.	**LM**
5.3	**NHS Scotland Event Posters** LM and MD updated the group. Two posters from SMART were displayed at the NHS Scotland Event. One of the posters highlighted the work around the feedback cards at SMART. This poster has been printed in A0 and is now currently displayed in the lower ground corridor at SMART. The other posted focussed on wheelchair repairs. The team is waiting for this poster to be printed in A0 and added to the display. These posters were part of less than 200 posters from across Scotland that were displayed as part of the event. The links to the posters can be found by clicking here – NHS Scotland Event 2026 ePosters or: **https://my.ltb.io/index.html#/showcase/nhs-scotland-eposters**	**LM/MD**
6.	**SMART PFPI Action Plan 2026-27**	
6.1	**Patient Feedback** LM updated the group. The cards have been reviewed and an order has been placed for 500 of them. LM will update the website to match the cards when the cards have been delivered and are in circulation. The plan is for the 500 cards to be used by 31st March 2027. The group will then consider the feedback from these cards and what actions can be taken. The group will also review the format of the cards for 2027/2028.	**LM**
6.2	**What Matter to You Day 2026** This work has now been completed.	

6.3	**<u>Improved Parking</u>** In addition to the discussions in 3.3 SMART Centre – Travel and Parking Survey. The group also discussed EV chargers. Currently EV chargers are only available for NHSL vehicles, but this could change in the future. A query was also raised around staff who have NHSL leased EV vehicles whether they could use the EV chargers. LM and MD will bring this query to the Traffic Management Group. It was additionally noted that in some newer supermarkets, that blue badge holders can use EV charging spaces and this could be an option available to SMART/AAH parking.	**LM**
7.	**Astley Ainslie Hospital Site – Update**	
	MD updated the group. A number of buildings will close over 2027, which will include the Cunningham Unit and buildings on the northern side of the site. It was noted that Driving Assessment use parts of this site for assessments. There are additional plans to close further buildings over the next 4 years until 2030 but there are no firm dates for these at this time. City of Edinburgh City Council has a document with potential options for the AAH site. A link to the document can be found here: https://consultationhub.edinburgh.gov.uk/sfc/astley-ainslie-place-brief/ The council will be holding public events to discuss the future of the site. Currently future plans for site include housing and a community centre. The canteen has now closed, and there are no plans for any third sector organisations to open any catering facilities on site which had previously been suggested. The current plan is for the SMART Centre to stay on the AAH site. Additionally the group discussed the impact of the closure of buildings on the site, for example currently there three access points on the site and this might change. Some concerns were raised that with these changes it is important to continue providing a high level of service to patients. MD/LM will advise the patient representatives on this group if there are any other groups they can join regarding the AAH site changes/plans. With the recent news of the Health Boards merging, this might provide opportunities with how services are provided and improve services to patients.	**MD/LM**
8.	**Any Other Competent Business**	
8.1	**ReTIS server failed** MD advised the group that the ReTIS server failed before the backup system could run on 13th August 2026. This meant all information entered into the system that day was lost. The clinicians had to rewrite their notes, and the admin team had to enter patient queries retrospectively. As a result, a number patient queries will have been lost. Communications went out on the SMART Centre website and NHSL social media. Following on from the incident, the ReTIS team will run backups earlier to reduce the chances of this happening again. Additionally the ReTIS support hours were changed to reflect the SMART Centre's opening times on a trial basis. The wheelchair and seating repair service have changed to printing their van journeys 2 days in advance instead of 1.	**MD**

8.2	**Terms of Reference** LM sent out the terms of reference for this group. Currently there are no further updates and LM has asked the group to advise him if anyone has any amendments/ suggestions.	**LM**
9.	**Date of next meeting**	
	It was noted that the next meeting would take place on **Friday, 27th November 2026 at 10.00am** on MS Teams	