Welcome to the first issue of the SMART Wheelchair and Seating Services newsletter. We hope you will find the articles included both interesting and informative as we keep you updated on the recent events and achievements through the Wheelchair and Seating Services Modernisation Programme. The newsletter is intended to provide a brief summary of the articles offering links to further information.

To ensure that we are providing you with appropriate information, we would welcome your feedback on the newsletter or any articles within it. You can email us at lothian.smartmanagement@nhs.net or contact Les Malone, Modernisation Manager on Tel. 0131 537 9436.

SMART Centre - Open Day

The SMART Centre held an Open Day on 28th May 2010 where over 60 people were given a guided tour of the facilities. This included wheelchair users/carers, prosthetic patients, members of NHS Lothian Board and other professional groups. The event involved a tour of the Wheelchair and Seating Service and Prosthetics Service, which included:
- a demonstration of fitting and casting for prosthetic patients
- static displays demonstrating the various stages of prosthesis manufacture
- static displays demonstrating the special seating manufacture
- behind the scenes views of workshop areas, etc.

The following services are provided to users in Lothian, Fife and the Borders: Mobility and Special Seating Services, Limb Prosthetics Services, Assistive Technology Services (environmental and electronic assistive devices, gait analysis and special needs design). In addition the Centre houses the Disabled Living Centre and the Scottish Driving Assessment Service which operates from within SMART and from a mobile unit throughout Scotland.

SMART User/Carer Network

We have been inviting service users and carers to join the SMART User/Carer Network over the past few months and now have over 240 members from across Lothian, Fife and Borders. The network aims to provide service users and carers with an opportunity to get involved in the development of the Service as part of the Wheelchair and Seating Services Modernisation Programme. Anyone who is interested in joining the network or who would like further information can contact Les Malone, Modernisation Manager, or by email at: lothian.smartmanagement@nhs.net

NHS Borders User/Carer Development Event

NHS Borders are organising a User/Carer Involvement Development Event which is taking place on Friday, 18 June 2010 from 12.30pm-3.30pm in Selkirk. The event will provide an opportunity for wheelchair users and carers to come together and discuss the establishment of a local Wheelchair User/Carer Group and the possibility of introducing a Satellite Clinic in the Borders area. If you are interested in attending or would like further information, please contact Les Malone, Modernisation Manager on Tel. 0131 537 9436.
The ‘In Motion’ National Conference took place on 13th April 2010 to celebrate progress made with regard to modernising Wheelchair and Seating Services in Scotland, a year on from publication of the project action plan. The conference was opened by Shona Robison, Minister for Sport and Public Health and was attended by over 140 delegates who included wheelchair users and carers, wheelchair and other rehabilitation services staff, voluntary sector stakeholders and CHPs.

A copy of the conference report can be obtained by contacting Graham Wood, Project Support Officer, Scottish Government on Tel. 0131 244 2434 or by email at: Graham.wood@scotland.gsi.gov.uk

SMART User / Carer Satisfaction Survey

Following guidance from the national wheelchair and seating service project board, the SMART Centre invited users, relatives and carers to tell us about their experience of the service. A total of 2,315 surveys were issued across the region, and 693 were returned (response rate of 30%).

Feedback from the survey has been displayed in the SMART Centre. If you would like further details on the outcome from the survey, please email us at: lothian.smartmanagement@nhs.net or contact Les Malone, Modernisation Manager on Tel. 0131 537 9436.

Overall, how happy are you with the service?

<table>
<thead>
<tr>
<th>Very happy</th>
<th>Happy</th>
<th>Not very happy</th>
<th>Very unhappy</th>
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<tr>
<td>297</td>
<td>266</td>
<td>30</td>
<td>14</td>
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<tr>
<td>49%</td>
<td>44%</td>
<td>5%</td>
<td>2%</td>
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Fife Satellite Clinic

A small group of offices in Lynebank Hospital have been transformed into Fife’s first wheelchair satellite clinic. The facility comprises a large clinical room with an overhead hoist, plaster sink and a computer link to the SMART Centre, along with sufficient space for clinicians and technicians to provide a high quality care service. The clinic will host a wheelchair shop and workshop to provide minor repairs and adjustments to wheelchairs.

The Fife Wheelchair User/Carer Group was involved in the design and specification of the satellite clinic.