

31st October 2024; 13:00hrs

Present	
<i>Susan Mail (SM)</i>	<i>HIAL Airport Services Manager (Chair)</i>
<i>Marie Pottinger</i>	<i>Shetland SANDS</i>
<i>Megan Govier</i>	<i>Loganair</i>
<i>Lisa Glaister (LG)</i>	<i>NHS Shetland Patient Travel</i>
<i>Stephanie Bain (SB)</i>	<i>Ability Shetland</i>
<i>Karen Hannay (KH)</i>	<i>Community Connections</i>
<i>Wendy Cooper</i>	<i>Highlands & Islands Airports Ltd</i>
Apologies	

1. Introduction and Welcome

1.1 *Attendees were welcomed.*

2. Quality Standards

2.1 *The Chair talked through the CAA Quality Standards reporting and what the returns were for Sumburgh for the Jan – Jul 2024.*

243 departing passengers needed assistance.

338 arriving passengers needed assistance.

3. Feedback Systems

3.1 *CAA Online passenger survey on quality of assistance provided to passengers with reduced mobility at UK airports: <https://www.surveymonkey.com/r/PRMUK>*

Paper copies of the Sumburgh Airport passenger survey are located at Desk 8, the departure lounge, and arrivals hall.

QR code for those that wish to complete survey online.

HIAL website; [Contact us at Sumburgh Airport – Highlands and Islands Airports Limited \(hial.co.uk\)](https://www.hial.co.uk)

NHS Shetland advised will add feedback link to patient travel leaflet and forward leaflet to the group. SM to send link.

4. Loganair Update

4.1 *Loganair advised all going well and good use of Aviramps – 100% performance. NHS Shetland requested to be advised when or if, any of the PRM equipment was not in use. Loganair advised they would inform Patient Travel by email.*

Ability Shetland advised aviramp great for passengers in Sumburgh – but destination airports presently don't all use them. Loganair advised a work in progress and in the meantime PRM passengers will be ambulifted off the aircraft at other airports.

5. Terminal Projects Update

5.1 *The Chair gave an update on recent Terminal projects, specifically the Quiet Room which is well used. Press release will be sent to Ability Shetland and Shetland SANDS for quotes before publication. New shop has opened and selling local produce.*

6. Update on Accessibility Training

6.1 None new.

7. Views on Effectiveness of User Group

7.1 *The Chair talked through all the initiatives that had progressed or happened because of the User Group.*

7.2 *Community Connections advised it might be useful for all group participants to advertise they are attending this meeting on social media and ask the public for feedback to bring to this meeting.*

7.3 *NHS Shetland advised it can be costly to provide escorts for patients so the provision of escorts was being monitored. A patient advised NHS Shetland about an incident going through security so that individual now insists on an escort. The Chair reiterated that if any concerns or issues could be passed over in a timely manner then they can be fully investigated*

7.4 *Ability Shetland advised it would be beneficial to set up a Shetland Access Panel, all trained in audits who can conduct airport audits.*

7.5 *NHS Shetland to send the Chair updated NHS Patient Travel leaflet.*

There being no further business the meeting closed at 13:20hrs.

Action Log (All actions arising from previous meetings, plus any new actions)			
Ref	Action	Update	Status
23/03/23	Easy links for passengers to give feedback	Update: Paper copies of the Sumburgh Airport passenger survey are located at Desk 8, departure lounge and arrivals hall. QR code on HIAL website take you to passenger survey.	Action Completed
07/09/23	Community Connections to check with both Clan and Dementia Scotland if they wish to participate in this group		Ongoing
07/09/23	SM to speak to HIAL comms about the possibility of putting a "Passenger Journey" video done by the college on the website.		Ongoing
31/10/24	Quiet Room press release to be sent to Ability Shetland and SANDS for quotes.	Press release and photos published in Shetland Times	Complete
31/10/24	SM to send survey link to NHS Shetland for patient travel leaflet		Complete

8. Date of the next meeting: T.B.A

No	Reason for Redaction
1	Withheld for reasons of commercial interests
2	Withheld as the information constitutes personal data
3	Withheld as disclosure of the information will endanger the physical or mental health or safety of an individual
4	Withheld as disclosure will prejudice the effective conduct of public affairs