

PRM Events 2021

18 January 2021

We were able to have our first meeting with our local contact at Alzheimer Scotland due to current Covid measures, and whilst they are operating in some shape or form, their restrictions also limit direct contact with their users. We offered help where we could and agreed to keep checking in to see all is well.

18 January 2021

We had another online catch up with Alzheimer Scotland and discussed wellbeing and mental health of the user group and what the impact would be when travel opens up. From this discussion we took an action to look further into mental health and awareness and any training available for our staff.

23 February 2021

We held an online meeting with Mobility Access Committee Scotland (MACS). We took the opportunity to discuss the impact Covid-19 and social distancing measure have had on both the work that MACS do in the community and on their users and members. We also discussed potential service improvements that we could put in place to facilitate travel once restrictions allow. We focussed on the impact of “Long Covid” and that people’s fitness will have been impacted and may have further put them off from attempting air travel. We also obtained details of further user groups that we may wish to engage with.

25 February 2021

We took part in the Disability Equality Scotland (DES) access panel conference along with other transport providers and access panel user groups. This gave users the opportunity to meet with other access panels and service providers to enable them to raise any difficulties they are currently meeting and provides access to contacts to arrange for further forums. This enabled all parties to share objectives and identify common goals and priorities. In our break out section, it was evident that some users were still not fully aware of the services offered at Glasgow Airport and we discussed this further. It gave us wider access to user groups outside of our normal catchment area and allowed us to share further information. As with other meetings, one of the key focus points was on the ability to return to business as usual once lockdown eases and that we are able to adapt to any changes and challenges identified.

26 April 2021

We took part in discussions with Loganair and our service partner, OCS, to facilitate collaboration in updating and developing the PRM training packages for Loganair's Highland & Island operations. Following this more work was undertaken by our service partner to help in further this project.

4 May 2021

We took part in the annual Ozion global PRM webinar focusing on operational planning and management. This was attended by PRM assistance provider, Airport Operators and disability groups from UK, Europe and North America to discuss and share best practice.

10 & 11 May 2021

Meeting took place with Alzheimer Scotland and Renfrewshire Access Panel (RAP) to plan our first PRM forum since Covid restrictions were introduced.

11 May 2021

Meeting took place with Loganair to improve the pre-notification and service provided for patients travelling from the islands for medical care. During Covid there had been a marked increase in passengers travelling, but the notification process had dropped. Loganair have progressed further with the NHS patient transport co-ordinators. We will review the process moving forward.

17 May 2021

With the new influx of airport staff following Covid manning and furlough, OCS met with our business partners and provided an insight for staff on the PRM service provision and requirements for passengers travelling who may wish to use the service and an overview of what we are able to provide.

9 June 2021

GLA forum took place and was the first that we have been able to facilitate during the health restriction and also took part on Teams. This was well attended, and discussions included impact of the pandemic and measures to enable a safe return to travel for our service users.

23 June 2021

We took part in the CAA and Airports Meeting to review the proposed amendment/update to CAP1228 which covers the requirements for airports to record and correctly collate data for reporting on the PRM service provision against the CAA standards. This was a useful forum to discuss and clarify the requirements allowing standardisation across all parties.

20 July 2021

We took part the CAA / Public health Covid compliance audit over the full day which looked at all areas of health compliance across the Terminal and passenger journey. Feedback from the audit was received and with some best practices and observations we were found to be fully compliant.

21 July 2021

Following the meeting on 11 May we had a further meeting with Loganair to review the NHS changes and improvements made to the process for medical transport patients. There has been an improvement, but further work still required.

4 August 2021

We travelled to our sister airport in Aberdeen to review and share best practice and helped in preparation for them moving to a new PRM recording system already in use at Glasgow. This will help them record and provide evidence of compliance of the service provision for PRMS and will standardise the process across all AGS three airports and provide better evidence to the CAA of the service provision against the CAA requirements.

31 August & 15 September 2021

Meeting took place to review the PRM operation and in particular the updates to the NHS patient transport process.

28 September 2021

Took part in meeting with CAA on site and discussions included review of proposed CAP1228A guidance document, effect and difficulties faced during the pandemic on the PRM operation, and readiness for return to business as usual, moving forward. As always, it is a collaborative approach taken by the CAA and we always welcome their assistance.

14 October 2021

We took part in the 6th Annual Ozion Airport PRM leadership conference. The main focus of debate and discussion revolved around recovery and building traveller confidence following the Covid pandemic. This was an online symposium with delegates from around the world.

26 October 2021

Meeting took place with Renfrewshire Access Panel (RAP) checking in that all was well and finding out if the service users were able to meet again or if any issues had been identified recently. We discussed a proposal to co share the PRM forum with Alzheimer Scotland representative, change and update the terms of reference and key participants moving forward following further guidance from the CAA.

1 November 2021

Follow up meeting with Loganair to review patient transfer process and to track progress as passenger numbers begin to return. We also discussed them taking part as a key member of the GLA PRM forum moving forward, as a representative of the airline and Airport Operators Committee (AOC) and link to NHS Highland and Islands service.

8 November 2021

Met with our local representative of the Alzheimer Scotland group and proposed that Carolyn co-chair the GLA PRM forum with Renfrewshire Access panel (RAP). She kindly obliged and we are grateful that along with RAP and Loganair representatives, they will now make up the core members of this forum. The first PRM forum with the new structure is planned to take place on 24 January 2022.

30 November 2021

Meeting with Loganair and Children's Hospice Across Scotland (CHAS). The aim was to help facilitate a Christmas Santa flight for some very deserving families with children in their group. Unfortunately, at the last moment before the planned flight, CHAS had to postpone the event due to changes in Covid legislation.

7 December 2021

Meeting with RAP to prepare for the next PRM forum in the new year. This was the first meeting since Covid here we were finally able to meet in person on site. We discussed the possibility of updating and carrying out a site accessibility audit in the new year and further training for our taxi operators. We will add it to the agenda of the next PRM forum.

14 December 2021

We joined a call with the CAA Consumer Policy and Enforcement as part of an ongoing regular engagement. Further discussion and advice on proposed changes to draft CAP 1228A took place.