

## **ABZ NHS Forum**

### **Wednesday 30<sup>th</sup> April 2025**

#### **Present**

Kevin Douglas	Aberdeen International Airport, Terminal Operations Manager
Gemma Mason	Aberdeen International Airport, Support Coordinator
Paul Scott	Glasgow Airport, Terminal Compliance Manager
Manoj Chellingi	ABM, Manager
Emily Kilby	CAA, Consumer Policy & Enforcement Advisor
Andrea Barclay Scarry	Consultative Committee & Aberdeen Access Forum Co Chair
Sharon Robertson	Loganair, Customer Services
Carolyn Wilson-Smith	NHS Orkney, Airport User
Matthew Watson	OCS, Airport Services Manager
Rachael Moar	NHS Orkney, Travel Administration
Judith Forbes	NHS Grampian, Orkney & Shetland Discharge Nurse

#### **Apologies**

Samantha Saunders	ABM, Head of Assisted Services
Michelle Baxter	ABM, Customer Service Director
Hussein Patwa	Aberdeen Access Forum Co Chair & Disability Equity Partnership
Beatrice Wishart	MSP, Shetland
Miranda Gardiner	NHS Orkney, Travel Administration
Sarah Campbell	NHS Orkney, Travel Administration
Sarah Rendall	NHS Orkney, Travel Administration
Chrissie Davies	NHS Shetland, Patient Travel Supervisor
Lisa Glaister	NHS Shetland, Patient Travel Supervisor
Yvonne Graham	NHS Shetland, Management Accountant (Community)/Patient Travel Manager
Caroline Tunney	Loganair, Head of Airports
Ross Barney-Whyte	Skytanking Aviation, Passenger Services Manager
Ashley Murray	Skytanking Aviation, Deputy Passenger Services Manager

#### **Agenda**

- ❖ Welcome & Introductions – Kevin / Paul
- ❖ Aberdeen Performance, Numbers & Update – Kevin / Manoj
- ❖ Glasgow Performance, Numbers & Update – Paul / Matthew
- ❖ Aberdeen Customer Feedback - Kevin
- ❖ Glasgow Customer Feedback – Paul
- ❖ ABM – Service Provider Aberdeen Update
- ❖ OCS – Service Provider Glasgow Update
- ❖ NHS Orkney Update
- ❖ NHS Shetland Update
- ❖ Loganair Update – Caroline / Sharon
- ❖ Task & Finishing Group Update – Paul
- ❖ Member Discussion / Feedback / AOB

### **Welcome & Introductions – Kevin / Paul**

K Douglas welcomed everyone present and went around the boardroom table and screens for introductions. A summary of the apology list was also included.

### **Aberdeen Performance, Numbers & Update – Kevin / Manoj**

In 2024, Special Assistance passengers have increased by 26% in comparison to 2023. K Douglas stated that PRM has increased in general and not due to additional flights. It's a common trend that many airports experiencing and the growth could possibly be due to the increased confidence to travel.

The targeted times set by the CAA against the actual arriving PRM passengers were discussed and the performance figures shared with forum.

### **Glasgow Performance, Numbers & Update – Paul / Matthew**

P Scott and M Watson provided an operational service update, confirming that GLA is consistently above the 20minute arrival target of 98% +.

Glasgow Airport has also seen an increase with special assistance passenger growth, which has increased by 23% in 2024 v 2023.

### **Aberdeen Customer Feedback – Kevin**

An overview on the feedback summary for 2024 showed there were 7 complaints and 4 compliments relating to special assistance. It was highlighted that there were no trends recorded, and the complaints were specific to the person or the situation.

K Douglas will include complaints details in future forums.

The forum was informed about how feedback from passengers who have used the Special Assistance service at Aberdeen Airport is collected. Passengers who have consented to be contacted are invited to complete the Civil Aviation Authority (CAA) survey to assess the quality of the assistance provided.

K Douglas highlighted that there are additional Ryanair and British Airways flights scheduled during summer and there are currently no planned works that will affect the passenger journey through the terminal currently.

AIAL has launched a new AI powered tool to improve the passenger experience "Hello Aberdeen". The tool is available via AR codes across the airport and offers support on mobile devices and helping passengers access vital information to navigate the terminal with ease.

### **Glasgow Customer Feedback – Paul**

P Scott provided a summary on the Glasgow PRM feedback, confirming there has been 17 since October 2024 to March 2025 and provided a detailed breakdown of the complaints.

An update on GLA PRM CAA feedback showed that of the 49,331 PRMS, there was 547 responses in 6 months. Answer choices stated 91.29% were "Excellent".

P Scott highlighted; Glasgow Airport has been invited by the UK Government to join a new expert group that aims to "break down barriers" to air travel for disabled passengers.

A visit and tour of the airport terminal and passenger journey was facilitated with a group from the National Autistic Society (NAS). The group wanted to interview staff and film parts of the journey seeing what assistance was available to passengers in preparation for a documentary being made around accessibility nationally.

Additionally, there is a fifth Ambulift is currently on the site in preparation for summer.

Glasgow Airport has officially launched the AI digital assistant, powered by Hello Lamp Post, to improve the travel experience for passengers.

### **ABM – Service Provider Aberdeen Update**

M Chellingi advised that ABM has recruited two additional drivers in preparation for the summer period, along with two new part time members of staff to support the increased operational demands. In addition, working hours have been increased for existing part time staff to help manage the anticipated summer schedule more effectively.

An update on equipment availability confirmed, there are three ambulifts in operation to support passenger assistance services. Additionally, a delivery of extra wheelchairs is expected to arrive shortly.

### **OCS – Service Provider Glasgow Update**

M Watson gave an update on OCS operations and advised there is currently a guidance booklet being collated that will provide PRM passengers with information on Next Generation Security.

The forum continued with a discussion on the security process, comparing differences across airports and highlighting various issues and inconsistencies.

OCS recruitment is now completed and training on track. There are now 22 additional staff on board.

### **NHS Orkney Update**

R Moar confirmed there are no general concerns from NHS Orkney, there hasn't been feedback from patients.

### **NHS Shetland Update**

NHS Shetland was unable to attend the forum due to operational commitments. For any concerns, please contact K. Douglas directly.

A Barclay Scarry has reached out to CLAN and at their next meeting will invite a member to join either the ABZ Accessibility Forum or NHS Forum.

### **Loganair Update – Caroline / Sharon**

S Robertson provided an update on Loganair and stated March and April 2025 had achieved the best operation performance in comparison to 2024. Despite challenges with weather, flights were 95% on time.

Mar 24 v 25 + 5%, April 24% increase for special assistance mainly within the Hidden Disability Category and WCHR.

It was highlighted that airlines are not receiving PRM information? S Robertson to pass on details for Connor reference the PRM assist APP to P Scott.

The forum discussed the issues and reluctance of PRM passengers to provide relevant information while booking assistance with the airline.

J Forbes requested reassurance that the patient information disclosed was safe and not shared. P Scott confirmed, the agents only see information for the passenger's journey. Information is heavily assessed by GDPR, and it becomes anonymous after a certain date and drops out after flight.

P Scott and S Robertson to schedule a meeting to discuss the Loganair booking form and assistance process.

### **Task & Finishing Group Update – Paul**

The Aviation Accessibility Task and Finish Group, chaired by Baroness Tanni-Grey Thompson brings together industry and consumer representatives to:

- Assess existing and emerging evidence on key issues and barriers to air travel for disabled and less mobile passengers – identifying priority areas.
- Develop practical and achievable actions that will lead to improvements for disabled passengers that can be implemented by the aviation industry, or where appropriate, by government or regulator.
- Consider mechanisms for implementation and evaluation of actions.

It will submit a report later in 2025.

### **Member Discussion / Feedback / AOB**

K Douglas provided an overview and update on the considerations for the accessibility Forum

- Reviewing Quality Standards.
- Providing advice on the accessibility of planned new terminals or refurbishment of old terminal buildings and advice on the accessibility of facilities, equipment and service.
- Awarding contracts to service providers.
- Training programmes.
- Designating points of arrival and departure.
- Practical inspections of airport services.
- Survey of Accessibility Forum Members

The forum was notified about the “Sunflower Extra” scheme, which is a digital version of the sunflower card, which aims to make it even easier for people with non-visible disabilities to communicate the support they need. Information can be found at [Introducing Sunflower Extra](#)

K Douglas and P Scott to discuss the agenda for the NHS Forum going forward.

No further comments, meeting was closed by K Douglas