

# PRM CONSULTATIVE COMMITTEE MEETING



## MINUTES

### DATE:

09.09.25

### TIME:

1030

### IN ATTENDANCE

Ian Sherrif, Liz Hitchins, Nicole Quinn, Shelly Bennett,  
Jancie Ford, Lisa Gould, Mandy Darling  
Leah Byrne, Claire Chambers, Jo Brady

### APOLOGIES

Dan Miliffe  
Alison Warren  
Darren Kinsman Moore

**IS** opened the meeting explaining how he has become involved within the forum.

He has recently signed an MOU with China as they are interested in Hidden Disabilities and wants to work alongside Exeter to facilitate this.

**IS** has previously written the BSI standards that are used across the globe to support those living with Dementia and has now been asked to write the standards for air travel.

**IS** read out a short review of the most recent CAA report and officially congratulated the airport on achieving a very good rating which we all were delighted with.

**IS** welcomed new members –

Liz Hitchins – Dementia Friends

Nicole Quinn – Lead dementia advisory at Mount Gold Plymouth

Janice Ford – Colostomy UK

### LAST MEETINGS MINUTES

**IS** share the last minutes and a couple of points were picked up.

- PRM term – has this changed? There has been no movement yet on this from the CAA. **IS** to ring James Freemantle to discuss.
- Discussed the misuse of the sunflower lanyard. **IS** to write to the people who make it for any ideas on how this can be stopped as this is a problem for all sectors. **IS** asked **MD** if Steve Darling could bring this up in the House of Commons. **IS** to contact **MD** to start a dialogue.
- **LG** suggested the lack of response from questionnaires maybe due to the email heading. **LB** to look at changing it.
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## AIRPORT UPDATE

Another yearly increase in PRMs. **LB** informed the forum that she is looking into bringing back a dedicated PRM team, and whether that would work at this time. However, we must wait for budgets and passenger numbers so this might not be for a while.

## CAA QUALITY & GRADING

**LB** expressed how she was very proud of the recent CAA 'very good' grading. She discussed with the group that this is the highest achievement.

**LB** wanted opinions on the terms of reference that is required to go on the airport's website by the CAA. The group made various changes so this will be updated and published.

Secret Shopper – **IS** suggested a 'secret shopper' to check out our level on service.

It was suggested that the forum should have a copy of the CAA brief. **LB** to email this out to all members.

## NEW EQUIPMENT

**LB** talked about the new equipment that has been purchased and what is being looked at being purchased.

**CC** showed a video of the sling being used, which gives another option for passengers who need transferring from a wheelchair into the aircraft seat.

She also showed a video of a lift that enables scooters to be loaded safely into the hold of the aircraft, without ground crew having to physically lift it. There was a positive response to both although it was discussed how manpower heavy the sling is, and it still requires a bit of contact with the passenger.

## VIRTUAL TOUR

**CC** demonstrated how the virtual tour works now that it is live on the website. There was lots of positive comments on how helpful this will be for some passengers. There was a discussion on how it could be improved for those who are partially sighted as although there is spoken guidance in parts, there are periods of silence which could be confusing.

**MD** suggested it would be helpful if it were more descriptive, e.g. 'You are now on a carpet floor,' 'to the left is a step down...' etc.

**LB** to email Neil to arrange a walkaround to see if this can be updated.

## SHELLEY BENNETT

**SB** spoke about her role with Denzel the therapy dog and shared the results of her feedback, the majority was very positive. **SB** explained that she is available for staff and passengers and tries to come a couple of times a week.

**IS** asked **SB** various questions about her statistics and suggested that she could include timings which would provide quantitative figures. She could also count how many passengers/staff she interacted with per session. This would help with feedback to

management when doing budgets etc. as would provide a 'value' to the service she provides.

## FEEDBACK & SURVEYS

**LB** advised that since adopting the email out process, the feedback has improved.

Discussed again that the survey provided by the CAA is not user friendly. **LB** to talk to **SB** about the format she uses to see if we can create our own.

## OPEN FORUM DISCUSSION

**NQ** wanted to express how impressed she was with the service **SB** provides and knows how important a service like this is to everyone.

**LH** suggested that she would speak to the members of her groups to see if they have any feedback or suggestions about the PRM service out of EXT.

**JF** will also do the same but will also promote EXT and the service we provide. She also suggested we have bins in the male toilets and shelves in all the toilets to be stoma friendly. **LB** to implement this (Bins for Boys was suggested as a starting point) and to include signage on the toilets and promote on website which toilets have these facilities.

**LG** found the meeting interesting and said thank you.

**LG** asked if the agenda could be sent before the meeting so that it can be read in their own time. **LB** to arrange for next meeting.

**MD** spoke about 'Talking Toilets' and that some airports/stations have this which is voice activated when someone enters the cubicle and then describes the room layout. It was suggested that this would be very confusing for someone with dementia but might be a future investment for partially sighted passengers.

**MD** also spoke about a recent service she received from a large UK airport which was terrible, and highlighted how well we do in Exeter in comparison.

## CONCLUSION

**IS** thanked everyone for coming and encouraged them to contact the airport team if they have any further questions or information. **LB** will follow up with **JF** about coming in to give a small talk/presentation to staff on behalf of Colostomy UK.

**IS** formally thanked EXT for the service provided to passengers and the fantastic achievement of the recent WHICH accolade.

## WALKAROUND

**LB** conducted a walkaround of the airport with **JF**.

**JF** gave very positive feedback regarding the tour.

The disabled toilets were explored and discussed where shelves could go.

**JF** to send **LB** the link to stoma friendly toilets for guidance.

**JF** also advised she would send a travel advice leaflet for stoma users.

**NEXT MEETING**

**LB** to arrange next meeting for 6 months' time, and will send out an invite in Feb/Mar time.