

# Wheelchair User Partnership Board Notes

9<sup>th</sup> April 2025

## 1) **Welcome, Introductions and Apologies**

- The Chair welcomed everyone to the meeting.
- Present:
  - Independent Members from Cambridgeshire x 4
  - Independent Member from Peterborough x 0
  - AJM Healthcare x 3
  - Speakers x 1
- Apologies were received

Jason Merrill, who used to attend the Wheelchair User Forum, passed away after a short illness. Healthwatch had sent their sympathies to his wife and children.

## 2) **Minutes of the previous meeting**

The minutes of the meeting held on 8<sup>th</sup> January 2025 were approved, and the Action Log was updated.

It had been reported that the criteria was changing as of 1<sup>st</sup> April, however, the number of changes was less than had been thought. Main changes relate to self-referral and provision of wheelchairs in care homes.

## 3) **Feedback from Independent Members**

Communication between AJM Healthcare and Wheelchair Users has improved.

Someone who normally had their wheelchair assessment at their group home attended the workshop. They felt that the assessment was much better.

## 4) **Service Update. (Stef, AJM Healthcare)**

Stef outlined the following:

- Wheelchair Skills courses are being rolled out, these are for wheelchair users, they are looking at courses for carers (this was an issue identified by the Wheelchair User Forum some years ago and the County Council said they would incorporate into the manual handling training for social care staff.
- AJM Healthcare are very happy to go to events and meet people

- Launching a satellite clinic in Royston soon

## **5) Feedback from other meetings**

Health and Care Forums are now meeting quarterly. They will be having presentations from the NIHR (National Institute for Health and Care Research) to tell people about research that is taking place and to provide updates on research that has taken place.

The annual Healthwatch Summit will take place on 8<sup>th</sup> October. It will be held at Delta Marriott Hotel, Hinchingsbrooke Business Park Kingfisher Way, Huntingdon PE29 6FL. More information and how to book will be circulated once available.

## **6) Wheelchair Users experience of Addenbrookes**

Angie Ridley, for CUH NHS Foundation Trust, provided the following update:

They are looking at how appointments can be delivered in a way that works better for patients – online, on site at Addenbrookes, on site but at different venues.

Co-production workshops are taking place on improving emergency care.

Patient groups have been setting up to look at MyChart and Outpatients.

CUH NHS Foundation Trust are wanting to hear the experiences of Wheelchair Users.

- MyChart asks about disability, but the clinic doesn't realise the person is a wheelchair user.
- Clinics don't have spaces for wheelchairs in their waiting rooms
- Parking – the electric chargers for disabled people are always coned off
- Staff Training – not all wheelchair users need assistance

Angie offered people the opportunity to be filmed about their experiences which would be shown to the Board of Governors and used during staff training.

## **7) Review of Priorities 2024–2025; setting priorities for 2025–2026**

To be involved in the commissioning of the Wheelchair Service – the voice of Wheelchair Users and their families/carers is really important.

Quality of communication and engagement with wheelchair users and their carers

Access to GP Surgeries – steps, no disabled toilets/very small disabled toilets, small consultation rooms

## **8) Any Other Business**

Young People's Wheelchair User Forum – 30<sup>th</sup> May 2025, March Library, City Road, March.

### **Date of next meeting**

**Date:** 9<sup>th</sup> July 2025

**Time:** 11am to 1pm

### **Venue: Hybrid**

Queen Mary Centre  
Queen Mary Centre  
Queens Rd  
Wisbech PE13 2PE