

Wheelchair Users Forum

23rd Sept 2019

March Library Minutes

1 Welcome, apologies and housekeeping

Present

BC	Bianca Cotterill	Independent Member
SH	Sue Honour	Independent Member.
TH	Tony Honour	Independent Member- chaired meeting
SF	Stephanie Ferguson	Customer Service Manager AJM healthcare
GL	Graham Lewis	Healthwatch
PH	Peter Holden	Independent Member
VH	Victoria Holden	East Cambridgeshire Access Group
SP	Sandra Pedley	Contracts Manager, CP CCG
DD	Debbie Drew	Healthwatch
DWD	David Wales-Durrans	Service Operations Manager AJM healthcare

Apologies

JM	Judith Margolis	
JK	Jackie King	Pinpoint
MH	Mark Howell	County Councillor
JL	John Lark	Independent member

1.Introductions

Introductions were made and the new staff from AJM healthcare welcomed.

2. Minutes of previous minutes, matters arising-

Action log

Action log- 9,10,11 are included in the agenda. Action 12 has been completed and Will be included in our general business. Action 13- further discussions took place and it was agreed that things would stay as they are.

Matters arising

VH asked for some clarification on action 9. Is there a list of wheelchairs that can be provided?

DWD It is difficult to be exact as the clinicians assess the person for their need. There is quite a list and if the needs can only be met with a different type then depending on budget this can be arranged.

VH Would the assessment look at the whole approach ie what is needed to live as healthily independently as possible.

DWD The assessment looks at the home environment as well as the need to keep the patient seated well but we still have to work within what our contract says. The potential is there for wheelchair users to top up if they wanted added extras or a different style by going down the voucher route.

SP It is more about clinical need.

VH Could the Motability scheme be used to purchase a specialised chair like it can for cars or mobility scooters and if so could this be done through AJM Healthcare?

DWD This would need to be looked into. However, some providers will do HP purchasing for wheelchairs so the mobility element could be used to pay this.

SP maybe this is something NHS England could answer.

3. Recent experiences.

GL reported back that one person had said someone had had good experience, they had phoned in and got good response and the problem was sorted.

Another person however had had a difficult time. They had not received the chair they were supposed to receive, cushioning was wrong they were finding communication difficult as they were hearing impaired.

DD Reported from a support staff that they had had good service re assessment was thorough and all safety aspects were considered however the wait for a chair was 20 weeks which they felt was a long time. Another service user had broken their chair and someone had come out the next day. Due to the repair need the chair was taken away however the chair left in replace of it was not really adequate.

BC reported that the initial response for her daughter was quick and someone visited on 24th June. A reassessment was needed however they have not heard from AJM since.

VH How long people should be waiting from assessment to getting a chair.

DWD we hope for a 4-6 week turnaround time however if the person is using the voucher scheme it could be longer. We have actually on occasion had someone come for assessment at the unit and we have provided them with a chair immediately from our stock. We would expect that the whole time from requesting an assessment to being assessed and then receiving a chair to be no more than 18 weeks.

VH The back on my chair had broken an engineer came and did a temporary fix. There seemed to be a problem getting a part 7(weeks). My regular provider was able to put a part on so in the end we just gave the part back to AJM.

I received a letter form OT re assessing for cushion. The letter said someone would come out on 16th Sept however I got another letter on 13th cancelling. I think that a call would have been better at such short notice. If I had arranged a carer to be in attendance this is short notice. I have now received another letter and its rearranged for the 24th.

DWD I am looking at the problems we have been getting re communication and been doing some tweaking. We have been encouraging proactive speaking with the users and between the teams. I have been trying to get providers to give time guidelines on parts etc.

4. Terms of reference- Graham Lewis

GL As there has not been a wheelchair user forum in Peterborough, we have just been looking at amending the Terms of Reference to accommodate Peterborough. The ToR will be reviewed after a year and will be in place for 3 years unless changes are required.

A discussion took place around chairing of the meeting. It was agreed that where possible it will be chaired initially by the chair or if not available by another person with lived experience. If no one wants to do this then a Healthwatch representative will do this.

The terms of reference were agreed. GL will circulate final draft.

ACTION GL to circulate final version of ToR

5. AJM Healthcare- David Wales-Duran Stephanie Ferguson

A presentation was given around the new website. David was unable to get the power point presentation so this will be circulated by GL

ACTION DWD to forward to GL and GL to circulate.

QU How much do you recycle?

DWD As much as possible we will strip chairs down and reuse any suitable parts.

QU Do you repair privately bought chairs?

DWD No.

For repairs people can either phone in or use the online email request. It would be useful to us if when doing this wheelchair make and serial number was given as well as a description of what is wrong and possibly a photo too. We have an out of hrs engineer too and they work from 6 til 11pm on weekdays and 7am - 11pm on weekends.

On the website we have some useful documents too such as wheelchair manuals and video links. We are also hoping to add some QR codes too to the site.

BC it would be really good if there was some sort of tracking facility so you could see what progress was being made of a repair or assessment or delivery of a chair. Ie if you could type in a reference number and see where you were in the system.

DWD This is probably beyond our technology at the moment.

6. Any Other Business

GL The Integrated Equipment service is up for retendering and Diana McCabe has asked to come along to future boards and this forum. She will be at the meeting on 10th February.

On the 28th November, Mark Gedney from CCC will be coming along to talk about the consultation around the possible changes to the Adult Social Care Charging Policy.

The CCG have asked Healthwatch to facilitate a Community Value Panel. People will be asked to give their views and thoughts on various topics. People will be expected to attend 2 meeting on 24th October and 19th November and will be paid £50 for each one. Details are on Healthwatch's website.

www.healthwatchcambridgeshire.co.uk/community values. A paper copy can be sent to you if you call 03303551285

7. Next Meeting

Thursday 28th November Nene Valley Community Centre Candy Street Peterborough PE29RE from 1-3pm