

Wheelchair Users Forum

10th August 2020
Zoom Meeting 11am

Minutes

Present

TH	Tony Honour	Independent member
SHo	Sue Honour	Independent member
BC	Bianca Cotterill	Independent member (Pinpoint)
VH	Victoria Holden	Independent member
MJ	MJ Black	Independent member
PH	Paul Homeward	Independent Member
LO	Liz Owen	Ehler-Danlos Syndrome group
SF	Stephanie Ferguson	Customer Service Manager AJM healthcare
SH	Sue Harris	Partnership & Engagement Officer AJM Healthcare
JW	Joseph-Michael Woolmer	AJM Healthcare
M	Monica	AJM Healthcare
GL	Graham Lewis	Healthwatch
DD	Debbie Drew	Healthwatch
SP	Sandra Pedley	Contracts Manager, CP CCG
DWD	David Wales-Durrans	AJM Healthcare
GB	Graham Barnes	Disability Peterborough
RA	Robert Alexander	Peterborough Telegraph

Apologies

JM	Jason Merrill	Independent member
WTC	Wendy Taylor-Creek	Independent member
KP	Kirsten Pollock	Independent member
GE	Guy Etherington	AJM Healthcare

1. Welcome- Graham explained the format of the meeting and that Robert Alexander (from the Peterborough telegraph) would be joining the meeting. Graham agreed to chair meeting as Tony was having some internet problems

2. Minutes of previous minutes and Action Log

Minutes from previous meeting were approved.
All actions completed except 27 which is ongoing.

3. Recent experiences.

DD- KP had fed in that she had phoned to see about getting a new manual chair- she was told she would need an assessment. She has not heard anything so she wondered where she was in line?

DWD- will check.

LO- Asked about servicing being due and would people get a call?- What if things needed doing on the chair but they have not been called for service?

DWD- there is an automated system that should pick up when a service is due however it is worth giving the office a call.

PH- asked when the staff at AJM came back off furlough as he had had an appointment for August that had now been deferred to end of September.

DWD- all staff at AJM were working during the whole time. However, as it was a specific appointment with Sunrise Medical their staff were furloughed.

MJ- Asked about an update in his circumstances. Sue had been very helpful.

SH- MJ's email had been really helpful in explaining the situation and he had asked a Why question. SH felt this was very relevant and has escalated the request and has been trying to organise a catch up with the clinical director for clarification.

Hopefully, this will happen this week.

VH- had had a reassessment. She was very reassured about the preparation around Covid-19. Reported that this was her best assessment she had had.

LO- raised an issue with arm of chair. She was told a part would need to be ordered and someone would get back to her. She did not hear anything so chased it up and an engineer came out and did a temporary repair- so only partly resolved.

MJ -The chair he is using is needing some attention and whilst the issues around a new chair are being resolved wondered if he could get some repairs done.

DWD- it is easier for us to move the seat onto a new frame.

ACTION

DWD- to check on assessment for KP, will find out why PH appointment delayed, will check the progress for LO, and have a separate conversation with MJ on email after the meeting.

SH- to feedback to MJ when she has had her questions answered.

4. Personal Wheel-chair Budget- Joseph-Michael Woolmer and Monica

AJM are part of the national wheelchair budget scheme.

A clinician will do an assessment, and everyone is offered a personal wheelchair

budget. This can be used for the notional provision or can be combined and upgraded to provide more bespoke details.

We are still looking at how 3rd Party purchases can fit into this and discussions around maintenance allowance will be being discussed with SP shortly.

We have produced some new literature with a question and answer section. It lists the available products so people can make informed decisions depending on their life style choices. We also show the extra features for each chair- for example there may be seat risers which could save adjusting of kitchen.

We have even been able to include in one chair blue tooth to operate the phone and the TV.

If you had extra adaptations (outside of your assessed need) these would not be covered under the NHS service but the rest of the chair would be.

For people who had just recently purchased chairs we may be able to back track a Month and offer something to match PWB but it would be on individual basis.

QU if someone had upgraded their batteries would these not be covered or replaced like for like?

If the batteries were under warranty they can be changed on that. If they are outside the warrantee then we can give NHS standard battery supply so you would not be without a chair or someone can upgrade when they can afford it.

If you had a powered leg riser then if it went wrong, we would replace with a manual one so the chair still had that facility.

We are now including a link to our catalogue at the bottom of the email.

5. Where are AJM Healthcare on the co-production and co-design journey? Sue Harris

SH Gave a brief presentation explaining where they want to be as an organisation regarding AJM engaging with service users and other organisations on co production. We want the service users to be able to navigate the system so that it works better for them.

We run service user groups for our other contracts but in Cambridgeshire and Peterborough it is unique because Healthwatch run them.

Some of the groups are working on different projects. The Milton Keynes group are looking at health and wellbeing for wheelchair users and looking at chair based exercise.

In one of the London groups they are looking at our leaflets etc and seeing that they are fit for purpose.

We are also looking at service user involvement for staff training.

GL All of the Partnership Boards have an aim to educate upwards. We believe in consulting with those with lived experience and hearing their voice. These are the people using the services.

SP Co production is the way forward and the CCG are keen to support this.

SH As well as service users I am keen to build reciprocal links with local organisations. It is helpful to know what is out there for people to access.

VH Told the group about Pos+ability (<https://posability3.wordpress.com/>) that runs in the Ely area. It offers different levels of exercise for mobility impaired people including chair based etc and has a good ratio of carers to attendees.

A discussion took place around social prescribing from the GP who could prescribe an eight-week session at local authority gym. With the new social prescribers on board it would be interesting to see if there were pots of money available to help people access other forms of exercise ie cycling or hydrotherapy.

ACTION

GL to do a bit of research to see what is available.

SH Said she is happy to get involved with initiatives.

DD would it be worth asking a social prescriber to the forum?

NEXT MEETING

5th November; 1pm to 2.30pm

Zoom or Nene Valley Community Centre, Peterborough