

Wheelchair Users Forum

10th February 2020

Orchard Park Community Centre

Minutes

1 Welcome, apologies and housekeeping

Present

SH	Sue Honour	Independent member.
TH	Tony Honour	Independent member- chaired meeting
JL	John Larke	Independent member
BC	Bianca Cotterill	Independent member
SF	Stephanie Ferguson	Customer Service Manager AJM healthcare
RH	Richard Hammond	AJM Healthcare (Portsmouth)
GL	Graham Lewis	Healthwatch
DD	Debbie Drew	Healthwatch
WTC	Wendy Taylor-Creek	Independent member
RG	Richard Gomm	AJM Healthcare
AM	Aleks Mecan	CCG
DWD	David Wales-Durrans	AJM Healthcare
GE	Guy Etherington	AJM Healthcare

Apologies

RV	Roger Valentine	PCC
SP	Sandra Pedley	Contracts Manager, CP CCG
JT	Janet and John Toye	Possible new members
DMc	Diana MacKay	Integrated Community Equipment Service
JG	Jayne Goldsack	AJM Healthcare

2. Minutes of previous minutes, matters arising

Minutes were approved.

Action Log 17 JG will send GL link to website for him to circulate.

Action Log 18 AJM have brought their survey for users to make comment on.

Action Log 19 RG attending meeting.

3. Recent experiences.

BC Reported that her daughter who is in a high support needs unit had had a visit from AJM. They reported that the engineers were really good. They have been

waiting to get some bigger wheels for the chair as there have been problems with certain ground textures. BC thinks they have been waiting 6 months for this to be done. BC says there appears to be some problems with the communication flow.

ACTION SF to follow this up.

GE We are introducing an action pad. The engineer comes out and the job they are there for is noted on the pad. Any other issues can be captured too. Both AJM and the customer get a copy.

GE Also showed a bag that they were planning to give to people to keep with their chair. This will give chair details serial number weight etc (like a wheelchair passport)

SH suggested having somewhere for an emergency contact would also be beneficial.

DD suggested that when this was launched maybe Healthwatch could do a social media post about it.

ACTION GE will pass that information to Jayne Goldsack.

GE reported that a replacement for Lindsey was now employed and was starting next week. Due to customer feedback the name was being changed from Health Liaison Officer to Partnership Engagement Officer.

JL reported that the early problems have been sorted. He says he needs appointments made through him but they made it with the daughter. Dan who did the assessment did a very thorough job.

RH acknowledged the importance of the correct contacts being used as often families hold more information.

AM said she was so pleased to see a change in feeling from the service users toward AJM compared to what it was in the past for previous provider.

WTC Reported that she had had a reassessment and they were very helpful.

4. Personal wheelchair budgets- Richard Gomm

Richard shared a leaflet

NHS England have said that a third of all wheelchair users should be accessing either a Personal Healthcare Budget or Wheelchair Budget (previously called wheelchair voucher). With these, personalisation is at the beginning of the process.

There are 3 types of Wheelchair budget- Notional Combined and Third party

- Notional is the standard NHS provision based on your assessment of need. The wheelchair belongs to NHS and is maintained by them.
- Combined is assessment of need in the same way as before you can then use the value of the prescribed equipment to purchase a different chair or top it up to provide extras etc. The chair still belongs to NHS and maintenance of it will still be done via NHS other than for the added extras.
- Third party used to be called independent voucher. You will receive a full assessment and prescription based on needs and an amount of money towards repair and maintenance will be added on. You are then free to use the money towards a wheelchair of your choice from any approved supplier of wheelchairs. This will be your property and you will be responsible for organising maintenance etc.

QU What is added for maintenance?

RG £250

RG When people add extras to their wheelchair, then they change chairs, quite often these can be moved between chairs.

RG We also help people with the process and can suggest various charities that maybe able to help top up wheelchair budget. This could also include an element of a social care budget, access to work or self funding.

AM Sometimes there are stumbling blocks but all agencies involved need to get past some of the bureaucracy to enable the best outcome for the wheelchair user.
The CCG are setting up a steering group for Public Wheelchair Budget.

RG Example- If someone needed adaptations to their kitchen so they can access all surfaces and were going to use a disabled grant to do this, by putting a riser in a wheelchair the cost would be far less and the wheelchair user could use the kitchen as it is.

We may ask what it is that you want. Different pots of money could provide different bits. People often want to personalise their chairs too so they can then put there monies in.

ACTION RG to share leaflet.

QU Can power chairs be bought through Motability?

RG 18 months ago this stopped- it had not be the best way to get a chair although it works well for cars.

5. Integrated Community Equipment Service- Diana Mackay

Graham apologised on Diana's behalf as she was unable to attend. The paperwork had been distributed before hand and copies were available.

Diana Mackay had brought the information regarding the retendering of the service to the partnership boards for consideration as to whether there needs to be anything added or changed around the current service available.

On the back of the information sheet are some questions to consider.

If anyone wants to express a view they can contact Diana directly

ACTION Graham will recirculate the document.

6. AOB

GL We have our cross board event organised for 30th March at the Priory Centre St Neots from 10 til 3.

This is a drop in style meeting with stalls and activities ...anyone is welcome to attend.



Next Meeting

18th May

**Huntingdon Library
11-1pm**