

Wheelchair Users Forum

18th May 2020

Zoom Meeting 11am

Minutes

1. Welcome- Graham explained the format of the meeting. He would accept people as they waited to join. It was asked that people when talking about experiences kept them anonymous. Everyone except Chair, Graham and Debbie were on mute and people would be unmuted when asked to speak. People were asked to raise their hand if they wanted to speak.

Present

TH	Tony Honour	Independent member- chaired meeting
BC	Bianca Cotterill	Independent member
VH	Victoria Holden	Independent member
JM	Jason Merrill	Independent member
MJB	MJ Black	Independent member
SF	Stephanie Ferguson	Customer Service Manager AJM healthcare
SH	Sue Harris	Partnership & Engagement Officer AJM Healthcare
JW	Joseph-Michael Woolmer	AJM Healthcare
GL	Graham Lewis	Healthwatch
DD	Debbie Drew	Healthwatch
SP	Sandra Pedley	Contracts Manager, CP CCG
DWD	David Wales-Durrans	AJM Healthcare
EL	Esther Leighton	Independent Member
MK	Miranda Knell	Healthwatch
KP	Kari Payne	Healthwatch

Apologies

KO	Karen Oldale	Independent member
JL	John Larke	Independent member
WTC	Wendy Taylor-Creek	Independent member
GB	Graham Barnes	Disability Peterborough
PH	Paul Homeward	Independent Member
JM	Judith Margolis	Independent Member

2. What people are doing to cope with lockdown

MJB has been doing gardening and his allotment. Using the extra time to properly plan everything.

TH Has been busy with his Air-fix model building

VH Realises that she likes being lazy and is finding the less pressure to be or do something quite beneficial.

MK Has spent a lot of time engrossed in family history.

JM With less meetings to go to he has valued the time he has been able to spend at home.

GL has been typing up some family stories that his mum wanted recording.

DD Has been cutting out scrubs and delivering them

3. Minutes of previous minutes and Action Log

GL had previously distributed the minutes and had had not received any corrections so they were approved.

20. Bianca and Stephanie will communicate with each other.

21. SH says work on this is progressing and they are looking at wheelchair summaries.

ACTION SH to share with GL the progress so far and GL to share with the forum.

22. Complete

23. Complete- Update from SP - the retender has been delayed due to Covid 19
So the contract with NRS has been extended.

4. Recent experiences.

DD reported someone had had to call AJM. They said call was answered immediately
The repair was organised for 48 hrs time and was done swiftly. A good experience.

JM had been told by an engineer that his wife's wheelchair was now out of production and as she needed a new one, they would have to go back through the CCG. Is this correct?

DWD No they just need to arrange someone to come out to reassess.

VH asked for some clarity between what a consultant has said they need as part of the wheelchair and what is available? Her wheelchair is nearly 5 years old and has a few attachments.

DWD at 5 years you are entitled to a new chair. You will need an assessment some

adaptations can be carried across. If you want a personal wheelchair voucher AJM will monitor the supplier you use to ensure a suitable chair is purchased.

EL Asked about the £250 for maintenance (for the 5 years of owning a wheelchair) is this standard? Is it realistic when someone is a heavy user like herself as she uses it to commute into London daily etc when she is working- comparing that to someone who maybe only goes out once or twice a week. This limit on the budget for maintenance makes purchasing a chair with a PWB almost unaffordable.

DWD Was unsure at exact amount.

DD Servicing a power chair can be as much as £75 and that's without any parts.

ACTION SP and DWD will look at this figure and the process to check it is “fit for purpose”

MJB agreed he had ruled out a personal wheelchair budget for this reason.

SH Said Richard who came to the last meeting has left and a new person is in place maybe they could join in the next meeting.

MJB asked if this could be discussed quickly because he is at the point of changing chairs and wants to know what his options are.

JM asked how long this had been the figure and what did the previous supplier offer. SP thought it was a percentage of purchase price. 25% she thought may have been the Amount.

Joseph the PWB Manager joined in the meeting. He is happy to share his email for members to have discussion around the voucher and maintenance.

ACTION GL to circulate Josephs email once he has it.

5. Priorities for the forum going forward

GL explained that the partnership boards had been asked to look at priorities for the year ahead and asked members what they felt might be an area to focus on.

An extensive conversation ensued around transition. When young people are in school there is always a contact person who sorts most things out but once people get to 18/19 the families have to find the information themselves.

- Often there is a difference in what age people do transition as it varies between services
- Often it is difficult getting all people involved in someone's care education to coordinate. A named person or a One Stop shop would be helpful.
- Is this something all the boards (except older people) could be involved in?

- Communication and standard information is critical (Carers board have raised communication as a priority)
- The wheelchair contract is a whole life service.

SP The CCG are looking at how transition, as part of the NHS Long Term Plan, can be improved and maybe the boards could be involved in this process.

6. AOB

DD- The retendering for the Carers contract has now been allocated. Adult carers- Caring Together, Young Carers -Centre 33, Mental health Carers- Making Space
JM how long are the tenders for?

ACTION GL with find out.

MJB Raised the issue around consultants not being contactable during this lockdown period. It is difficult for people to get the specifications for wheelchair the consultant has advised. Would it be possible for AJM and SP be able to come up with some strategy for dealing with this?

ACTION: DWD and SP will discuss.

MK Thanked everyone for allowing her to join in.

Healthwatch are about to put out a survey collecting people's experiences during Covid 19 and would encourage people to complete it and share it.

DD asked if multiple people from one household/ email address fill the survey. Sometimes surveys limit it to one per email address.

ACTION MK to find out and will give GL the survey link to share.

DD reminded people about the Healthwatch Health and Care Forums in Fenland, Greater Cambridge, Huntingdonshire and Peterborough. These Forums will be holding online meetings.

ACTION: DD to send out dates and information to the Wheelchair User Forum.

Next Meeting

10th August

March Library

11-1pm