

Wheelchair Users Forum

28th Nov 2019

Nene park Community Centre Peterborough
Minutes

1 Welcome, apologies and housekeeping

Present

SH	Sue Honour	Independent member.
TH	Tony Honour	Independent member- chaired meeting
JL	John Lark	Independent member
SF	Stephanie Ferguson	Customer Service Manager AJM healthcare
GL	Graham Lewis	Healthwatch
PH	Peter Holden	Independent member
VH	Victoria Holden	East Cambridgeshire Access Group
DD	Debbie Drew	Healthwatch
RV	Roger Valentine	PCC
WTC	Wendy Taylor-Creek	Independent member
KO	Karen Odele	Independent member
JG	Jayne Goldsack	AJM Healthcare
JM	Jason Merrill	Independent member
CDW	Christine De Wilde	DPS
TS	Trayce Smeeton	Independent member
HS	Howard Smeeton	Independent member

Apologies

BC	Bianca Cotterill	Independent member
MH	Mark Howell	County Councillor
SP	Sandra Pedley	Contracts Manager, CP CCG

1.Introductions and Apologies

Introductions were made and Graham welcomed new attendees from Peterborough.

2. Minutes of previous minutes, matters arising

VH Had made enquiries regarding which make of wheelchairs AJM can provide and was told Invacare and Sunrise medical.

SF We do work on a matrix of chairs we provide which we hold stock for but with the Personal Wheelchair Budget (used to be the voucher scheme) other chairs can be sourced but may incur an extra cost.

Action Log 10 completed

14 completed

15 completed and circulated the terms of reference should be on the website before end of December.

A request for AJM Healthcare's presentation from last time to be shared.

ACTION Graham to share

3. Recent experiences.

HS reported that the engineers were great as were most of the telephonists however one in particular was abrupt. They spent 15 minutes denying that the W/C user was on the system (which they were).

We were asked to send photos in of the damage and the wheelchair only for an engineer to come out some time later and take photos!

We need a new seat for the chair but they keep sending stick on velco, this Only works for a couple of days then we are back to square one. It would be more cost effective if the problem was sorted out from the onset.

SF agreed to look into it.

KO Who do we contact if we hear a lot of ongoing issues with wheelchair service?

SF I am happy for people to email me or call. We also have a complaints form on our website.

JM Do your engineers do certain areas on certain days?

SF We do try to link jobs to areas where possible as its time and cost effective, however we aim to get to 100% of our calls for breakdown within 24 and For another calls 98% within 3 working days.

VH I have waited 9 months to get my cushion sorted I have never managed to See someone within a few days.

JM How much of a back log did you get from previous provider?

SF we had 1200 open referrals with 200 calls the first day. We have managed Reduce the open referrals down to 1000 and we have recruited more staff to start in January to help us reduce this even more.

KH I had a private assessment for wheelchair in Suffolk. It was an amazing Assessment and I have ended up with a chair that is ideal for my needs.

Having such a good assessment pays off in the long term both for the provider and the customer.

4. Election of Vice Chair

Ruth has stepped down as vice chair so we need to elect a vice-chair.

Wendy Taylor-Creek volunteered.

Tony Honour proposed this, and Sue Honour seconded it. There was a unanimous vote with 4 who had to abstain.

5. Wheelchair Provider Feedback- Stephanie Ferguson

In October we had 324 new referrals this was a 20% increase on September. Everyone was screened within 2 working days. We did 171 repairs, we had 225 returned chairs and supplied 109 chairs.

We now have a national operations manager- Ben and a new IT Manager- Kevin. He is looking at e referrals and looking into a text notification system.

We are looking at communications between departments and understand with some new staff in place things are not always as smooth as could be. Now at the end of their shift the engineers have a debrief to see what is needed. This is enabling items to be ordered etc to be actioned within 48hrs.

We are trying to be more transparent about waiting times. Our engineers are handing surveys to people so we can collect feedback. These are also available online. We are also happy to send them out in the post to people. In Oct -Nov period we had 134 responses and 95% of those were positive.

ACTION AJM to bring survey to next W/C forum for user input.

We have a dedicated team in our Milton Keynes corporate office who look at the feedback.

6. Jayne Goldsack showed the group the new website that will be for Cambridgeshire and Peterborough and people fed into this their views. The website has several tools to make it more accessible- language change, font size and colour change etc. AJM are looking for some digital champions to help moderate an online community forum. ACTION JS to send graham the link to the website.

Some questions were asked about the Personal Wheelchair Budget (PWB) it was decide that it might be beneficial to invite Richard Gomm to come and explain how these work.

ACTION GL to see when this could be managed.

7.AOB

DD mentioned the published report for our last cross board event on “End of Life”. Our next big cross board event will be 30th March 2020 and will be held in St Neots

8.Next Meeting

February 10th 2020 Orchard park Community Centre Cambridge 11-1