

Welcome

Wheelchair service user forum

Tuesday 5 November

Stephanie Porter, Assistant Director of
Primary Care

Agenda

| Time | Agenda item |
|-------------|---|
| 1.30-2pm | Welcome and refreshments |
| 2-3pm | Where we are now. Background to the wheelchair contract and latest updates: Steph Porter, NHS Vale of York CCG NRS provider update: Paul Lawrence and Julia Bostock, NRS |
| 3-3.15pm | Break with refreshments |
| 3.20-4.15pm | Personal Budgets: Carl Donvaband, NHS Vale of York CCG North Yorkshire Disability Forum – Working together to share feedback: Shanna Carrell, North Yorkshire County Council Service user feedback going forward: Victoria Binks, NHS Vale of York CCG |
| 4.15pm | Any other business and close |

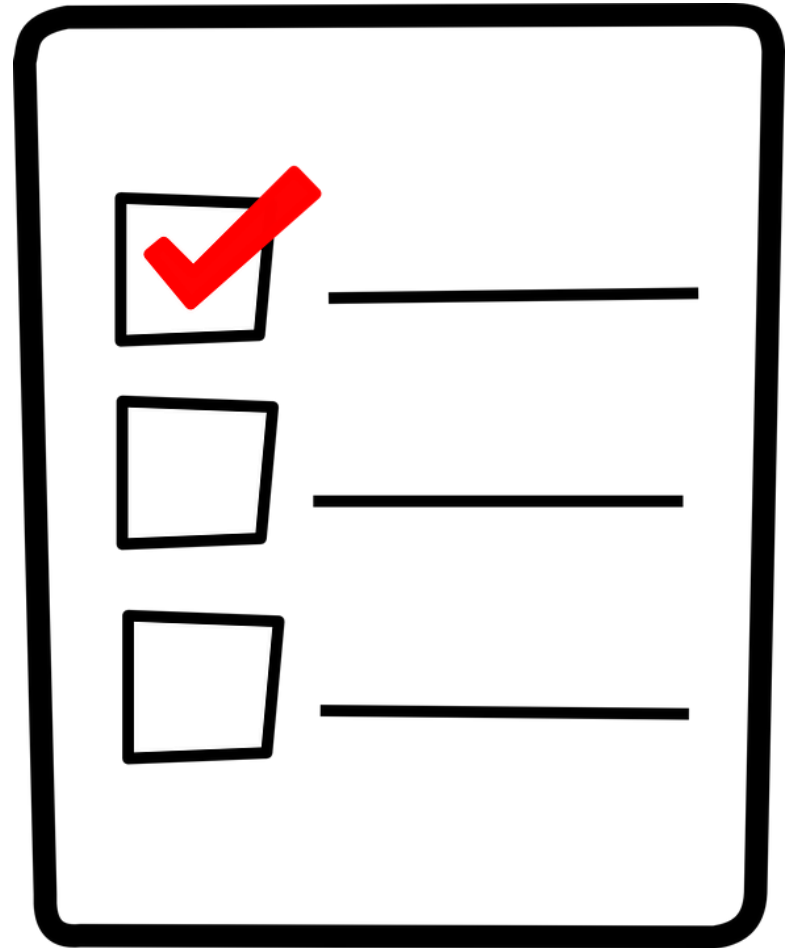
The contract



- NRS were awarded the contract following a procurement exercise
- Contract is in place from December 2016 to November 2021
- Option to extend for 2 years
- NHS Vale of York CCG meets with NRS quarterly to review performance

Eligibility criteria

- Eligibility criteria being reviewed and expected to be finalised before the end of the year





North Yorkshire Wheelchair Service

5 November 2019

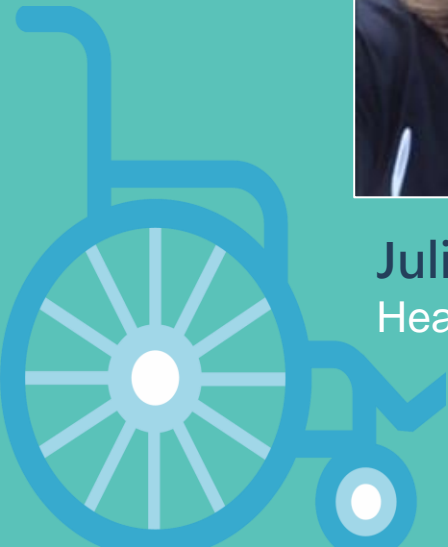
Wheelchair Service



Julia Bostock
Head of Wheelchair Services



Paul Lawrence
North Yorkshire
Wheelchair Service Manager



NRS Healthcare

NRS Healthcare is one of the UK's leading providers of community equipment supplies, wheelchair services including maintenance and equipment, clinical services and technology enabled care services.

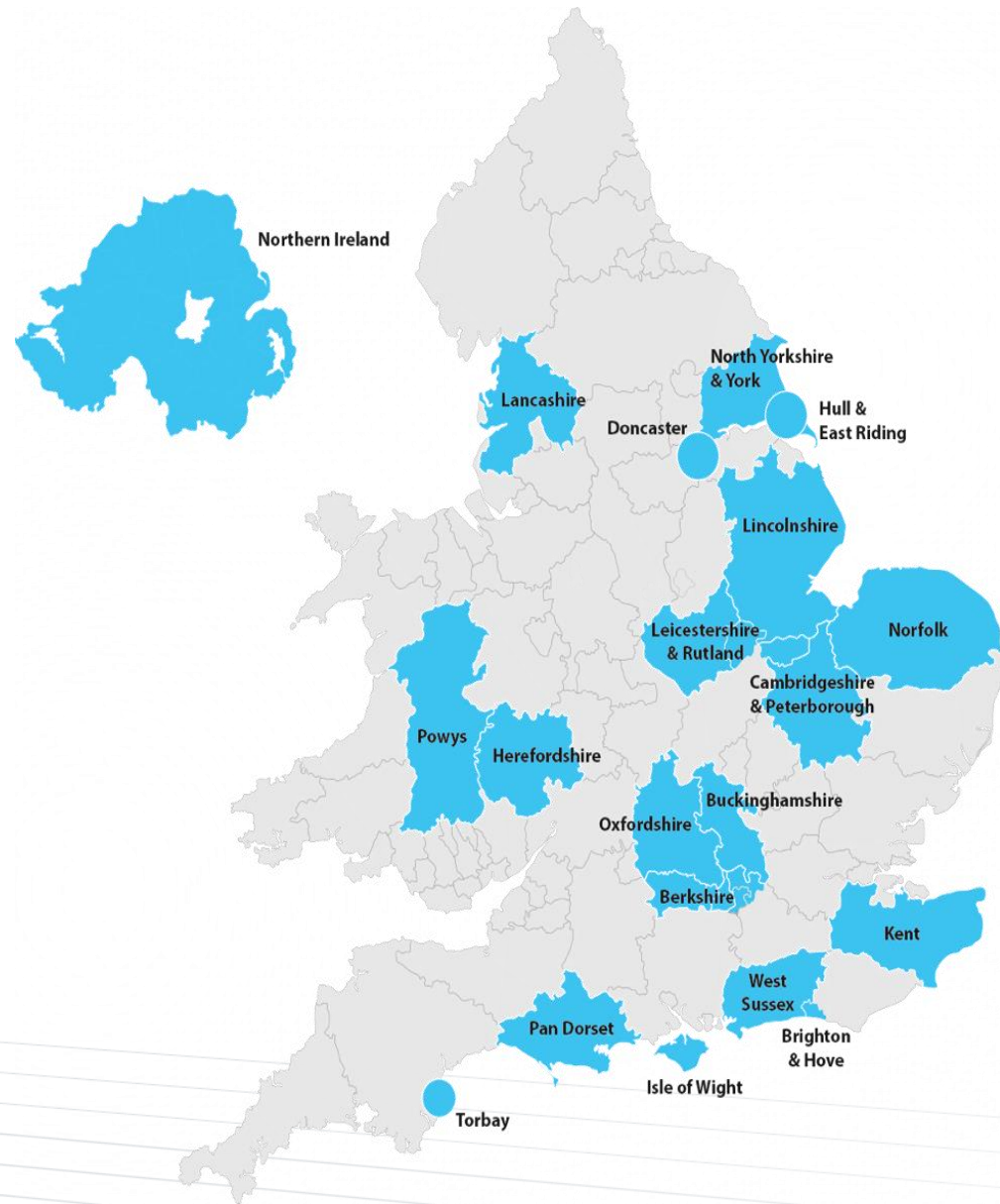
We also have a retail site – www.nrshealthcare.co.uk which allows people to purchase their own daily living aids

Our aim is to ***“Help people live at home more independently, for longer”***

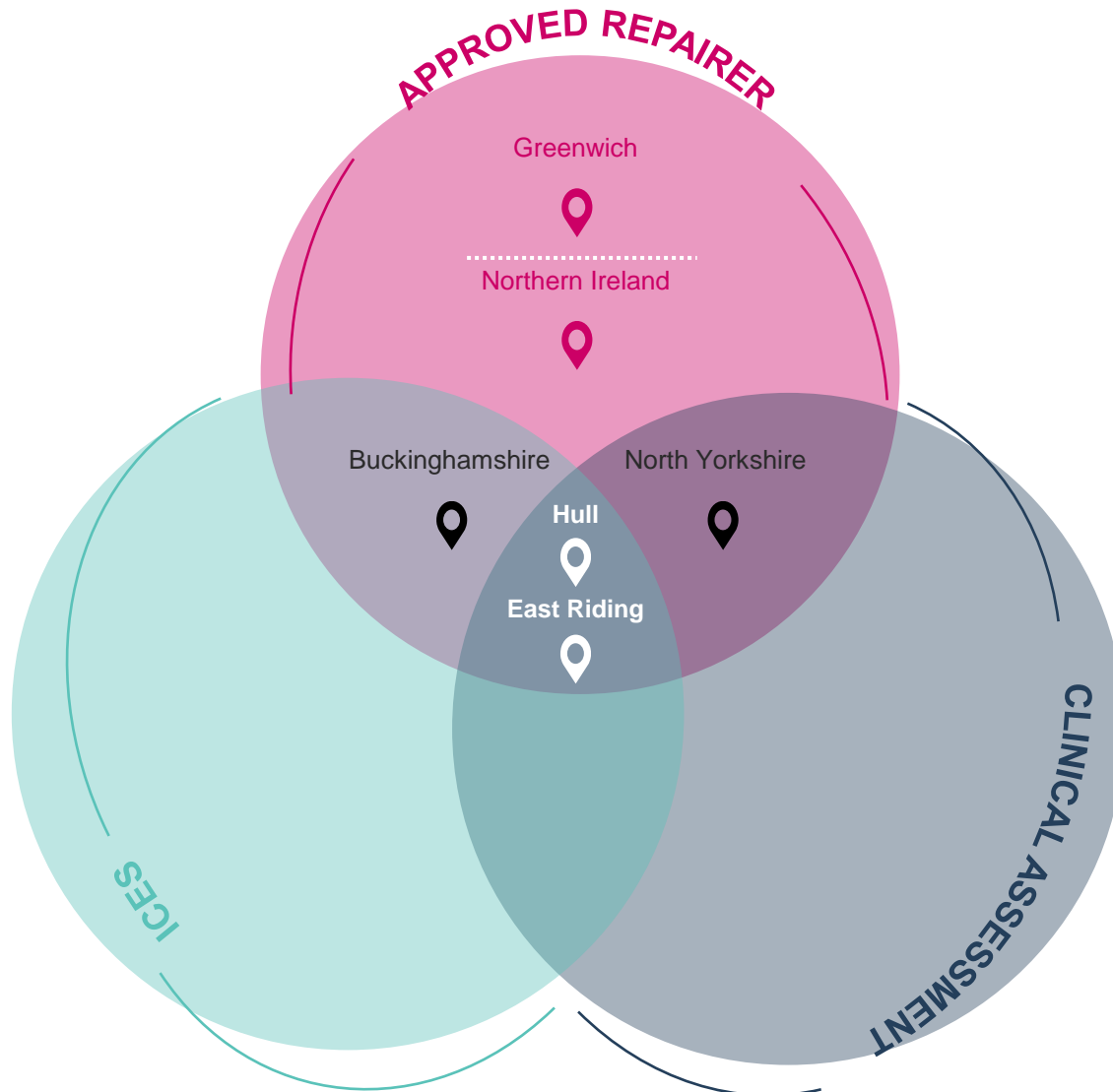


NRS Healthcare

- We have contracts in more than 19 locations across the UK from Northern Ireland to Torbay.
- We employ over 1,000 staff who are located around the service centre locations and at our Head Office in Leicestershire



NRS Wheelchair Services



NRS North Yorkshire

- The North Yorkshire Wheelchair Service employs 27 members of staff to deliver the service.
- We have clinic facilities at Blue Beck House York, Jennyfields Health Centre Harrogate, Springhill House Scarborough and The Friarage Hospital Northallerton.
- Blue Beck House is the hub for the service, it is here that we hold our stock, refurbish and repair equipment, it is also where the majority of our staff are based.
- The North Yorkshire Technology Enabled Care team are also based at Blue Beck House.

Service Provision

NRS are contracted by the four North Yorkshire CCG's (Vale of York take the role of Lead commissioner) to deliver an NHS service provision for the

- Assessment
- Prescription
- Supply
- Maintenance and Repair of wheelchairs and their accessories

This includes pressure and postural seating needs within the wheelchair, accessories and any modifications

Performance



Wheelchair Operational Data Collection Q3 2016/17



| CCG Name | Adult | | | Child | | | TOTAL | | | RANK out of 203 |
|---|--|---|----------------------------|--|---|----------------------------|--|---|----------------------------|-----------------|
| | Q1a | Q1b | % of Open Episodes of Care | Q1a | Q1b | % of Open Episodes of Care | Q1a | Q1b | % of Open Episodes of Care | |
| CCG Name | The total number of patients currently registered with the service | The total number of open episodes of care (RTT) | % of Open Episodes of Care | The total number of patients currently registered with the service | The total number of open episodes of care (RTT) | % of Open Episodes of Care | The total number of patients currently registered with the service | The total number of open episodes of care (RTT) | % of Open Episodes of Care | |
| NHS Scarborough And Ryedale | 1932 | 119 | 5.8% | 132 | 15 | 10.2% | 2064 | 134 | 6.1% | 91 |
| NHS Hambleton, Richmondshire And Whitby | 2020 | 136 | 6.3% | 154 | 18 | 10.5% | 2174 | 154 | 6.6% | 99 |
| NORTH YORKSHIRE COMBINED | 8893 | 868 | 8.9% | 751 | 153 | 16.9% | 9644 | 1021 | 9.6% | 133 |
| NHS Vale Of York | 3414 | 411 | 10.7% | 304 | 86 | 22.1% | 3718 | 497 | 11.8% | 153 |
| NHS Harrogate And Rural District | 1527 | 202 | 11.7% | 161 | 34 | 17.4% | 1688 | 236 | 12.3% | 157 |



Wheelchair Data Collection: Q2 2019/20



| CCG Name | Adult | | | Child | | | TOTAL | | | RANK out of 187 |
|---|--|---|----------------------------|--|---|----------------------------|--|---|----------------------------|-----------------|
| | Q1a | Q1b | % of Open Episodes of Care | Q1a | Q1b | % of Open Episodes of Care | Q1a | Q1b | % of Open Episodes of Care | |
| CCG Name | The total number of patients currently registered with the service | The total number of open episodes of care (RTT) | % of Open Episodes of Care | The total number of patients currently registered with the service | The total number of open episodes of care (RTT) | % of Open Episodes of Care | The total number of patients currently registered with the service | The total number of open episodes of care (RTT) | % of Open Episodes of Care | |
| NHS Scarborough and Ryedale CCG | 2377 | 51 | 2.1% | 145 | 10 | 6.5% | 2522 | 61 | 2.4% | 10 |
| NHS Hambleton, Richmondshire and Whitby CCG | 2541 | 90 | 3.4% | 152 | 10 | 6.2% | 2693 | 100 | 3.6% | 21 |
| NORTH YORKSHIRE COMBINED | 11172 | 428 | 3.7% | 804 | 71 | 8.1% | 11976 | 499 | 4.0% | 28 |
| NHS Vale of York CCG | 4367 | 182 | 4.0% | 323 | 30 | 8.5% | 4690 | 212 | 4.3% | 33 |
| NHS Harrogate and Rural District CCG | 1887 | 105 | 5.3% | 184 | 21 | 10.2% | 2071 | 126 | 5.7% | 55 |

Current position

RTT Position as at 31/10/17

| | U19 <18 weeks | U19 18+ weeks | U19 TOTAL | % in Target | | ADULT <18 weeks | ADULT 18+ weeks | ADULT TOTAL | % in Target | | ALL <18 weeks | ALL 18+ weeks | ALL TOTAL | % in Target |
|------------------|------------------|------------------|--------------|----------------|------------------|--------------------|--------------------|----------------|----------------|------------------|------------------|------------------|--------------|----------------|
| CCG | Clients | Clients | Clients | | CCG | Clients | Clients | Clients | | CCG | Clients | Clients | Clients | |
| HAG | 15 | 15 | 30 | 50.0% | HAG | 80 | 25 | 105 | 76.2% | HAG | 95 | 40 | 135 | 70.4% |
| HAM | 12 | 9 | 21 | 57.1% | HAM | 87 | 23 | 110 | 79.1% | HAM | 99 | 32 | 131 | 75.6% |
| SCA | 30 | 16 | 46 | 65.2% | SCA | 60 | 19 | 79 | 75.9% | SCA | 90 | 35 | 125 | 72.0% |
| YOR | 36 | 20 | 56 | 64.3% | YOR | 177 | 31 | 208 | 85.1% | YOR | 213 | 51 | 264 | 80.7% |
| Grand Tot | 93 | 60 | 153 | 60.8% | Grand Tot | 404 | 98 | 502 | 80.5% | Grand Tot | 497 | 158 | 655 | 75.9% |

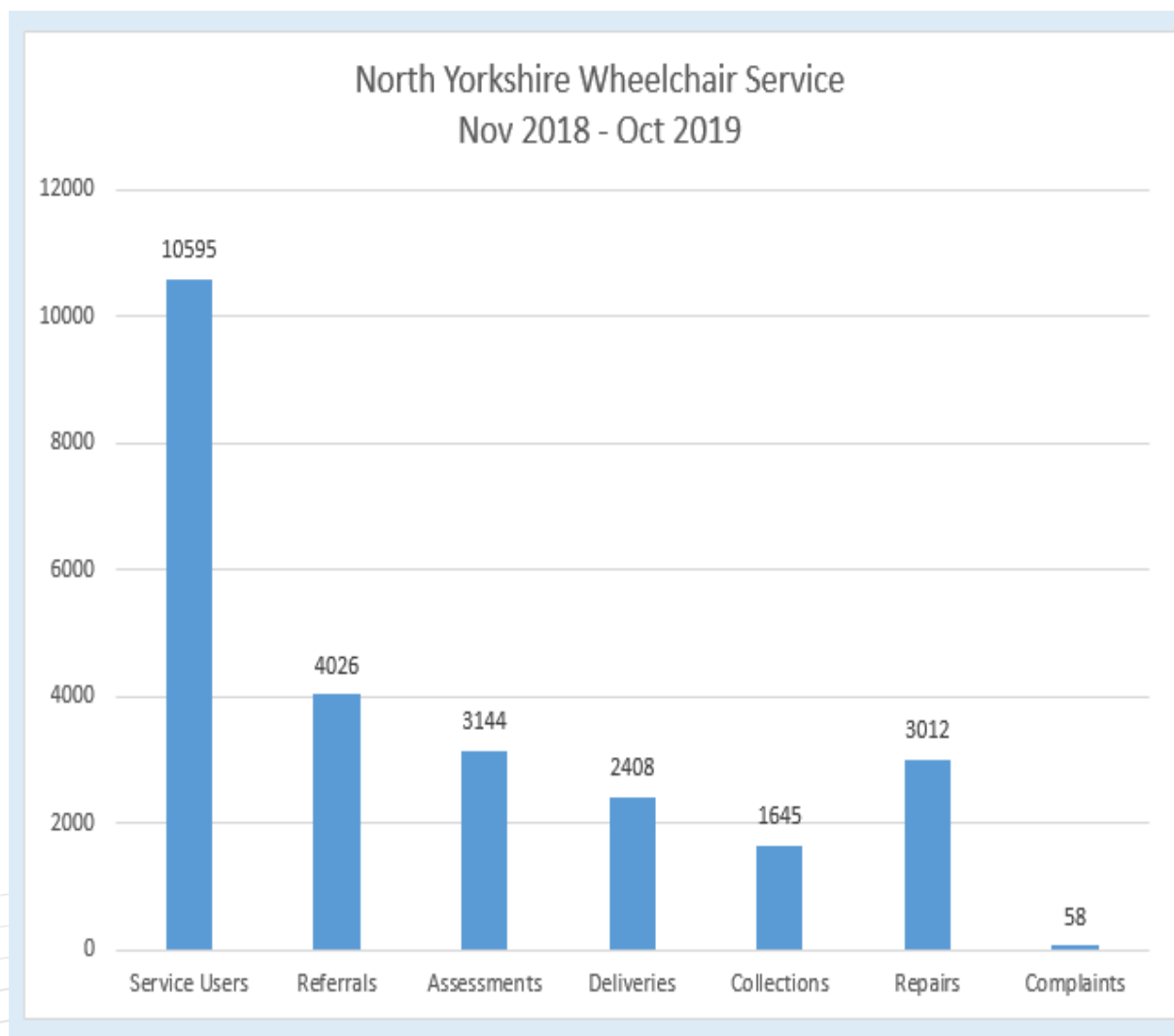
RTT Position as at 31/10/18

| | U19 <18 weeks | U19 18+ weeks | U19 TOTAL | % in Target | | ADULT <18 weeks | ADULT 18+ weeks | ADULT TOTAL | % in Target | | ALL <18 weeks | ALL 18+ weeks | ALL TOTAL | % in Target |
|------------------|------------------|------------------|--------------|----------------|------------------|--------------------|--------------------|----------------|----------------|------------------|------------------|------------------|--------------|----------------|
| CCG | Clients | Clients | Clients | | CCG | Clients | Clients | Clients | | CCG | Clients | Clients | Clients | |
| HAG | 18 | 3 | 21 | 85.7% | HAG | 86 | 15 | 101 | 85.1% | HAG | 104 | 18 | 122 | 85.2% |
| HAM | 14 | 1 | 15 | 93.3% | HAM | 98 | 3 | 101 | 97.0% | HAM | 112 | 4 | 116 | 96.6% |
| SCA | 27 | 2 | 29 | 93.1% | SCA | 66 | 10 | 76 | 86.8% | SCA | 93 | 12 | 105 | 88.6% |
| YOR | 38 | 1 | 39 | 97.4% | YOR | 186 | 17 | 203 | 91.6% | YOR | 224 | 18 | 242 | 92.6% |
| Grand Tot | 97 | 7 | 104 | 93.3% | Grand Tot | 436 | 45 | 481 | 90.6% | Grand Tot | 533 | 52 | 585 | 91.1% |

RTT Position as at 31/10/19

| | U19 <18 weeks | U19 18+ weeks | U19 TOTAL | % in Target | | ADULT <18 weeks | ADULT 18+ weeks | ADULT TOTAL | % in Target | | ALL <18 weeks | ALL 18+ weeks | ALL TOTAL | % in Target |
|------------------|------------------|------------------|--------------|----------------|------------------|--------------------|--------------------|----------------|----------------|------------------|------------------|------------------|--------------|----------------|
| CCG | Clients | Clients | Clients | | CCG | Clients | Clients | Clients | | CCG | Clients | Clients | Clients | |
| HAG | 22 | 1 | 23 | 95.7% | HAG | 102 | 4 | 106 | 96.2% | HAG | 124 | 5 | 129 | 96.1% |
| HAM | 13 | 0 | 13 | 100.0% | HAM | 83 | 4 | 87 | 95.4% | HAM | 96 | 4 | 100 | 96.0% |
| SCA | 11 | 1 | 12 | 91.7% | SCA | 64 | 1 | 65 | 98.5% | SCA | 75 | 2 | 77 | 97.4% |
| YOR | 34 | 2 | 36 | 94.4% | YOR | 183 | 8 | 191 | 95.8% | YOR | 217 | 10 | 227 | 95.6% |
| Grand Tot | 80 | 4 | 84 | 95.2% | Grand Tot | 432 | 17 | 449 | 96.2% | Grand Tot | 512 | 21 | 533 | 96.1% |

Activity



Criteria

- We work closely with the Commissioner to ensure the agreed Commissioner-led criteria for supply is implemented fairly,
- We make sure there is a broad range of wheelchairs and associated accessories to meet the clinical needs of people referred to the service.

Feedback

NRS are always keen to hear how your experience was (good or not-so-good) with the Wheelchair service.



You can contact us at any point by:

 01904 645052

 service@york.nrs-uk.net

 www.nrshealthcare.com/products-services/wheelchair-services

For clients whose appointments are within the clinics we ask that they complete a questionnaire to give their views of our service.

Feedback cont.

- If you provide your details when you give us feedback, we'll contact you to acknowledge your comments
- If there is a concern, someone will call you to discuss that concern and agree “what needs to happen” to make things right.

What that action is, will depend on the situation. But if there is learning to be taken from a situation, staff are given time to discuss and reflect on things and plan how to avoid the incident happening again.

- If the complaint is formal we have **20 days** to investigate and feedback to you

BUT

- We always think it's best to talk to someone as soon as a problem arises

Compliments, comments and complaints leaflet



NRS Healthcare aims to deliver a first-class service to all people who we meet. We see all feedback, whether good or not so good, as a valuable way for us to learn and improve our services. Therefore, we welcome all compliments, comments and complaints.

What type of feedback do you have?



Compliments

We love to hear good news stories from you when you have had a positive experience with an NRS Healthcare service, particularly where staff have gone over and above your expectations.

Acknowledgement of good service is a very positive way for us to learn from you. Details of all compliments received will be shared with the staff members and the team concerned, as well as at management level. It always makes our day brighter!

Comments

People who use our services generally have the best ideas on how to improve them. Therefore, we welcome comments about any niggles you have had or ways that you think we can do things better. If you make a comment to us, this will be logged and passed to the relevant department or partner to take action as necessary.

Complaints

We accept that although we do everything possible to ensure that you are treated fairly and properly and as we would wish a member of our family was treated, sometimes things do go wrong and it's important that you tell us if you're unhappy. Most issues can be sorted out easily and quickly, so in the first instance we would ask that you speak directly to the member of our team that has seen you or their manager. This is usually the best way of sorting out any issues. Your local contact is:

North Yorkshire Wheelchair Service

NRS Healthcare
Blue Beck House
Blue Beck Drive, Sipton Road
York, YO30 5SF

Phone number: 01904 654052

Email address: service@york.nrs-uk.net

If you feel this has not resolved your complaint then our complaint handling procedure is designed to identify the problems and resolve issues quickly and fairly. If you write to us we will acknowledge your complaint in writing within three working days. If you make your complaint by phone then we consider it to have been acknowledged during the call.

If we can resolve your concerns immediately and you are happy for us to do so then we'll tell you straight away what action we intend to take.

If you wish to make a formal complaint then we will provide a full written response to your complaint within a maximum of twenty working days from the date we received your complaint via letter, email or phone call. Our response will include the conclusions that we have reached.

If we feel that we need longer than twenty working days to fully investigate your complaint then we'll contact you as soon as is possible during that time to advise why there is a delay and how long we think that it will take.

We will ensure that after we've responded to your complaint that we contact you again to check that you're happy with the outcome and you feel that your complaint was handled fairly and properly.

If you don't feel that your complaint was handled fairly or you're unhappy with the outcome you can escalate your complaint by writing in to:

Clinical Services
NRS Healthcare
Sherwood House
Cartwright Way
Forest Business Park
Bardon Hill
Coalville
LE67 1UB

Or by email at clinicalservices@nrshhealthcare.co.uk

SN42 NYorkWt: 1019

Feedback

Excellent instruction and re alignment of the chair. My wife was more comfortable and I am sure it will help with the back pains she has been getting. Many thanks from both of us.

Steve, David and Anthony have been so understanding, considerate and given me some information. They have made me feel at ease with it. Thank you so much.

Very good communication and very good at thinking about the patient.

Extremely helpful and accommodating staff. Thorough assessment and explanation. Delighted to have a wheelchair more suitable for needs - should improve quality of life considerably

We were seen on time and had a full assessment for mum in her chair with improvements recommended and ordered immediately. Also useful charity contacts given.

They spoke to me not just my mum and used simple language. They took their time with me

We had to wait a very long time for the wheelchair

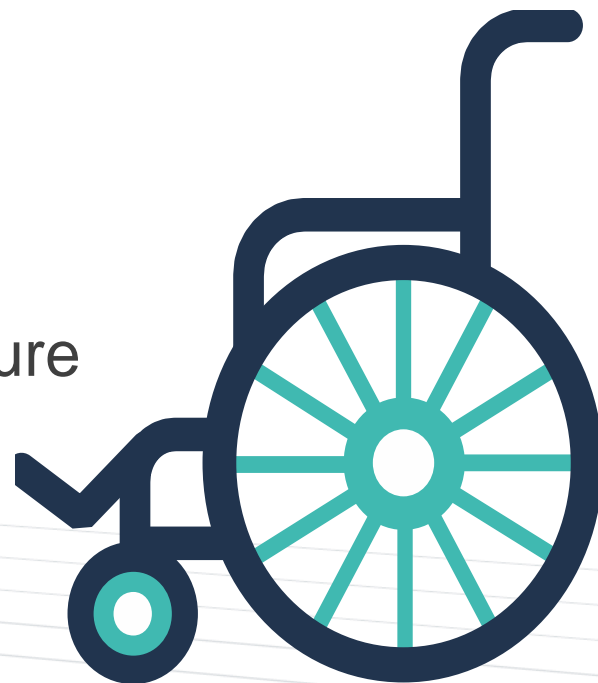
A fantastic service, thank you so much for your patience, expertise and caring manner. It will make a huge difference to my mum's quality of life.

Other feedback

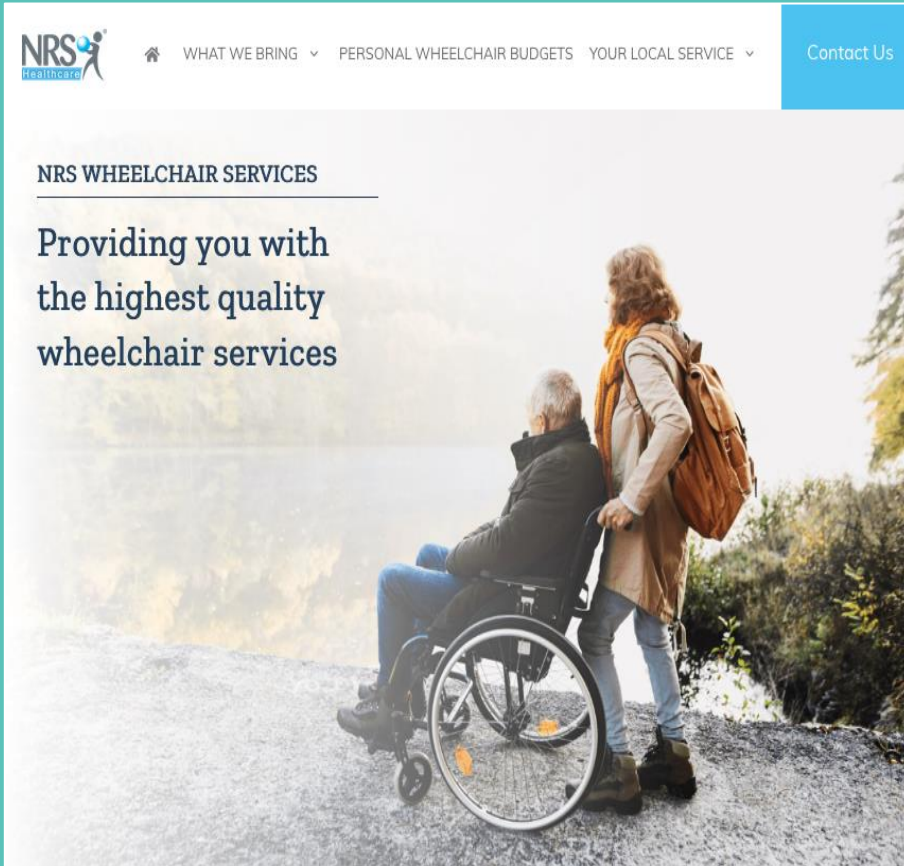
As we develop your service, our clinical staff will be reviewing new wheelchair equipment.

There is often a useful role for clients to get involved in trialling product for us, this allows us to assess whether they may be something that we want to use.

We work closely with our Clinical Commissioning Group colleagues to ensure that we have the right products on offer for our clients.



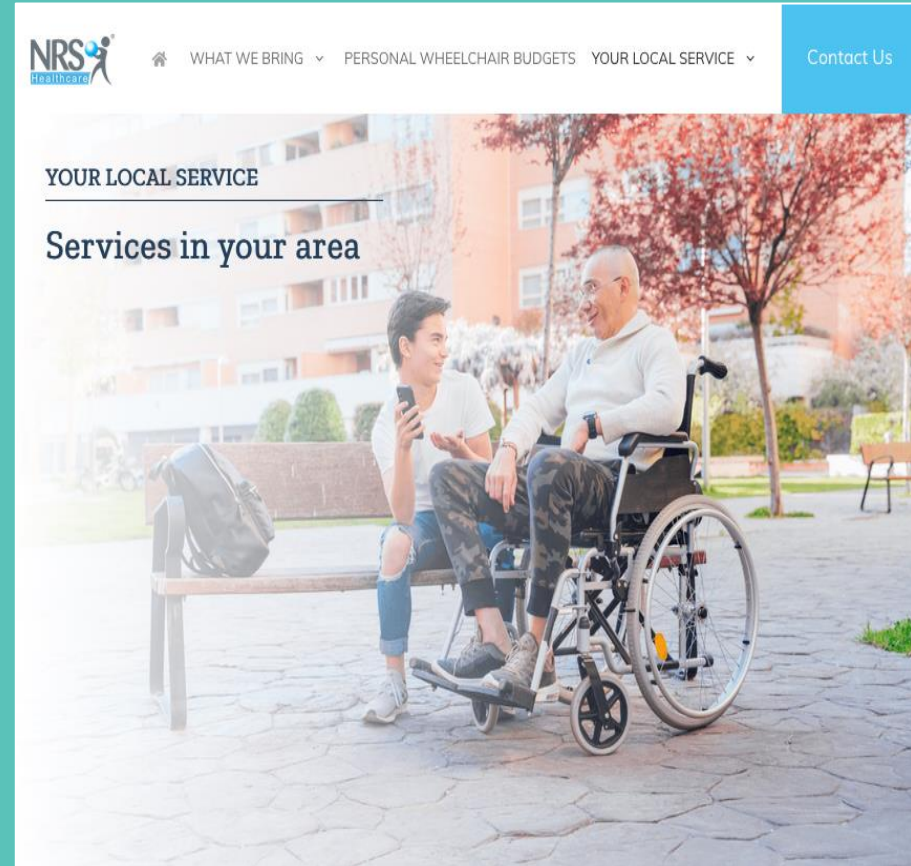
New wheelchair web pages



NRS Healthcare [WHAT WE BRING](#) [PERSONAL WHEELCHAIR BUDGETS](#) [YOUR LOCAL SERVICE](#) [Contact Us](#)

NRS WHEELCHAIR SERVICES

Providing you with the highest quality wheelchair services



NRS Healthcare [WHAT WE BRING](#) [PERSONAL WHEELCHAIR BUDGETS](#) [YOUR LOCAL SERVICE](#) [Contact Us](#)

YOUR LOCAL SERVICE

Services in your area

Contact us



 01904 654052

 service@york.nrs-uk.net

 www.nrshealthcare.com/products-services/wheelchair-services

Break and refreshments

Wheelchair service user forum



Personal Wheelchair Budgets

Information Event

Carl Donbavand

Programme Lead (Complex Care and Mental Health)

Vale of York CCG

Personal Wheelchair Budgets

The Department of Health and Social Care announced in February 2019 that the legal right to a personal health budget is being extended to people who access wheelchair services whose posture and mobility needs impact their wider health and social care needs.

This legal right is expected to come into force from
2 December 2019



What is a Personal Wheelchair Budget?

A personal wheelchair budget (PWB) is a resource available to support people's choice of wheelchair, either within NHS commissioned services or outside NHS commissioned services.

They aim to increase choice and control for people who access wheelchair services through:

- More **personalised assessments**
- Support people to identify their own health and wellbeing goals which is documented in a **care and support plan**
- **Information** provided upfront about the amount of money available in personal wheelchair budget and the options available to them locally to use it
- Information about the **repair and maintenance** of their wheelchair
- **Better integration** of services to explore how other health and care budgets could be combined to expand people's options.

Personal wheelchair budget options

**Notional
Standard
NHS
provision**

**Notional
Plus Top up
Standard
provision +
Upgrades
and extras**

**Third Party
option**

**Service
user**

**Charity
funding**

**Personal
Health
Budget**

The process

Pre - appointment

- Information about PWBs sent with appointment
- Information in waiting area promoting PWBs

Assessment appointment

- Clinical assessment
- Develop a personal support plan
- Discuss and agree health and well-being outcomes
- Offered PWB (this is a default position)
- Informed of wheelchair prescription and PWB value
- Assist patient in deciding which PWB to choose

Handover

- Wherever possible, wheelchair handed over on same day
- Person always returns for handover if they opt for 3rd party budget
- Person instructed in safe use of wheelchair
- The person has open access to the service for clinical advice

Anticipated outcomes

- Right chair, 1st time
- Greater individual choice and control
- Improved individual reported outcomes
- Avoid duplication of equipment
- Avoid unnecessary aids and adaptations
- Improved value for money
- Looking ahead: We are keen to explore how we can combine other health and care budgets to further expand people's options

Stories

Personal Wheelchair Budgets in Leeds

[https://www.youtube.com/watch?v=ahgeHqcn7V0
&feature=youtu.be](https://www.youtube.com/watch?v=ahgeHqcn7V0&feature=youtu.be)

Dylan's Story

[https://www.youtube.com/watch?time_continue=12
&v=8GbygovFqS4](https://www.youtube.com/watch?time_continue=12&v=8GbygovFqS4)

**Thank you and
questions**



Engagement and involvement: Listening to your views

**Wheelchair service user forum
Tuesday 5 November**

North Yorkshire Disability Forum (NYDF)

Who are we and what do we do?

Shanna Carrell

**Participation and Engagement Manager, Health and
Adult Services, North Yorkshire County Council**

Who we are

- Began life as the North Yorkshire Physical and Sensory Impairment Partnership Board in 2006
- North Yorkshire Disability Forum since 2016, with new terms of reference
- User-led and chaired by disabled people
- Meets quarterly
- Membership of representatives of local disability forums (currently five)
- Supported by NYCC

Our terms of reference

Key aims:

- The primary aim is to improve the lives of people with physical and/or sensory impairment in North Yorkshire.
- As a user-led forum and from the perspective of disabled people, to work in partnership with North Yorkshire County Council to provide a collective voice for disabled people to inform strategy and service development of North Yorkshire County Council and other statutory partners
- To help North Yorkshire County Council and other partners to understand the experience of disabled people and the impact of plans and policies on the lives of disabled people
- To work within the social model of disability
- To provide leadership, influencing other partners and agencies in order to create cultural change and raise the profile of the social model of disability and issues of concern to people with physical and sensory impairments

Reaching people who access wheelchair services

- Commissioners and providers are invited to attend NYDF and local forums to seek feedback
- Continuing the conversation – commissioners attended NYDF in Dec 2018, March 2019 and June 2019 to discuss ways to gather customer feedback
- Opportunity to involve North Yorkshire Learning Disability Partnership Board as well – self-advocates and family carers
- Reaching young people – NYCC Children and Young People's Service supports participation of young people so may be able to help



Any questions?

Contact:

North Yorkshire Disability Forum:

<https://www.nypartnerships.org.uk/nydf>

North Yorkshire Learning Disability Partnership Board:

<https://www.nypartnerships.org.uk/learningdisabilitypartnershipboard>

Shanna Carrell, Participation and Engagement Manager,
Health and Adult Services, North Yorkshire County Council

Shanna.carrell@northyorks.gov.uk



Engagement and involvement

Wheelchair service user forum

Tuesday 5 November

Victoria Binks, NHS Vale of York CCG

Engagement going forward

- Current mechanisms
- What works well
- What could be better
- Inspirational ideas...



Contact details

NRS Healthcare

- **Website:** www.nrshealthcare.com
- **Telephone:** 01904 654 052
- **Email:** Written complaints should be sent to service@york.nrs-uk.net

NHS Vale of York CCG

- **Email:** voyccg.engagement@nhs.net
- **Telephone:** 01904 555 870
- **Write:** NHS Vale of York CCG, West Offices, Station Rise, York