

Wheelchair Service User Forum

Following on from the wheelchair service user forum we held on 5 November 2019 in York, we provided an update at the end of November 2019 about the actions we said we (The Clinical Commissioning Group and the provider NRS Healthcare) would take forward. We said that we would feedback in early 2020. Please see updates below.

Next steps:

We will be present at the North Yorkshire Disability Forum in March 2020 and have arranged a follow up service user forum in York on 5 May 2020 at 1.30pm. Within these forums some of the updates around leaflets and eligibility criteria will be shared for comment.

You said	We will do	Update
<p>Accessible formats: We would like leaflets in accessible formats.</p>	<p>We will work with the wheelchair provider to make sure the new leaflets are in a range of accessible formats.</p>	<p>NRS is finalising a draft leaflet for complaints and will share with the North Yorkshire Disability Forum for comment and to scope other topics that may be needed.</p> <p>NRS is producing a short animation for its website about pathways to get a wheelchair. It will be placed online as soon as it is finalised. It will be shared with the group.</p>
<p>Reviews of equipment: We would like to know that service users' equipment is being regularly reviewed.</p>	<p>Commissioners and providers will look at review dates to check that they are happening, and in a location that is convenient to the service user. We will feed back to the forum about progress.</p>	<p>NRS has updated us about the review of equipment that takes place.</p> <p>If a person contacts the service within any 12 month period, this is considered an interaction and the next review will be set up 12 months from the date of that contact.</p>

		<p>Those not seen, will in 12 months will be advised and a review undertaken when appropriate.</p> <p>We will work with NRS to make sure that the information about reviews is clear in the eligibility criteria.</p>
<p>Assessments in the community: Assessments at hospitals and the wheelchair centre are not always convenient and easy for service users to access. In particular for some in the Ryedale areas it can be a 50 mile round trip, which is difficult with low mobility. Can there be more reviews performed in the community?</p>	<p>We will work with providers to review location of assessment and promote choice of location.</p>	<p>NRS formally takes over the management of clinical staff in April 2020. It is only at this point that clinical practice changes can be reviewed.</p> <p>The CCG will work with NRS to look at options and consider an equality impact assessment around access.</p> <p>We will produce clear information about what is required for a full assessment and why certain locations may have to be used.</p>
<p>Testing with service users: It is important to use individual experiences to test the process</p>	<p>We will ask the provider to look at where service user testing can be incorporated into design and choice.</p>	<p>Equipment testing is a clinically led process to ensure that the catalogue stock is appropriate for a wide proportion of our population. Service users have the opportunity to then test the equipment at point of assessment based on their prescription.</p>
<p>Getting the right equipment: We would like to know what is on offer in terms of wheelchairs, what people are entitled to and</p>	<p>The commissioners will work with the providers to promote the eligibility criteria.</p>	<p>The eligibility criteria has been refreshed and will be presented at the next forum for comment.</p> <p>Any feedback will be incorporated into the new version of</p>

<p>how they are measured against the eligibility criteria. One-size does not fit all. Sometimes the holistic view of the person is not taken into account – such as the correct cushions would prevent future health concerns such as pressure sores etc.</p>		<p>the eligibility criteria.</p>
<p>Personal Wheelchair Budgets and voucher system: We would like to understand what Personal Wheelchair Budgets are, who is entitled to them and how to get one. We would like an update on the current voucher scheme as we are buying equipment from our own funds.</p>	<p>We will look at how we can improve communication around personal wheelchair budgets and learn from colleagues in other areas who have been successful in implementing PWBs. We will provide an update about the voucher system.</p>	<p>NRS is trialing a new role in Hull and East Riding for an NRS employed Personal Wheelchair Budget advocate/Service user liaison. NRS would be very happy to explain more about the role and the learning that can be shared across the region at the next forum.</p> <p>An open day was held in Hull and the East riding where wheelchair suppliers came along and brought some of their wheelchair ranges to view. NRS has said they could be involved in arranging a similar day in the York and North Yorkshire region. The CCG will work with NRS to scope the possibility of an open day event like this.</p> <p>We will look at bringing a service user who has had experience of a PWB to come to the next meeting to share their experience.</p>

<p>Key Performance Indicators (KPIs) We would like to have more information on the KPIs that the providers are measured against.</p>	<p>We will use the forum feedback to look at co-producing additional Key Performance Indicators.</p>	<p>A set of new Key Performance Indicators has been produced and is with NRS to consider. There will be a performance and quality meeting in February. These can then be shared with service users for comment.</p>
<p>Communication and engagement We want a two way conversation and to be involved in co-design of service developments. We want you to try and reach out/hear from patients who don't go to forums We want to know what is happening as a result of our feedback</p>	<p>The engagement team will use the feedback about future involvement to draw up a plan of engagement, whether this is through local forums such as the North Yorkshire Disability Forum, via an email group and online, through service user feedback direct to providers or holding a roadshow. We will look at the use of technology and of existing forums to help support this.</p>	<p>As per the response above the CCG and NRS will work together to plan an open day for service users, providers, equipment specialists and clinicians. The CCG will work with NRS to look at how feedback about services is collated – so that people who are not able to attend the forum can also have their say. The CCG will be attending the North Yorkshire Disability Forum in March to give an update about all of the actions. Another service user forum has been organised for Tuesday 5 May 2020.</p>