

Kent and Medway Wheelchair Service

March 2019



PERFORMANCE IMPROVEMENTS



Millbrook Healthcare has been working with commissioners and service users to improve the wheelchair service in Kent and Medway. We are pleased to be able to share some of the indicators of improvement so far.

Improvements in the repairs waiting list began in August 2018 and continued with a reduction in the number of outstanding repair jobs – from 461 to 220 in mid-February this year. The number of repairs completed in three working days has risen from 16.2% to 48.7%.

The waiting list for assessment and equipment provision went down from 3,369 in August to 2,331 in February. This is a good start, especially given the high number of complex referrals that have been completed.

The waiting list is no longer increasing and September 2018 saw the first month-on-month reduction in the net waiting list since the start of the contract. This reduction has continued into the new year, whilst also completing a much higher volume of complex cases than anticipated.

Due to the completion of a high number of complex cases, the waiting list now has a more manageable balance of low, medium and high complexity referrals with the proportion of low/medium referrals rising from 66% to 75%. These early signs of performance improvement are encouraging, but we understand there is a lot more work to be done to deliver the agreed improvement plan. We have listened to the feedback given, identified issues and as a result made changes to the way we deliver the service locally.



These are some of the recent initiatives we have put in place to deliver service improvement:

- **Waiting times** - to reduce waiting times we have started Saturday clinics, employed a locum to boost capacity, and arranged for supplier support to facilitate extra clinics. We have also developed a new clinical model and modified our rotas so that there is more time for clinicians to spend with service users
- **First fix rates** – we are increasing the first fix rates through enhanced training for field service and workshop technicians alongside training for customer service staff to ensure the correct details are taken at the point of contact for repair calls
- **Complaints** – there is now a dedicated working group within Kent and Medway’s Service Improvement Board, this involves service users with the aim to improve the complaints processes, work collaboratively with local forums & charities and to accept and act on local feedback. We are also engaging with our service users to design a new service user annual survey. We agreed at the most recent Kent County Council Health Overview and Scrutiny Committee (HOSC) to provide a detailed breakdown of complaints data to identify any underlying trends and support continuous improvement of the wheelchair service.
- **Improve communication** – we have a communication plan in place, which involves service users and aims to improve the flow of communication. The plan includes the following:
 - new dedicated website for the Kent and Medway Wheelchair Service
 - several open engagement meetings for service users and stakeholders across Kent and Medway which will be held in March and April (see below)
 - timely use of social media, accessing user networks as communications channels and regular issues of this e-newsletter
 - we have also initiated disability and equality training for all Millbrook staff using a highly qualified trainer recommended by one of our service users.

GETTING THE MOST FROM YOUR SERVICE

Here are some ways you can start to get the most from the Kent and Medway Wheelchair service:

- We assess people based on clinical need and agreed service eligibility criteria which ensures a fair and equitable service is provided across Kent and Medway. We encourage you to read this document which can be found online or a copy can be emailed to you if you call customer services on the contact details below. You can read how this document is used within the service by following this link http://www.kentandmedwaywheelchairservice.co.uk/wp-content/uploads/2018/09/KENT_WCS_ELIGIBILITY_CRITERIA.pdf
- You may have a wheelchair provided by the NHS, but we might not have a record of you in our system. Please do get in touch with the wheelchair service if you didn't receive a letter informing you of the change in provider.
- If there is any problem with your wheelchair please inform us as soon as possible, using the contact details below. This could stop a minor problem turning into something that may prevent you from being able to use your wheelchair.
- Please let us know if your circumstances or needs change so we can continue to support you-as effectively as possible.
- In the next few months we are focusing on how together we can reduce Did Not Attend (DNA) rates for appointments. However, if you do need to cancel your appointment please give us as much notice as possible because it is difficult to re-fill appointments. To help us improve this if you would like to register as a service user who could attend clinic appointments at short notice please contact us via the details given at the end of the newsletter. DNA rates are quite high, with a total of 112 DNAs in just the three months leading to January. Together we can improve this giving more time from our clinical staff to those who need it.
- If you have a complaint or concern please contact us by phone, email, or through an advocate or friend who can speak for you. It's important you do this so we can deal with any issues promptly and continue to use your feedback to improve the service.
- This is your wheelchair service and if you think there are ways in which we can make it better we would love to hear from you. There are many ways to contact us, including via the new website.

NEW WEBSITE

We agree with recent user feedback that improved communication with service users, carers and families is an essential part of our wheelchair service improvement plan in Kent and Medway. It's important we let you know what we're doing, how we are progressing and listen to your views.

To enable this, we have just launched a new website for service users in Kent and Medway. The site is modelled on the one we already have in place for wheelchair service users in Hampshire.

Please do tell us what you think about it and let us have comments and suggestions.

Kent and Medway Wheelchair Service

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Welcome to the Kent and Medway Wheelchair Service

At Millbrook Healthcare, we're proud to have been providing wheelchair services, on behalf of the NHS, for over 20 years. When we started in 1995, our aim was to make independent living accessible to wheelchair users and today it's much the same.

We deliver our clinical and repair services throughout Kent and Medway and through our experience and collaboration with service users and local NHS clinical commissioning groups, we're able to understand the needs, requirements and expectations of our service users.

You'll find more information on all our services and company history on our [main website](#).



Visit www.kentandmedwaywheelchairservice.co.uk

YOUR FEEDBACK

Keeping in contact with you helps us to gather, and share, feedback on our services.

“They treated the resident as an individual with dignity, respect and humour and the resident enjoyed this.”

“Promises from them which are not fulfilled.”

“They are good at communicating with us and doing what they can to fix problems.”

“Me and my son are not happy with wheelchair service.”

“Better communication between staff making the appointments and the engineers who visit.”

“They explained everything about my son’s wheelchair, and I left totally satisfied.”

We are improving our complaints and customer service processes to enable the gathering of vital information from you so we can make the wheelchair service as effective as possible and one we can all be proud of.

To enable this please let us know what we are doing well and what we still need to work on.



WHEELCHAIR SERVICE ENGAGEMENT DAYS

We want you to understand how the Kent and Medway Wheelchair Service works and the best ways for you to access it. We also need you to share your views and ideas on making it the best service possible.

To support these aims we are planning three engagement days where you can learn more about the service and tell us how we can continue to improve.

Each event will allow you to hear how the service operates, how you can access it and how we are working on improving it. There will be the opportunity for break-out discussions with our team, CCG staff members and other service users on key topics.

There will also be a display of the wheelchairs and equipment, such as the types of cushions that we can offer. If you have a specific concern on something you need help with there will be the opportunity to register those with us so we can follow up with timely solutions.

You and carers can register to attend one of the events through Eventbrite using the links below for the following dates and venues:

- 10 April, 1pm to 4pm, at the Holiday Inn, Maidstone Road, Rochester, ME5 9SF
<https://www.eventbrite.co.uk/e/kent-and-medway-wheelchair-service-service-user-engagement-event-tickets-58234384612>
- 17 April, 1pm to 4pm, at The Darwin Conference Suite, University of Kent, Canterbury, CT2 7NZ
<https://www.eventbrite.co.uk/e/kent-and-medway-wheelchair-service-service-user-engagement-day-tickets-57693306232>
- 15 May, 1pm to 4pm at The Riverside, Thanet Way, Whitstable, CT5 3JQ
<https://www.eventbrite.co.uk/e/kent-and-medway-wheelchair-service-service-user-engagement-event-tickets-57617467396>

***Please note numbers will be limited at each event so do register as soon as you can. If you can't make it to one of the engagement days, please do let us know how we are doing and where we can improve by getting in touch.**

You can also register for one of the engagement days by calling 0330 124 4485, or emailing kentandmedwaywcs@millbrookhealthcare.co.uk

KEY TEAM MEMBERS

Lorna McDonagh
Clinical Lead - Gillingham

Theresa Hodges
Clinical Lead - Ashford

Nicola Parker
Customer Service
Supervisor

Amber Martin-Mottram
Field Service Technician
Team Leader

SERVICE CENTRE LOCATIONS



Ashford

Inca House
Wotton Road
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Ashford
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If you have any comments on this newsletter, or ideas on how you think we can improve communication with service users, carers and their families, please let us know.

You can email feedback to: newsdesk@millbrookhealthcare.co.uk