

Wheelchair services - development action plan (April 2016)

Action	Interim contract or long term	Issue	Actions	Timescale	Update	Complete
1	Interim	Access to the service (referrals)	1) Revised referral form to be shared with GPs and Health Care Professionals to increase awareness of service. 2) Referral form to be uploaded to Map of Medicine (ENHCCG) & DXS (HVCCG) 3) Millbrook to hold open day to promote service to service users, carers and professionals. Millbrook to have technicians and clinicians available to speak to patients. 4) Information to be added to ENH & HV CCG GP bulletin regarding changes to the service 5) Drop in clinics at base for repairs to be set-up 6) Targets for time to initial assessment included in the 16/17 contract. This includes fast-track, urgent and routine.	Jul-16	1) Referral form shared with GPs, HCT and HCS. As a result of GP feedback a separate form has been created and circulated. 2) Referral form uploaded to Map of Medicine & DXS 3) Millbrook intending to hold open day mid July. 4) Information included in the ENH & HV CCG GP bulletin 5) A trial drop-in clinic is starting for 4 weeks from w/c 13th June. 6) Reporting required monthly with target of 90%. This is picked up through regular Contract Review Meetings.	1) Complete 2) Complete 3) Planned for mid July 4) Complete 5) Complete 6) Complete
2	Interim	Access to the service (transport)	1) Millbrook to ensure there is suitable parking for cars and patient transport 2) CCGs to share information for Patient Transport and voluntary schemes to direct service users and carers to 3) Review home visit needs as part of operational policy review	Sep-16	1) Millbrook have made suitable parking arrangements and also contacted neighbouring units to make them aware of the new service. 2) Information shared with Millbrook. Millbrook have contacted transport service regarding any issues which have arisen. 3) Review of operational policy has commenced and is on-going	1) Complete 2) Complete 3) On-going
3	Interim	Lack of follow-up and timely appointments	1) Millbrook to review data on BEST to identify gaps in Planned Preventative Maintenance (PPM). 2) Any backlog in appointments to be reviewed during Contract Review Meetings and plan to be agreed 3) Revised timeframes for appointments included in specification - performance to be monitored (taking into account any transferred backlog) during CRM.	On-going	1) Performance to be reported on a monthly basis working towards 95% of powered equipment serviced annually. All actions are discussed during the regular CRM meetings. Millbrook have transferred the data to a new database and are now undertaking a data cleanse in order to be able to accurately report on the current position.	1) Complete
4	Interim	Customer service line	1) Millbrook and CCG to monitor responsiveness to ensure service users are able to get through and speak to appropriate person 2) Millbrook to look into whether it is possible to add message regarding call costs 3) Millbrook to ensure any recorded message is loud, clear and any music playing whilst on hold is not too loud	Jun-16	1) Millbrook have a screen in the office which monitors call waiting times and availability of staff. There is now cross-cover working between the two admin teams ensuring it is easier to get through to speak to someone. Millbrook are also piloting an automated call back service from July. 2) Millbrook will add a message confirming calls are charged at a local rate 3) There are now only 2 options for callers to choose from. Millbrook are monitoring feedback regarding the phonenumber.	1-3) Complete
5	Interim	Information for service users, carers and parents	1) To improve information given to patients including contacts, insurance, training, OOH support etc 2) To improve awareness of the different roles within the service 3) To increase awareness of the voucher scheme and how it can be used 4) To consider developing a leaflet which provides information on how to undertake basic cleaning and maintenance. Including what to look for e.g. flat tyres. 5) To develop a webpage containing the relevant information	July-Sept16	1-4) These will be discussed at the next service user group meeting in July. Millbrook are developing a Hertfordshire Wheelchair Service webpage which will allow service users to leave feedback. This will be up and running by end of June/ early July	

6	Interim	Communication to service users, carers and parents regarding timescales and any potential delays	1) Information regarding expected timescales to be communicated clearly e.g appointments, deliveries etc 2) Any delays to be clearly communicated 3) CCGs to work with Millbrook to ensure there is a process for exceptional equipment requests which sit outside the commissioned service, to be considered.	On-going	It is expected that potential delays will be reduced for a number of patients due to ability for a number of service users to be issued with appropriate chair at the time of assessment. Millbrook are also looking at the standard stock of chairs for MND patients to ensure their needs can be met quickly. Millbrook are working with HCT Neuro team to look at how they can ensure patients who are discharged from inpatient units have the appropriate chair at the time of discharge rather than waiting for a separate assessment.	
7	Interim	Administrative process for service users	1) To review the current process to ensure similar information is not requested on multiple occasions	On-going	1) For re-referrals Millbrook ask for any additional or clarifying information over the telephone rather than sending out a form to be completed. CCGs, Millbrook and HCT staff are working jointly to improve the pathway for neuro service users. This includes requesting consent to share information between the services and reviewing the assessment process.	
8	Interim	Joint working between clinicians and engineers	1) Service to be fully integrated	May-16	1) Millbrook confirmed that repair and maintenance service, staff and equipment are all now based at Watchmead.	1) Complete
9	Interim	Personal Health Budgets	1) CCGs and Millbrook to work with NHS England on the pilot	On-going	1) Initial meeting held in May and planning work has commenced. Meeting to be arranged with NHSE, CCGs and Millbrook. Next meeting with NHSE in July.	
10	Interim	Review of Operational Policy	1) CCGs and Millbrook to work together to review and update the operational policy. It has been identified that this will need to form two documents; criteria and the operational policy 2) To meet with new service manager once in post in July 2016	Sep-16	1) Previous policy has been reviewed and commented on by the SU Group 1) Has been shared with CCG staff to comment on	
11	Interim	Regular review of patient and carer surveys, complaints/ compliments quarterly as part of the regular contract and quality review meetings	1) Regular CQRM meetings have been arranged and patient experience to be a standing agenda item	On-going		1) Complete
12	Interim	Timescales for response to requests for repairs and collections	1) To include timescales and target in the contract for 16/17	On-going	1) Target set as part of 16/17 contract and reporting required monthly. A drop-in clinic for repairs is being trialled for 4 weeks from w/c 13th June.	1) Complete
13	Interim	Accredited prescribers training	1) Millbrook to share training programme used in other areas for CCGs to review 2) CCGs to identify teams who will be suitable to pilot the training	Sept - Oct 16	1) Millbrook have shared example training programme which is being reviewed by CCG staff. Initial feedback is very positive. 2) Three pilot teams have been identified - discussions to be held with them. Initial pilot is being undertaken with the HCT Neuro Team as these staff are already appropriately trained and regularly prescribe wheelchairs for use in an inpatient setting.	
14	Long term	Joint working between other providers and CCGs	1) To ensure close working with other providers delivering services to users e.g. Stanmore	Oct-17	1) A meeting has been arranged with HCT Neuro Service Lead. 2) Millbrook to arrange meeting with Herts Action on Disability once new service manager is in post.	
15	Long term	Carers	1) To consider the needs to carers e.g. when lifting/ moving chair 2) To consider the status of carers when self-care is not possible 3) Personal Health Budgets for carers	Oct-17	3) This will be considered as part of the PHB pilot with NHSE. Millbrook to also work with voluntary sector such as HAD.	

16	Long term	Equipment	<p>1) Ensure equipment is of an appropriate standard to reduce the need for repairs or new chairs</p> <p>2) To consider a service users future needs when prescribing wheelchair</p> <p>3) To consider whether scrapped wheelchairs can be given to charities to re-use. Will need to consider legal requirements regarding liability.</p> <p>4) For additional pieces of equipment e.g. covers can more than one set be provided</p>	Oct-17	<p>1) Millbrook are reviewing the range of chairs which are held in stock. A new lightweight chair is now being prescribed and clinicians are following up 2 months post issue to ensure there are no issues. Regular feedback is given to manufacturers regarding chairs.</p> <p>2) Millbrook intend to hold a number of chairs for MND patients instock which will meet the current and future needs and can be issued quickly. Millbrook are also working with the MNDA.</p> <p>3) Millbrook donate chairs which are okay to use but over 5-6 years old to charity. Approximately 111 were donated prior to the move to the new base in April. Millbrook also strip any parts from scrapped chairs to be re-used including straps from paediatric chairs.</p>	
17	Long term	Holistic assessments	<p>1) To ensure service considers the persons whole life including home, work etc</p> <p>2) To ensure service user/ carer is able to use the wheelchair in their key environments</p> <p>3) To consider prevention agenda e.g. maintain healthy lifestyle</p>	Oct-17	1-3) Personalisation is a key part of the PHB pilot	
18	Long term	Children and Young people	<p>1) To ensure the service is responsive and flexible to the changing needs of children and young people</p> <p>2) Parental choice e.g. wheelchair or buggy</p>	Oct-17	1) This will be considered as part of the PHB pilot	
19	Long term	Timescales for re-assessments/ planned preventative maintenance	<p>1) To review timescales for re-assessments</p> <p>2) To review the timescales for planned preventative maintenance - both powered and manual wheelchairs</p>	Oct-17		
20	Long term	Alternative models	<p>1) Consider alternative models e.g. motability</p> <p>2) Consider links with schemes such as access to work</p>	Oct-17	Millbrook are reviewing the range of chairs which are held in stock. A new lightweight chair is now being prescribed and clinicians are following up 2 months post issue to ensure there are no issues. Regular feedback is given to manufacturers regarding chairs.	