

Wheelchair User Forum

Weds 10th April 24, 11-1pm. Hybrid (Zoom) Maple Centre, 6 Oak Drive, Huntingdon, PE29 7LB.

1) Introductions, Apologies and Housekeeping – Sue Honour, Chairing

Chair, Tony Honour and Graham Lewis, Healthwatch welcomed all, introductions and apologies shared. Graham requested the board's consent to record the meeting, for note taking purposes only.

2) Minutes of the last meeting and Action Log Updates – Graham Lewis

GL recapped previous meeting Weds 10th January 2024 and current Action Log Updates.

3) Recent experiences of the wheelchair service

It was reported that where the wheelchair has been privately purchased it cannot be repaired by the NHS Wheelchair Service provided by AJM Healthcare.

4) AJM Healthcare Service Update – Steph Splevings and Sue Harris

AJM Healthcare explained their process for when people have missed their appointments. Part of this process includes sending a letter but they have had feedback that it is harsh.

The Forum felt that the letter was not overly harsh but was written in a quite formal style of English. The Forum felt that it could be in plain English.

5) Feedback from other meetings – Graham Lewis

Healthwatch Health & Care Forums Updates – Rebecca Spalding-Green

Public meetings taking place every 2months, bringing together service users and service providers – like the hospital trusts, care teams and the ambulance service. Discussing different topics, wanting to hear local people views about how things are working. If you would like to join regular mailing lists for any of the Health and Care Forums, let us know.

Peterborough Forum – November 2023, January and March 2024.

- ✓ Scams & Cyber Security, Cambs Constabulary. Mental Health Community Connectors. Virtual Wards Hannah Woods.

Cambridge & South Cambridgeshire Forum – December 2023, February & April 2024.

- ✓ PPG & Integrated Neighbourhoods. Headway Cambs & Peterborough Restart. East of England Anglia Ambulance Service Update and Pharmacy update on heat impacts.

Fenland and East Cambs December 2023 and February 2024.

- ✓ Intermediate Care Update - Olawale Olanrewaju, Integrated Care Partnership.
- ✓ Your feedback - Professor David Croisdale-Appleby Head of Healthwatch England.

Huntingdonshire – November 2023 and January 2024.

- ✓ Cornerstone Pregnancy Advice - Helen Turley, Cornerstone Pregnancy Centre
- ✓ Intermediate Care Update - Olawale Olanrewaju, Integrated Care Partnership.

Upcoming Health and Care Forums

- Fenland and East Cambs – 11th April 2024, 10-12, venue TBC.
- Huntingdonshire – 7th May 2024, 2-4pm, Great Stukeley Village Hall, PE28 4AQ.
- Peterborough Forum – 23rd May 2024, 10-12, The Fleet Centre, Peterborough, PE2 8DL.
- Cambridge and South Cambs Forum – 5th June, 10-12, Venue TBC.

Visit: [Events | Healthwatch Cambridgeshire](#) or [Events | Healthwatch Peterborough](#) for more info.

6) Healthy You – to be rearranged.

7) Update on Priorities – Graham Lewis

Graham updated the Forum on the priorities in 2023-2024

Young People's Voice – the Young People's Wheelchair User Forum is now part of 'business as usual'.

Promotion – Healthwatch have created posters about the Forum and these have been distributed. There has been an increased social media presence.

Wheelchair Service Tender

Sandra Pedley, for the ICB (who had sent their apologies for the meeting) sent an update on the tender process for the NHS Wheelchair Service in Cambridgeshire and Peterborough:

For 2024 procurement, the engagement part of the pre-procurement work is currently on hold due to local elections. The plan is to release the survey soon after the elections have taken place, early May.

The ICB is still planning to proceed with a competitive tender process. Hopefully we can commence this before a possible general election is announced and purdah applies.

The Forum agreed that this should be the priority for 2024-2025.

8) Any Other Business

Access in St Neots updated the Forum on Changing Places facilities in the town. A changing place will be built in the town centre, and another will be in the refurbished Priory Centre.

Date of next meeting

Date: Wednesday 10th July 2024.

Time: 11am to 1pm.

Venue: City College Peterborough.