

## Wheelchair User Forum

Wednesday 10th July 2024, 11–1pm. Hybrid Meeting (via Zoom).  
From City College Peterborough, Brook Street, PE1 1TU.

### Useful Acronyms

ASCF – Adult Social Care Forum  
CCC – Cambridge City Council  
CPB – Carers Partnership Board  
ICB – Integrated Care Board

ICS – Integrated Care System  
ILS – Independent Living Service  
LDP – Learning Disability Partnership  
PB – Partnership Board (Healthwatch)  
PCC – Peterborough County Council

### What We Discussed

- 1) Welcome, Introductions, Apologies and Housekeeping – Caroline Tyrell-Jones
- 2) Minutes of last meeting (10<sup>th</sup> May 2024) and Action Log Updates – Graham Lewis
- 3) Independent Members Feedback:
  - ✓ Sheltered Accommodation Wheelchair eligibility, Fish Insurance & Positive News
- 4) AJM Healthcare Wheelchair Service Update – Steph Splevings
- 5) Other Meeting Highlights
  - ✓ Adult Social Care Forum – Graham Lewis
  - ✓ Healthwatch Health & Care Forums – Rebecca Spalding-Green
  - ✓ Wheelchair Alliance – Graham Lewis
- 6) Cambridgeshire Home Improvement Agency – Frances Swann
- 7) Wheelchair Service Tender Update – Sandra Pedley, ICB
- 8) Any Other Business – Passenger Assist Disabled Taxis & Changing Places Facility
- 9) Next meeting – Wednesday 9th October 2024, 11– 1pm, City College Peterborough.

### 1) Welcome, Introductions, Apologies and Housekeeping – Caroline Tyrell-Jones

- GL explained planned surgery postponed, preventing GL attending in person.
- Caroline Tyrell-Jones (Healthwatch Communities Programme) is attending instead.
- Liz Owen (Access in St Neots) chairing (Tony Honour sent apologies).
- Rebecca Spalding-Green (Healthwatch) requested to record the meeting for notes.

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

- GL recapped meeting Wednesday 10<sup>th</sup> April 2024. Board agreed notes.
- Action Log Highlights – see Action Log circulated prior meeting for updates.

### 3) Recent experiences of the wheelchair service – All

#### Sheltered Accommodation

- GL reported case of person told not eligible for wheelchair as in Sheltered Accommodation. Confusion discussed as Sheltered Accommodation does not affect eligibility. **ACTION – AJM Healthcare to investigate further.**

### **Fish Insurance**

- TW renewed insurance with Fish, a provider recommended for breakdown cover.
- TW inquired about how recovery would work as a full-time wheelchair user, requiring a vehicle that can accommodate him in his wheelchair.
- Fish has switched to a new recovery company, which will not rescue TW in his wheelchair but only by taxi, with the chair transported separately.
- Due to this change, TW cancelled the insurance as service no longer meets his needs.
- Now looking at other companies but has not found any that provide a service to rescue him in his wheelchair, without separation.
- **ACTION – AJM Healthcare unaware of this change, to investigate this.**

### **Positive Feedback**

- LO individual had fallen off the Wheelchair Provision list and has a chair with various issues, were panicked as they didn't know how to address this, especially since the previous process involved many forms and assessments.
- LO thanked Sue for her assistance with this case, and the person is now back on the waiting list and less stressed about the process.

### **4) AJM Healthcare Wheelchair Service Update – Steph Splevings**

- Still facing very high "Did Not Attend" (DNA) appointment rates. In the last three months, there were 115 unattended appointments without any notification or reason given, resulting in 172 wasted hours.
- We are making efforts to raise awareness about the importance of notifying us if you need to cancel, ideally giving at least 24 hours' notice so we can refill the slot, as many people are desperate for these appointments.
- Exploring different strategies to address this issue. Last time, we discussed displaying graphs in our reception area.
- Additionally, we have revamped our appointment letters, removing the formal legal wording to make them more approachable.
- This revised letter is pending approval from the patient team, and I hope to present it at our next meeting.

### **Comments, Questions and Answers**

- Q** SP – Of the DNAs do you know how many are for special seating appointments? As is those get high number of complaints from professionals.
- A** No, will investigate. Confirmed more DNAs for clinic than home appointments.

## 5) Feedback from other meetings – ASCF – Adult Social Care Forum – Graham Lewis

- Discussion was on Partnership Board Priorities and the importance of collaboration with Integrated Care Board (ICB) on the tender process for essential services.
- 3 areas of focus were decided: transport, accessibility, and training for professionals.
- **Transport** – Reliable public transport is crucial for maintaining independence and accessing services. The forum discussed ongoing issues and the need for improved transport options to better support the community.
- **Accessibility** – Difficulty accessing info and physical barriers at healthcare facilities. Issues like non-sliding doors at GP offices and poorly placed signage were highlighted. Forum emphasized the need for practical solutions to these accessibility barriers, ensuring that individuals can easily navigate healthcare environments.
- **Training for Professionals** – especially regarding digital accessibility and the diverse needs of individuals with disabilities. There were concerns about the lack of awareness and understanding among some professionals. Stressing the importance of educating healthcare providers to better accommodate and support people with disabilities, aiming to address these training gaps to improve care quality.

## Healthwatch Health & Care Forums –Rebecca Spalding-Green

- Public meetings every 2months, bringing together service users & service providers.
- Various topics discussed in hearing from local people about how things are working.
- For further info visit: [Events | Healthwatch Cambridgeshire](#) or [Events | Healthwatch Peterborough](#).

## Peterborough Forum – May 2024

- ✓ Agenda focus – Palliative and End-of-Care with Jane Carpenter, Lead Nurse NWAFT.

Next Meeting: Thurs 25<sup>th</sup> July 2024, 10-12, The Fleet Centre, Peterborough, PE2 8DL.

## Cambridge and South Cambs Forum – June meeting postponed due to perdue

Next Meeting: Wednesday 7<sup>th</sup> August 2024, 10-12, Venue TBC.

## Fenland and East Cambs – June 2024.

- ✓ Agenda focus – Palliative and End-of-Care with an array of speakers.

Next Meeting: Thursday 8<sup>th</sup> June 2024, 10-12, venue TBC.

## Huntingdonshire – July 2024.

- ✓ New CEO Jess Slater Introduction and PPG Seminar Event Discussion
- ✓ **Save the date – Weds 2<sup>nd</sup> October 2024 – KingsGate Centre, Peterborough PE1 4YT.** Healthwatch Annual Summit Tackling Health and Inequalities Together.

Next Meeting: Tuesday 3<sup>rd</sup> September 2024, 2-4pm, Great Stukeley Village Hall, PE28 4AQ.

## Wheelchair Alliance

- This Wheelchair Forum is part of the Wheelchair Alliance. They have recently updated their website, which can be found here: <https://www.wheelchair-alliance.co.uk/>

## 6) Cambridgeshire Home Improvement Agency – Frances Swann

- See slideshow circulated following meeting.
- To find the service in East Cambridgeshire, Fenland & Peterborough and for more information visit <https://www.findmyhia.org.uk>

## 7) Wheelchair Service Tender Update – Sandra Pedley, ICB

### Tender Process

- Next Friday have a stakeholder meeting on the tender process. With representation from the Local Authorities, CCS, CPFT, Addenbrookes, Peterborough City Hospital, Pinpoint, and Family Voice. The meeting will cover themes from various meetings, complaints, and survey feedback. We will also submit a paper to our Commissioning and Investment Committee to propose changes to the criteria, including self-referral for new users. This may require additional investment due to the potential increase in referrals and the need for access to patient records.

### Survey Feedback

- Received 60 responses, an increase from the 2018 survey. Responses were from 50% families and carers, 33% wheelchair users, and the rest professionals. The geographic spread was 55% Cambridgeshire and 45% Peterborough.

### Staff Criticism

- Feedback on the staff was mixed. While many found the staff professional, friendly, polite, and knowledgeable, others reported rudeness. This has been addressed through contract monitoring with AJM.
- Concerns about staffing levels and a need for review were raised. Some respondents found it hard to get through on the phone, while others reported timely responses.

### Communication and Waiting Times

- There were issues particularly for children. Delays between assessment and provision sometimes means the need for further adjustments. Communication improvements needed, especially in ensuring messages are passed clearly to engineers for repairs.

### Location

- Of services and transport issues were highlighted. Finding suitable satellite locations remains a challenge.

### Proactive Follow-Up

- There was a suggestion for more proactive follow-ups, similar to patient-initiated services in other healthcare areas. Regular check-ins might be beneficial to ensure the continued suitability of the equipment.

### Criteria

- Feedback about the criteria included concerns about disabilities outside the home and the need for assistance with long distances. Early provision of power chairs for children was also mentioned.

### Care Home Residents

- The stakeholder meeting will discuss wheelchair provision for care home residents and how to treat them similarly to those living at home, acknowledging their different support needs.

## **8) Any Other Business**

### **Passenger Assist Disabled Passenger Taxis with Assistance**

- LO a taxi service which according to their website states they offer a '...safe, professional, and reliable way to travel. Passenger Assist have invested in the right people, modern technology and wheelchair accessible vehicles to ensure our services meets all of our clients' requirements'. For more info call: 01733 208208, email: [info@passengerassistcambs.co.uk](mailto:info@passengerassistcambs.co.uk), visit <https://passengerassistcambs.co.uk>

### **Changing Places Facility**

- Changing Places Facility in St Neots Riverside Car Park building works is due to be complete and (fingers crossed) will be opening July 2024.

## **9) Date of next meeting**

**Date:** Wednesday 9<sup>th</sup> October 2024.

**Time:** 11am to 1pm.

**Venue:** City College Peterborough.