

WHEELCHAIR SUMMIT: 25th FEBRUARY 2014

ACTIONS PROPOSED BY SUMMIT ATTENDEES

Aims of the Summit:

1. To develop a shared understanding of the problems with the current commissioning of wheelchairs
2. To agree what a high quality service from a user perspective would be
3. To agree what needs to happen locally and nationally to improve the commissioning of wheelchairs
4. To develop a group of commissioner and service user champions who can influence a wider range of commissioners and facilitate improving services.

Two key questions were posed at the Summit:

1. What would a good wheelchair service look like for you?
2. What are the things we need to do to create a good wheelchair service?

As well as the table discussions, input was fed into through the twitter feed on the day.

What does good look like? The 6 top themes identified by the Summit:

1. Better assessments
2. Better informed and empowered service users
3. Better commissioning and procurement, including better delivery and repairs service
4. Better Integration of health and social care, including funding
5. Better training for staff
6. Better use of innovation

Theme 1 – Better assessments

Action
Create a holistic assessment which is patient-centred with information provided to users and carers in advance. The assessment would look at the whole environment including home, school, transport and take into account the needs of carers.
Assessments should be undertaken within an agreed timescale with a maximum waiting period set out as a nationally agreed standard.
There should be maximum waiting times for all stages of the process: from referral through to delivery.
Work with Royal Colleges to set metrics framework to demonstrate clinical harm in delays to wheelchair provision e.g. swallowing and posture
Reviews should be undertaken at regular intervals to ensure the needs of service users are being met. Where changes are identified, these to be made as swiftly as possible.

Theme 2 – Better informed and empowered service users

Action
Provide an information pack before assessments to enable service users to ask right questions
Ensure that patients and carers are listened to and decisions taken with the user
Personalisation: vouchers, Personal Health Budgets - support, market and safeguards to help navigate the system.
Form an Alliance of national charities that work in this space to maintain the profile of this service area.[

Theme 3 - Better commissioning and procurement

Action
Develop an outcome based service specification for wheelchair services based on national quality standards. This should highlight wheelchair services as part of wider pathway of care. It should also include the targets set out in TC35 (Transforming Community Services).
Review the data which already exists on wheelchair services including spend on services by the commissioning system – health and social care; numbers of service users; cost of their care packages which can be aggregated up to determine cost and plan for future spend.

Review supply chain / look at different models of delivery to reduce the wait for the provision of wheelchairs to service users following an assessment. Waiting times to be built into service specifications.
Create a benchmark for wheelchair service provision
NHS procurement: Review of NHS procurement as may not be using full buying potential when purchasing equipment.
Test / review the tariff / financial levers / remove block contracts.
Develop a nationally agreed eligibility criteria for wheelchair services to improve consistency of services.
As part of the commissioning cycle wheelchair provision to be considered in JSNAs, JHWSs and CCG commissioning plans.
As part of the commissioning cycle, service users and carers to be involved in the design, delivery and evaluation of wheelchair services in their area. This will include feedback from service users on their experiences of accessing the service as well as on the wheelchair itself (the latter information could be feedback to manufacturers and procurement team).
Investigate development of PROMS for wheelchair users.
Access to experts when chair needs to be repaired – timely and accessible.
24 hour 7 days a week repair helpline / like for like substitute for emergency repair.
Mobile repair teams able to visit service user when wheelchair needs to be repaired.
Mapping provision of equipment and 6 monthly check-ups
Service and maintenance plans for all users to be managed by wheelchair centres
Use of NHS Choices to capture feedback

Theme 4 – Better integration of health and social care, including funding

Action
Review whole system costs to ensure more efficient use of resources with the possibly of pooled budgets
Consider co-location options for services
Integration of assessment process between health and social care as well as the integration of the provision of equipment and adaptations.
Explore the possible use of the Better Care Fund
Seek out examples of good practice where services have been integrated and share the learning across the commissioning system.

Theme 5 – Better training for staff

Action
Explore how to develop training including post graduate training for AHPs to provide professional guidance for clients
Explore how to improve training for relevant staff in complex cases.
Explore how to improve training for assessors/engineers/physiotherapists/OTs in the needs of wheelchair service users
Train the trainer programmes to up-skill non specialists.

Theme 6 – Better use of innovation

Action
Identify possible mobile apps, access to patient records etc. which could support all other themes
Review other parts of the NHS to see where something similar has been done to reduce waiting times etc.
Create a learning and sharing network
Look into other models of care e.g. the Swiss model

Other actions:

- Consider the establishment of an Alliance led Steering Group to oversee the work of each of the themes
- Create a learning and sharing network
- Organise a further Wheelchair summit to review progress