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To: CCG Clinical Leaders  
CCG Accountable Officers

CC: NHS England Regional Directors  
NHS England Directors of  
Commissioning Operations

Medical Directorate  
NHS England  
Quarry House  
Quarry Hill  
Leeds  
LS2 7UE

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Dear Colleague

### **Wheelchair Service Improvement Programme Update**

I am writing to provide you with an update on the wheelchair service improvement programme and progress so far in three of our priority areas; creating a national dataset, personalising wheelchair services and supporting commissioners.

#### **Establishing a new dataset**

This month sees the publication of the first national dataset for wheelchair services which includes the data submitted by 56% of CCGs across the country for the first time in one place. We recognise that a number of CCGs have not had the systems in place to collect this data until now; therefore we hope that we will see this figure increase as we move forward. The dataset collected during Q2 is now available on the [NHS England website](#). This first round of data highlights the importance of the work you and your colleagues are doing to improve services, with a significant number of people waiting more than 19 weeks for a wheelchair. I hope you will find these early results useful, providing you with an opportunity to review your own services as well as comparing to those in other areas.

The deadline for submission of Q3 data was 18 January 2016 and our statisticians are currently working on the data which has been submitted. If you have been unable to provide data to date, please consider doing so in Q4 to enable us to provide full national and regional comparisons of the services being provided.

## **Personalising wheelchair services**

Our personal health budgets team are looking at how we can support the development of more personalised wheelchair services for the future. Over the past few months they have been talking to CCGs and other stakeholders to gain your views on the vision for future services. The team will be working with a small group to explore what we have learnt from the introduction of the voucher scheme, what has worked well and consider the potential use of personal health budgets for wheelchair provision. The development of new models of working to improve the choice people have will be tested over the coming year and learning will be shared in due course.

## **Supporting commissioners**

In August 2015 the CCG Wheelchair Champions Network published a document to help commissioners who may be planning to review or understand more about their local wheelchair service, the "[Improving Wheelchair Services: Top tips for commissioners from commissioners](#)". Our Sustainable Improvement Team are now working with a wide range of stakeholders to develop a more in-depth "How To Guide for Wheelchair Service Commissioners". This will provide tools, techniques, case studies, top tips and additional resources that will help us all to commission excellent wheelchair services to meet, over time, the ambitions of the wheelchair charter and to deliver a great experience of care to all our wheelchair users and their families. The aim is to publish this document in March 2016.

Finally, building upon the work of the CCG Wheelchair Champions Network a new online network of commissioners of wheelchair services is being established. This network will provide a space for reflection, support and collaborative working in order to facilitate rapid and widespread improvement. This will be a virtual network with a variety of discussion forums and monthly WebEx sessions bringing commissioners together to share good practice. We hope you will join this network and find the ideas, discussions and connections made extremely beneficial. Further details about this will be shared through our website and the CCG bulletin in the coming weeks.

Please send any queries regarding any aspect of this programme of work to [england.wheelchairs@nhs.net](mailto:england.wheelchairs@nhs.net).

Yours sincerely,



Rosamond Roughton  
Director of NHS Commissioning

OFFICIAL

*Health and high quality care for all, now and for future generations*