

PLYMOUTH & WEST DEVON WHEELCHAIR SERVICE

January 2018/ Issue 3

DRIVER OF THE YEAR 2017

Congratulations to Clare Harding
on winning the Millbrook
Healthcare Plymouth wheelchair
service driver of the year award
for 2017.



WELCOME

A very warm welcome to our third quarterly newsletter! Thanks for looking in. We hope you will find some useful information about the service, updates, events and other news. We want this to be interesting and informative so please, please share your suggestions and feedback for future issues. We would love to hear from you!

In this issue

- Driver of the year
- Driving scores 2017
- Missed Appointments
- Your wheelchair service FAQ's
- What do you want to see?
- Friends and Families of Special Children
- Adding value to our Community

Best depot – Driving scores 2017

Plymouth WCS technicians and clinical staff have worked hard over the past year, not only treating service users, repairing equipment and doing their general day to day jobs but also on improving their driving.

Culminating in the service being the highest scoring depot in 2017 for driving.

This scoring system takes into account speeding, harsh breaking and acceleration, and idling.

So congratulations to everyone at Plymouth WCS

Missed Appointments

As anyone currently waiting for an appointment will no doubt tell you, there is a very high demand for our service. We recognise this demand and are working hard to see everyone as quickly as we can, but we need your help.

We simply urge you to ensure you are able to attend for your appointment and notify us of any transport needs. If you are not able to attend, please let us know as soon as possible so that we can give your appointment to someone else who like you, may have been waiting a long time.

Your Wheelchair Service Frequently Asked Questions

In this section we have tried to cover some of the more frequently asked questions which you will hopefully find useful if you are both new to the service or an existing customer.

What do I do if my needs change?

If you feel that your needs have changed, please contact your local customer service team, who will place you on the list to be re-assessed.

What can I do if my wheelchair is uncomfortable?

If your wheelchair is uncomfortable, please contact your local customer service team, who will place you on the list to be re-assessed.

Can I sell my wheelchair and equipment if I no longer need it?

No. If you no longer need your wheelchair and accessories, these will need to be collected by us. It is not permitted to sell your old equipment once no longer required.

Can I make modifications to my wheelchair?

No. It is not permitted to carry out any modifications to the wheelchair, either by yourself, your carer or a family member. If you feel your wheelchair needs any adjustment, please contact your local customer service team.

Can I repair my wheelchair myself?

No. It is not permitted to carry out any repair to the wheelchair, either by yourself, your carer or a family member. If your wheelchair needs repairing, please contact your local customer service team.

What do you want to see?



This newsletter is yours... would you like to advertise your event, or inform people of a new organization? If so please contact the wheelchair service manager and we can add your event or details to our next newsletter

Email Alan at ameyrick@millbrookhealthcare.co.uk

Friends and Families of Special Children



<http://www.friendsandfamilies.org.uk/>

T. (01752) 204 369

E. info@friendsandfamilies.org.uk

We are a non-profit organisation unique to Plymouth, providing information, support and services for families with disabled children, many of whom describe us as a life saver. Our services give families opportunities to network and create bespoke training and educational environments. We offer individual family support and give advice on relevant issues. We run social and leisure events allowing "time out to have fun" away from the stresses and punishing regime of caring. This allows a vital 'recharge of batteries', relieving isolation and time for young carers to have fun. Integrated activities enable children with disabilities opportunities to experience a huge diversity of sports, arts, crafts and music not elsewhere available to them or their families.

Our group is friendly, informal and supportive. We encourage everybody to share their valuable information and experiences. We do not have an emphasis on any specific condition or disability but suggest that, regardless of the type of additional need, each family experiences similar concerns.

Who We Are

Friends and Families of Special Children is run by a team of professionals that come from a range of professional backgrounds including Social Work, Youth Work, Counselling, Law, Finance and Corporate Hospitality. Alongside the Trustees are partners from Health, Education, Social Care and the Voluntary sector who help to ensure that we offer a multidisciplinary approach and a broad range of services.

Friends and Families of Special Children was founded in 2002 by a small group of parents who identified a huge gap in service provision for Children with disabilities and their families within Plymouth and its surrounding area. The group gained Charitable Status in 2005 (Registered charity No 1140826) and is now one of the main providers of integrated leisure services within the City.

We have a team of 4 employees and our office is open Monday – Thursday 10am – 2pm.

Adding Value back to the Community

Our staff are keen on raising funds for local organisations and charities and our manager has madly decided to run the London Marathon (again!) and will be holding a charity party in aid of Friends and Families of Special Children, Make-A-Wish and the Alzheimer's society.



CHARITY NIGHT

**LIVE
MUSIC
& RAFFLE**

FEBRUARY 3rd 2018

19:00

AT THE PENGUIN LOUNGE

ASHFORD CRESCENT, PLYMOUTH PL3 5AA

IN AID OF:

 **FRIENDS & FAMILIES**
OF SPECIAL CHILDREN LTD

 **Alzheimer's Society**
United Against Dementia

 **MAKE-A-WISH.**
United Kingdom

PosterMyWall.com



Millbrook
HEALTHCARE



Millbrook Healthcare Ltd
(Wheelchair Services)
Unit C Armada Point Estover Road
Estover Industrial Estate Plymouth PL6 7PY

Wheelchair Clinical Tel: 0330 124 1248
Wheelchair Admin/Repairs Tel: 0330 124 1248