

# EAST SUSSEX WHEELCHAIR SERVICE

## QUARTERLEY NEWSLETTER

January 2018/ Issue 2



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### WELCOME

A very warm welcome to our second newsletter! Thank you 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!

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### Missed Appointments

I am sad to report that we still experiencing non-attendance for appointments without prior notice.

Throughout October 2017 - December 2017 there were 21.5 hours of wasted clinical appointments,

**We could have seen 21 more people.**

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.

By attending your appointment, you will be helping us use our resources as efficiently as possible – Thank you.

Our telephone number is **0333 003 5619**.

## Have Your Say

### **East Sussex Wheelchair Services Collaborative**

**East Sussex Wheelchair Services Collaborative** are the group of service users and carers who meet every 2 months to discuss and share experiences of using the wheelchair service and work on key issues to improve the service for NHS wheelchair users of all ages. Group members been updated the wheelchair service children's satisfaction survey and are now working on a new adults' survey. As service users and parents of young people under 18 we are currently taking a keen interest in access to taxis across East Sussex, access to Patient Transport for wheelchair users with more complex impairments and medical needs, as well as problems experienced by service users in emergency ambulances. For 2018 we are exploring other key areas of interest affecting all of us using NHS wheelchairs throughout East Sussex. You do not have to attend meetings to share your views, ideas and concerns. To find out more please join the mailing list by emailing [wusges@gmail.com](mailto:wusges@gmail.com) or phone East Sussex Wheelchair Service on **0333 003 5619**

### EXCITING NEWS

#### Health Club – Coming Soon

We are in the process of introducing a Health Club. This will provide an opportunity for wheelchair users to come, receive nutritional advice, use the weighing scales and take part in wheelchair exercises

The start date and time will be available shortly.

If you are interested in receiving more information, please email us on

[esh-tr.millbrookcaws@nhs.net](mailto:esh-tr.millbrookcaws@nhs.net)

#### What happens when you are referred to us.

Once we receive a referral, one of our therapists,

- Will ask you about you medical history,
- Identify any posture or pressure issues and discuss individual requirements,
  - May take measurements,
- Will involve you in the choice of equipment, wherever possible,

Our assessments may take place over the phone or face to face depending on the complexity of the referral.

Following the assessment, equipment may be prescribed.

#### Receiving your Wheelchair

You will be entitled to one wheelchair, unless prescribed a powered wheelchair in which case you will receive an additional standard manual chair. This is supplied as a back-up for emergencies.

Equipment remains the property of the NHS and must be returned when no longer required.