

# PLYMOUTH & WEST DEVON WHEELCHAIR SERVICE

August 2018/ Issue 5

## WOMEN OF THE YEAR – SLIMMING WORLD

Congratulations to Becky O'Donovan on getting women of the year at Slimming World. Becky joined Slimming World in August 2017 and since then has lost 5 stone.

She is now through to the district finals – so let's wish her luck.



## WELCOME

A very warm welcome to our fifth 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!

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### System Update

Our computer systems are being updated so that it will be more efficient and quicker for our staff to use – which should result in a more efficient service for our patients.

During this time, we would be grateful for your patience whilst we are getting to grips with it all.



# 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.

## **How do I get to the service centre?**

The service centre is located on Estover Industrial Estate, PL6 7PY, near the Wrigley's factory. There are wheelchair accessible spaces with ramped access into the building.

If you're unable to get here with your own transport, we advise using a wheelchair taxi - an updated list of taxi services can be found at [www.Plymouth.Gov.uk](http://www.Plymouth.Gov.uk). Alternatively, you could try access Plymouth 01752 600633, or ambulance transport 013451551009

## **I no longer need my wheelchair. Can I give it away?**

No. Your wheelchair is prescribed for you only. You are not permitted to lend it someone else. If you know of someone who requires a wheelchair, then they will need to obtain a referral to the wheelchair services via a registered health professional, i.e GP, occupational therapist, physiotherapist, etc.

## **My needs have changed and my chair no longer meets my needs?**

If your needs have changed, please contact the office on 0800 988 7344 and a member of our admin team will add you back onto the waiting list to be seen again by one of our therapist.

## **How much notice should I give to cancel or change an appointment?**

The same as most healthcare services the more notice you can provide the better. This means we are able fit in another patient who needs to be seen and re-arrange yours.

## **Do we have wheelchair accessible toilets or baby changing?**

Yes - we have a fully equipped wheelchair accessible toilet with a ceiling track hoist. We also have changing facilities.

What do you want to see?



**This newsletter is yours... Would you like to advertise your event, or inform people of a new organisation? 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](mailto:ameyrick@millbrookhealthcare.co.uk)

## Clinic Room UPGRADE

We now have three clinic rooms in our service centre – all of these rooms have been fitted with a H-frame ceiling track hoist and one of our clinic rooms has been painted in bright colours for our younger patients to enjoy – the room has some of our younger patients' work on display too!

The new third clinic room has been fitted – this will allow us to see more patients in clinic. The benefits to this are that our therapists can see more patients, and carry out more tasks, as travelling time will be reduced and service resources will be to hand. In turn, this should mean a shorter waiting list and quicker handover time. It also means that our technicians are here on site to assist us with repairs, etc. when required.

We also have access to spare parts, accessories, cushions and wheelchairs.

**PLEASE NOTE:** As a service, we will now be conducting all appointments at clinics – there are some exceptions and cases that this doesn't apply to, but this would need to be discussed with either the triaging therapist or manager.

An ambulance transport service, taxi or bus service could bring you to the service centre.



## Just Married !

In August, our wonderful OT, Clare, got married. Congratulations to you both, and I am sure you will join us in wishing Clare and Matt all the happiness in the future.



## Farewell to Alan

Our current operations manager and clinical lead, Alan, has sadly announced he is leaving.

Alan has been with the wheelchair services for over seven-and-a-half years. He has been a fantastic manager, therapist and line manager and will be missed.

I am sure our service users will join us in wishing him all the best in his future role and will be equally sad to see him go.



## Therapists

Alan Meyrick – Wheelchair Services Operations Manager & Clinical Lead OT (*Alan will be leaving on October 12<sup>th</sup> 2018*)

Matthew Anning – Clinical Specialist Occupational Therapist

Clare Harding – Specialist Occupational Therapist

Clare Newell - Specialist Occupational Therapist

Judy Davies – Occupational Therapist Assistant/Review Co-ordinator

Becky O'Donovan – Occupational Therapist Assistant

## Technicians

Steve Gotham – Warehouse Supervisor and Technician

Mark Freeman – Rehab Engineer Technician/Warehouse Operative

Andy Hawkins – Field Service Engineer

Clinton Davin – Clinical Engineer and Seating Specialist

Bart Buckley – Field Service Engineer (*Bart will be leaving on September 7<sup>th</sup> 2018*)

## Admin

Valerie Day – Customer Service

Michael Winchester – Customer Service

Clare Willson – Customer Service



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