

A statement from Millbrook Healthcare and NHS Thanet Commissioning Group (CCG) on behalf of the eight CCGs across Kent and Medway.

We remain committed to providing a high quality wheelchair service across Kent and Medway to all service users and their families.

Following a positive meeting with Kent's Health Overview and Scrutiny Committee (HOSC), we are pleased to share the updates we have made already to the service:

- **Increasing productivity levels**

Following a focused recruitment drive Millbrook Healthcare has recruited 10 new full time members of staff, ranging from clinical, engineering and customer service roles. These new members of staff will join the existing teams in Ashford and Gillingham to work towards reducing the waiting list for wheelchairs, equipment and repairs. Currently staff attrition rates remain at 12 per cent, which is below the national average.

- **The waiting list**

Following the agreement that extra funding was required, there was a deliberate overspend of 78 per cent on equipment to ensure the correct equipment was ordered and handed over to service users. Subsequently, the repairs waiting list has also reduced, from 461 to 371 in August alone, with 205 of the 371 already booked in to be completed. The overall waiting list has now stabilised.

- **Staff training**

As part of our ongoing training, all employees from the Kent and Medway Wheelchair Service, along with staff from the CCGs across Kent and Medway who work with the wheelchair service, will undertake 'Disability Equality' training.

- **Service improvement**

We have assigned a dedicated resource to lead the service improvement initiatives, who will work collaboratively with commissioners, service users and established stakeholder group and forums.

We would like to thank all the representatives of wheelchair user groups across Kent and Medway who are establishing a service user group to advise us on specific issues and ensure the service continues to improve. We are grateful for the interest shown in the service by the Kent HOSC and Medway's Health and Adult Social Care Overview and Scrutiny Committee and will update them on our progress.

Wheelchair users in Kent and Medway and their families remain at the heart of our service improvements, and it is our aspiration to ensure they get an excellent service.

If you would like to speak to a member of the Kent and Medway wheelchair services team, please contact:

Call: 0330 124 4485 (lines are open Monday-Friday 08.00-17.00)

Email: kentandmedwaywcs@millbrookhealthcare.co.uk