

PLYMOUTH & WEST DEVON WHEELCHAIR SERVICE

QUARTERLY NEWSLETTER

August 2017/ Issue 1

HAPPY 40TH BIRTHDAY

One of our therapists turns 40 this month. I am sure you would all like to join us in wishing Matt a very happy birthday.

Matt has been with the wheelchair service in Plymouth now for nearly three years and has become a very valued member of our clinical team.

Matt assesses service users every week within our clinic setting and when needed within their home, providing his expert knowledge to help maximise their quality of life and independence as much as possible.



Matthew Anning, Occupational Therapist

WELCOME

A very warm welcome to our first 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

- Birthday boy
- Missed Appointments
- Patient Survey coming this month
- Dementia Friends
- Adding value to our Community

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 have carried out a large piece of work to review our processes and have identified that despite the high demand for the service, we are still seeing increasing numbers of people failing to attend their appointments or cancelling. We appreciate that we all have lives to lead and that sometimes, it is hard to juggle priorities, particularly for those with complex and multiple conditions who may have many other healthcare appointments to attend.

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.

How can I get a wheelchair?

In order for a wheelchair to be provided by us, you will need to be assessed. A referral will need to be made by your GP or a registered healthcare professional.

What happens after I've been referred?

An appointment will be made for you to have a full clinical assessment of your mobility needs, including pressure care, by one of our qualified occupational therapists or therapy assistants.

Where will the assessment take place?

Most assessments are carried out in our purpose-build clinic facilities. Depending on your circumstances, an assessment can be carried out at your home.

Will my home be suitable for a wheelchair?

You may require an environmental assessment of your property for suitability of the equipment that best fits your needs.

What happens after I've been assessed?

If, after your assessment, it has been determined that you need a wheelchair, we will supply and set-up the mobility equipment, including any cushions or accessories you may require.

What do I do if my wheelchair needs repairing?

We offer a repair and maintenance service. A trained wheelchair service engineer will be available to repair your equipment in your home, work place or day centre. You can make an appointment via email or by calling your local customer service team.

Can I have my wheelchair repaired at the service centre?

Only via prior arrangement, if this option is more convenient for you.

What happens if my wheelchair needs repairing when you are closed?

We have an out-of-hours repair service available for emergency repairs.

How do I arrange for my wheelchair to be serviced?

Depending on the type of equipment you have been supplied with, we will be in contact with you annually to carry out a multi-point safety check on the wheelchair.

What do I do if I no longer need my wheelchair?

We offer a collection service. If you have any equipment you no longer require, you can arrange for this to be collected by contacting your local customer service team.

Come back for more answers to your questions in the next issue of our newsletter

Wheelchair service survey 2017



In the coming weeks you should receive a survey from the wheelchair service in the post, we would really welcome your feedback, whether the feedback be positive or indicate where we need to make improvements, all feedback is welcome.

Please do take the time to complete and send back your completed survey

If you do not receive one please feel free to call us to ask for one and someone will ensure it is sent to you

About Dementia Friends

A Dementia Friend learns a little bit more about what it's like to live with dementia and then turns that understanding into action – anyone of any age can be a Dementia Friend.

Dementia Friends Information Sessions are run by volunteer Dementia Friends Champions (for our Plymouth service centre, this is Rebecca O'Donovan), who are trained and supported by the Alzheimer's Society.

Plymouth community equipment and wheelchair services have all attended a Dementia Friends session held by Rebecca.

We have recently joined forces with Dementia Action Alliance, an organisation which has over 150 national organisations across England who connect, share best practice and take action against dementia.

They will continue to support our Plymouth team in becoming more Dementia friendly



Local Groups

Moments Café

Travel back in time to the 50s, 60s, 70s and 80s with coffee, cakes and good food, and information and support on site. 69a New George Street, Plymouth.

Plymouth Arts Centre

Dementia Friendly films held monthly.

Venton Centre Memory Café

Held on the last Thursday of each month, 2:00 to 4:00pm.
Astor Drive, Mount Gould, Plymouth.

Rotary Club of Roborough Memory Café

Held on the second and fourth Saturday of each month, 10.20am to 12 noon. Woolwell Centre, Darklake Lane, Woolwell, Plymouth.

Adding Value back to the Community

As well as training our staff within the wheelchair service and community equipment service Rebecca is going the extra mile and taking her knowledge out into the community in her own time. She has recently completed an information session for the local Scout group and their leaders.



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

Registered in England Company No. 833987