

PLYMOUTH & WEST DEVON WHEELCHAIR SERVICE

March 2018/ Issue 4

23 YEARS OF SERVICE

Congratulations to Michael Winchester on 23 years of service for the wheelchair services. Michael joined Millbrook in 1995 when they first took over the repair contract. He then TUPEd over until Millbrook took back over the wheelchair services in 2011.

Thank you for your dedicated commitment and hard work.



WELCOME

A very warm welcome to our fourth 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

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- SNOW!
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- What do you want to see?
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Weather!

A week of bad weather – Therapists and technicians worked hard to work through the snow but unfortunately some became stuck! With deteriorating conditions and some roads unsafe or closed it resulted in cancellations of appointments! Thank you to our service users for your patience during this 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 do I get to the depot?

The depot 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, then we advise using a wheelchair taxi. An updated list of taxi services can be found at www.Plymouth.Gov.uk. Alternatively, you could try Access Plymouth 01752 600633, or ambulance transport 0345 155 1009

What can I do if my wheelchair is uncomfortable or no longer meeting my needs?

If your wheelchair is uncomfortable or no longer meeting your needs, please contact your local customer service team, who will place you on the list to be re-assessed.

Can I lend my wheelchair to someone else?

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 short term loan wheelchair, there are some services, such as Red Cross, who may be able to help.

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 to fit in another patient who needs to be seen and re-arrange your appointment.

Do you 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



Millbrook is supporting our chosen charity –

OUR MISSION, VISION AND VALUES

Our vision:

A world where people with spinal cord injury can realise their full potential

Our mission:

To inspire people affected by spinal cord injury to transform their lives

To challenge perceptions of disability

To deliver services that build confidence and independence and offer a supportive network.

Our values:

Driven by the needs of people with spinal cord injury, we are passionate about transforming lives

Through challenge and fun we open up possibilities to develop, achieve and get the most out of life

We respect individuality and embrace diversity

We strive for quality and excellence in all we do.

Fundraising

We have some wonderful cards in the reception area made by one of our service users. We ask that if you would like one, put a donation into the pot and monies raised will go towards our chosen charity.



International wheelchair day 1st March

Our occupational therapists, Clare and Matt, along with our commissioner, Sally, will be spending 24 hours in a Wheelchair to raise funds and awareness for Back Up. If you would like to sponsor them, then please put donations into the pot in reception.



Becky's Challenge "Buns on the Run"

I will be walking the London Moonwalk 2018– 26.2 miles, in aid of Breast Cancer. I will be walking alongside my mum and close friends. I have no doubt this will be a huge challenge for me. Last year I was super unfit, weighed 19 stone and the thought of walking 26.2 miles was impossible, but so far I have lost 4 stone and thanks to the support of friends, family and my work colleagues, I'm fitter and the goal now seems achievable! If you would like to sponsor me and those in our team "Buns on the Run" then please donate @

<https://moonwalklondon2018.everydayhero.com/uk/rebecca-30> or please fill out our sponsorship form located in reception.



Judy's Challenge

I will be running the Plymouth half marathon, 13.1 miles on 20th May 2018. I will be running for Children's Hospice Southwest. I started running last year to which I found I enjoyed, so thought I would challenge myself this year to a half marathon, and who knows where it may lead! Training will intensify but I'm up for the challenge. If you would like to sponsor me then please donate @ <https://www.justgiving.com/fundraising/JUDY-DAVIES-27> or please fill out our sponsorship form located in reception.

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