

Engagement report (snapshot February-April 2019)

Background

West Hampshire Clinical Commissioning Group (CCG), Southampton City (CCG) and Isle of Wight CCG are committed to meet the mobility, postural and pressure care needs of their local population. The existing service is provided by Millbrook Healthcare and the contract is due to come to an end 31 March 2021.

The CCGs will be working together to design an improved service model for the future Wheelchair Service which will 'go live' April 2021.

Summary

This report provides a snapshot of the responses received so far by West Hampshire Clinical Commissioning Group (CCG), Southampton City Clinical Commissioning Group (CCG) and Isle of Wight Clinical Commissioning Group following engagement with the public in regards to the re-procurement of the future Wheelchair Service.

This initial engagement phase took place between 12 February and 25 April 19 to gather the broader views of local people about what they would like the new service to look like. A second phase of engagement will take place post service model development to gather a consensus on the proposed model(s).

The responses have been provided in a number of different ways including direct written feedback through our survey which allowed people to both answer the questions and leave comments, feedback from meetings and focus groups; all of which have been collated and analysed.

Participants were asked to utilise their previous and existing experience of wheelchair services to feedback on what would make a good service from their prospective, focusing on three key areas;

- Communications
- Access to the service
- Experience

As well as informing the development of a future service offer, the information gathered will help commissioners develop questions to ask prospective future service providers.

The survey results show that;

91.9% (134) of people who answered the question said it was "very important" to have a wheelchair which allows you to be as independently mobile as your condition allows and takes account of your social, educational and employment needs

81.3% (110) of people who answered the question said prompt waiting times should be a priority in the new service

62.5% (73) of people who answered the question said it was 'very important' that assessment, provision of equipment and repairs should be provided by the same company or NHS provider

Key themes drawn from all the feedback received are;

Service user should receive an appropriate wheelchair in an appropriate time to aid their mobility needs

The service should have expert clinical knowledge and understanding of what it is like being in a wheelchair 'to view the world from the prospective of a wheelchair user'.

There was a desire to have an engineer and physiotherapist within the staff skill mix.

Better communication within the service to install trust, engage users in the development of the service and to ensure service users understand where they are with key milestones especially handovers, follow-ups and waiting times

The new service should have a focus around prevention and comprehensive education

Consideration should be given to ensuring clinics are accessible to service users i.e. working with community services who provide transport as public transport poses significant issues. Also consideration to having a service based on the Island for the Isle of Wight service users.

From the above themes we have developed key questions for future providers:

- How are you going to build trust of the new service with users?
- How are you going to use parent / carer or guardian and patient knowledge to aid the service?
- How will you use digital innovations to improve service provision?
- How will ensure reasonable adjustments are made to ensure service users have access to the service?

The engagement process – so far

Over the course of the three months we have engaged with around 200 people.

The engagement process was designed to gather views, co-produce the key components of the future service ensuring the newly procured service meets the needs of service users. It was accompanied by an equality impact assessment exercise to further ensure that potential impact inequalities were addressed and mitigated.

We did this through a variety of different means

Online engagement

We set up a survey for West Hampshire and Southampton CCGs www.smartsurvey.co.uk/s/X1KI7/ Isle of Wight CCG set up a survey at a later date www.surveymonkey.com/r/IOWwheelchairs – which allowed people to answer questions and provide feedback to us from the comfort of their own home. To date we have seen 185 people complete the survey. Survey results have been combined.

The survey was promoted through social media channels and websites of both CCGs. It was also emailed directly to parents and carers who had expressed their interest to be involved with future wheelchair service related projects following the Hampshire Wheelchair Service School Clinic Review in 2018.

The survey was also circulated within MND association, MS Society, Carers Together, Hampshire Neurological Alliance, Head of Physical Disability Transformation, Hampshire County Council, Spectrum, Enham Trust, One Wight Health, Isle of Wight Council, Health Watch IW, Community Action IW, Age UK IW, Island Neurological Network, nursing and residential homes, Earl Mountbatten Hospice, IW Shopmobility, Parents Voice, Carers IW, People Matter IW, Isle of Wight schools via Services for Young Children. .

Paper surveys

Understanding that not everyone has access to online technology we produced 200 paper copies with stamped addressed envelopes which people could fill in. These were distributed to the current provider and a local COPD clinic. To date the response rate using this method has been below average.

Majority of these requests have been from the Isle of Wight (including Easy Read and Large print requests) received from: members of public, Age UK IW, local Occupational Therapist Amputee Rehabilitation Team and St. Georges School.

Meetings and focus groups

We were keen to make sure we gave everyone the opportunity to get involved; therefore we held four focus groups across the area in places with access to public transport and disabled parking. We also understand that not everyone has time to attend additional meetings so we offered to speak at existing meetings to talk to as many service users and families face to face.

Here is full list of all the meetings:

Parent Carer Network	Wednesday 30 January
Neurological Steering Group	Tuesday 30 April
Lyndhurst Community Centre-	Monday 18 March
Andover Lights-	Tuesday 19 March
Pavilion on the Park-	Thursday 21 March
Spectrum -	Monday 1 April
Enham Trust Families Meeting	Thursday 9 May

Future planned meetings:

Enham Trust Families Meeting	Focus group to be arranged
Parent Carer Network	Wednesday 15 May

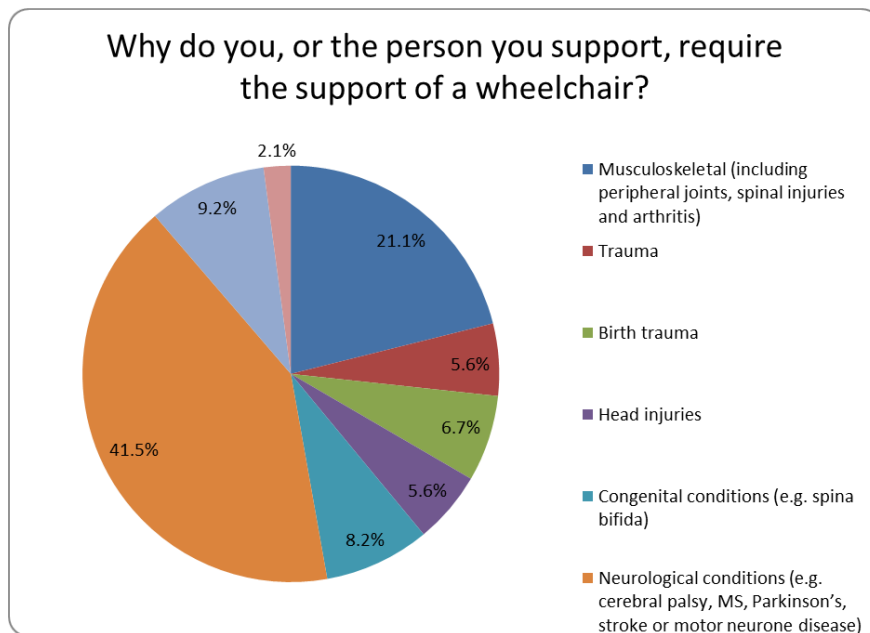
Newsletters

Both CCGs have regular stakeholder newsletters which we included articles advertising both the survey and focus groups. Key stakeholders who receive these newsletters include GPs, public, MPs, councillors, providers, Healthwatch, and voluntary sector groups.

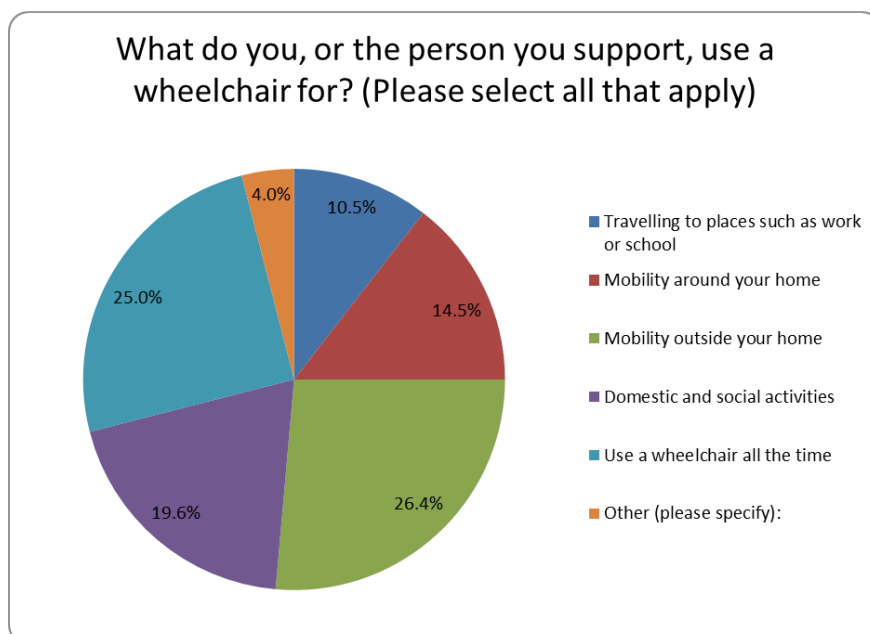
Survey results

138 people completing the survey were either service users or someone that cares for someone that uses a wheelchair. This was split between 37% wheelchair users and 46% parents and carers. The majority of these people have used a wheelchair for over five years therefore they all have experience of using the current service provider.

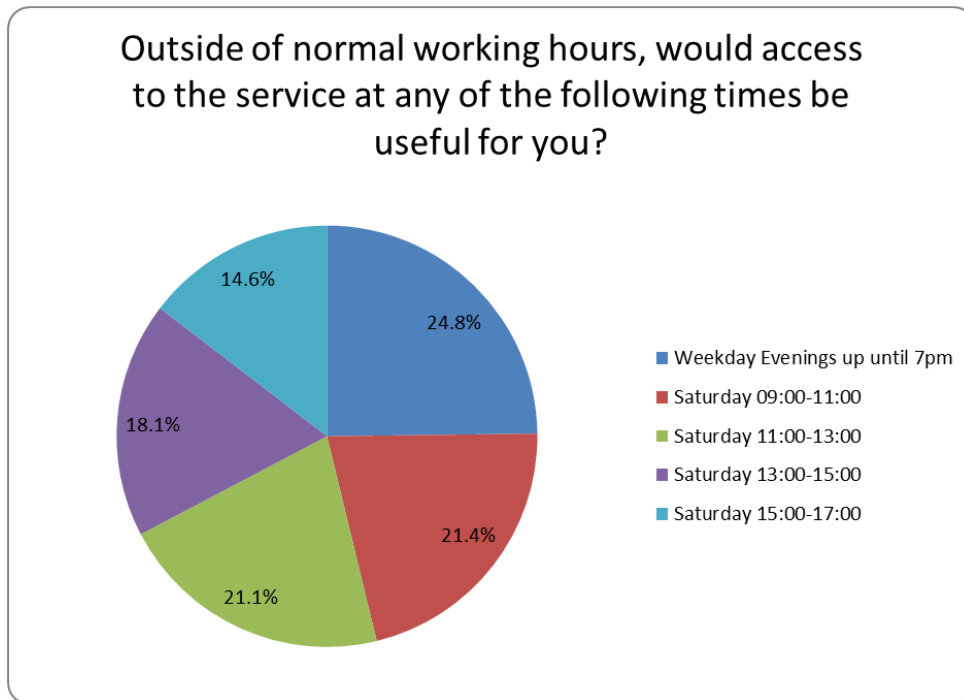
48 people were registered at West Hampshire practices, 17 people were registered at Southampton practices, 54 people were registered at the Isle of Wight practices and 32 unknown.



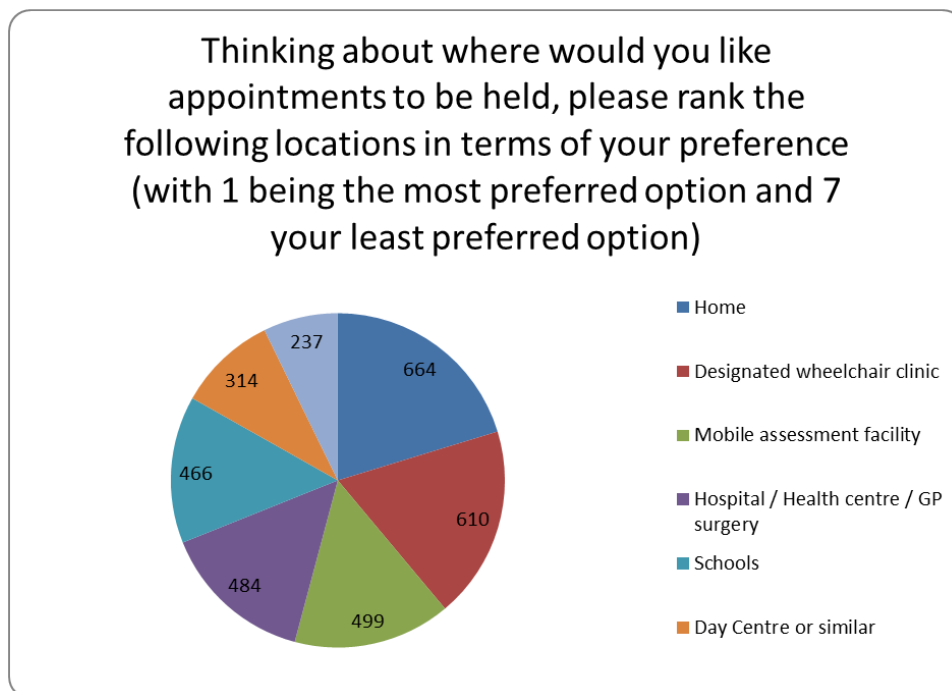
93 people who answered the question advised they use their wheelchair all of the time. The below graph shows respondents utility of wheelchairs; further work will be done to understand the needs of the local population greater to inform the future service specification



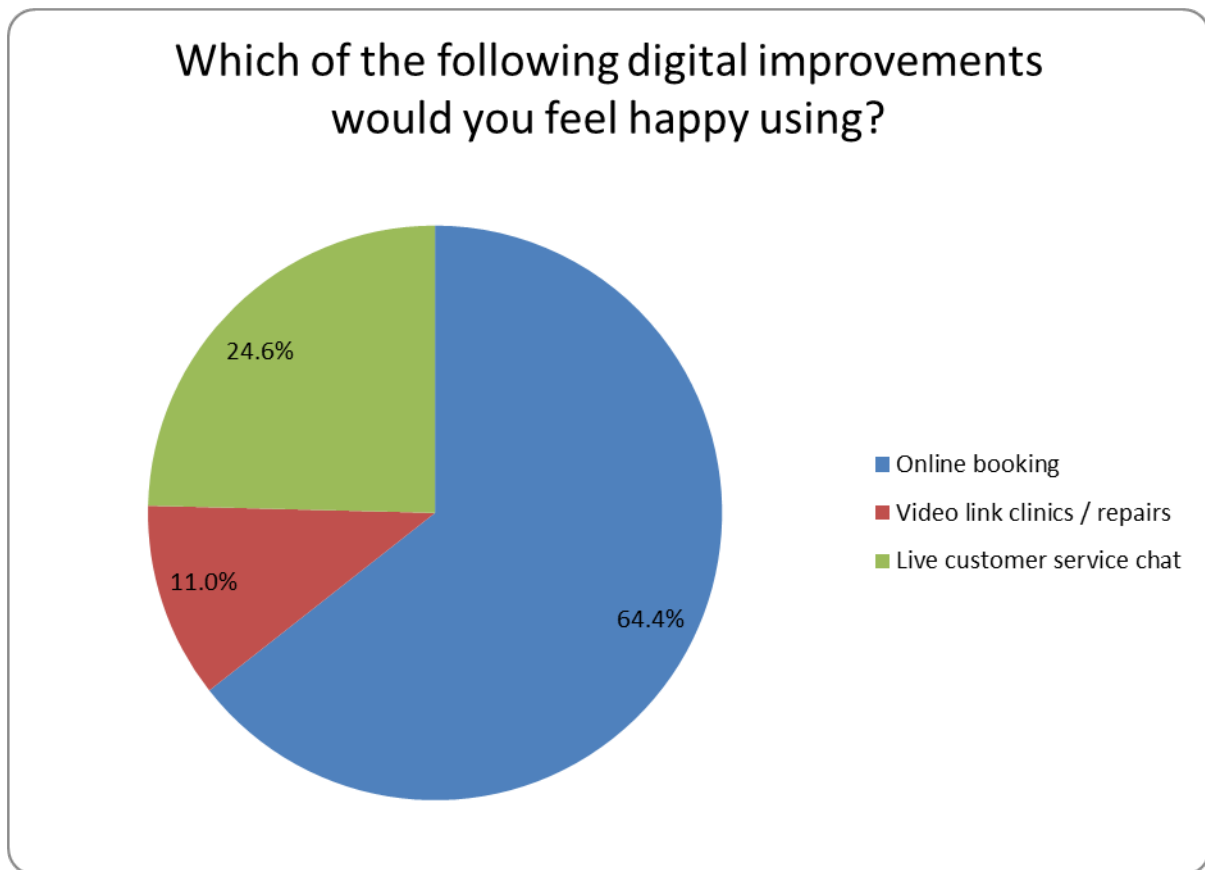
It is acknowledged that standard working hours may not be suitable for everyone. The graph below shows that 24.8% of people who answered the question are open to attending appointments in weekday evenings. Some consideration to transport arrangement is needed as it was highlighted in the focus groups public transport can be quite difficult to organise.



The preferred option was to have appointments at home or within a designated wheelchair clinic. In regards to accessing the service 86 people who answered the question about how far they are willing to travel suggested that they would be willing to travel at least ten miles to get to their appointment.



The below shows that people are keen to have a digital focus within the service and are open to online booking of appointments. This opportunity was also favoured in the focus groups.



The results provided below shows order of priority of importance in considering how wheelchair services could be provided in the future.

In considering how wheelchair services could be provided in the future, please give a ranking score to each of the following factors in regards to importance

Answer Choice	5 Very important	4 important	3 neither important or	2 not very important	1 not important at	Response Total
1 Prompt waiting times	110	31	1	1	0	143
2 Accessibility of appointment venues via public transport	99	36	7	1	3	144
3 Flexibility of appointment times	56	68	18	3	1	146
4 Flexibility of appointment venues	51	54	15	7	3	145
5 Choice and control over your wheelchair and associated services	108	34	3	0	0	145
6 A wheelchair that allows you to be as independently mobile as possible	134	9	2	0	1	146
7 Scheduled regular follow up appointments once equipment is provided	84	45	10	4	3	146
8 Good proactive service from the service to keep you up to date with services	87	44	9	3	1	144
<i>answered</i>						1159
<i>skipped</i>						41

The final question of the survey was an option for people to leave further comments. These comments can be reviewed in Appendix 1

Focus groups

Date: Monday 18 March

Venue: **Lyndhurst Community Centre**

Attendees:

Service user,
Steve Trembath, Lead Commissioner, West Hants CCG
Georgina Cunningham, Lead Commissioner, Southampton City CCG
Carra Smith, Communications Officer, West Hants CCG

Discussion:

Brief overview given by ST.

- Communication preferred would be email as service user can struggle to answer the phone in time. Text messages are helpful reminders.
- It would be good to have people who have knowledge and awareness of what it is like in a wheelchair and how service users see the world. The perspective and challenges are very different.
- Possibly 'a day in the life of' training with all staff may help.
- The OTs are great and very respectful
- Travelling to appointments is fair, although you can only get 1 wheelchair on a bus.

Date: Tuesday 19 March

Venue: **Andover Lights**

Attendees:

Parent
Carer
Steve Trembath, Lead Commissioner, West Hants CCG
Carra Smith, Communications Officer, West Hants CCG

Discussion:

Brief overview given by ST.

- Icknfield School has no clinics – things were much better when we had school clinics.
- We did have one point of contact at the provider which was great as she knew our history and would get things moving.
- Communication preference would be email confirming what was discussed/ confirmed and next steps. Texts are very good reminders. Good to have OT involvement in appointments so that they can follow up as well. Ongoing communications would be good with expected waiting times and next steps. There is no trust at the moment and this would build some trust to confirm they know what they are doing.

- Providing some support for researching wheelchairs and what would be best.
- It would be good to have a personalised service – case by case possibly urgency rating.
- Travelling to appointments is fine for parents, however poses issues for children, unfamiliar surroundings, discomfort in car, 3 hours to do with travel. In one of our last appointments we didn't get anything as the notes weren't there, they couldn't find them so they didn't know what to do and we were sent home.
- It would be good to have an element of prevention factored in the new service model. Regular wheelchair posture checks and ongoing reviews/ x-rays.
- Escalation process when it goes wrong, initial call is great you feel listened to and then it just gets left with no actions.
- Would be good to use the right company to purchase wheelchairs
- Recruitment of experts

Date: Thursday 21 March

Venue: **Pavilion on the park, Eastleigh**

Attendees:

3 Service users

Steve Trembath, Lead Commissioner, West Hants CCG

Carra Smith, Communications Officer

Discussion:

- Communication: Listen to service users, ask the service user how they would like to be communicated with when they are referred into the service – also stick with it
- Meet accessibility standards – larger print on all correspondence – people don't like asking for it. Offer a range of options.
- Bookable appointments – this would help with travel planning etc
- Understanding of the complexity of our needs and issues
- 9am-10am doesn't really work for adults as they have extra support getting ready and transport issues
- It would be good to have a bombardment of communications rather than nothing at all to install trust in the new service
- General updates would be good, communicate who does what and why
- Challenges regarding access to the service
- Would be good for the service to book non-emergency patient transport when booking an appointment
- Would be good to have clinics at local day centres
- Would be good to include some service users in the delivery of the service – expert knowledge, volunteers
- Knowledge of a service users point of view of the world
- Transport support is really difficult for evening and weekend appointments – dial a ride only operate 9am-4pm
- Chandlers Ford train station is unmanned

- Buses only allow 1 wheelchair on and also depends on that particular wheelchair

Good service would include

- Delivering the right chair or a good enough temporary chair
- Good waiting times
- Knowledge
- Handovers, follow-ups and aftercare support
- Doing the 18hrs charge of the wheelchair before it is delivered
- A responsive service
- Install confidence in people to use their chair – education
- 1 point of contact
- Communicate where I am, when I will be getting my chair
- Consideration of chair within local community – community transport has specific sizes and clamps – this effects other appointments – hospital etc

Southampton – 1 April 2019

Attendees:

9 members of the public, including service users / carers

Steve Trembath, Commissioning Manager (Acute), NHS West Hampshire CCG

Georgina Cunningham, Commissioning Manager, NHS Southampton City CCG

Tom Sheppard, Head of Communications and Engagement, NHS Southampton City CCG

Introduction and questions / initial discussion

Steve explained background to the service and procurement. He also went through the survey results we have had so far.

Is there a base specification that CCGs have to use? Steve replied saying there was a model specification but it was not mandatory, we can very much adapt it.

Does the specification specify on the type of wheelchairs? Much more freelance, yes we can decide.

Problems with communication. One instance of a wrong number being given to an engineer, so user never heard from them.

Steve explained legal procurement side to this process. Market warming event coming up in May. Service spec arranged for August and then legal procurement process afterwards.

We are not listened to? We are holding a series of engagement events.

How does the service get quality controlled? We have lessons learnt over this.

Why doesn't this come under the NHS? Steve explained the current legal framework. Individual concerned that it could

** is a good experienced person to speak with, very understanding person. She is a physiotherapist. Current service does not have a physiotherapist. The future service must employ physiotherapists.

Focus group session

- Service should employ expert staff, such as physios
- Be aware that customers / patients are also experts who often understand their needs and the equipment they use
- Clinics must be local
- There needs to be the correct equipment, parts and machines – the right equipment for the right individual needs (e.g. athletes may cover more miles in their wheelchairs than other users)
- Services needs a record of the user's present wheelchair
- Must work with other professionals – a holistic approach.
- Avoid categorising users – not everyone fits in to a category
- Employ a bio-engineer
- Be clear at the start about the user's needs – listen properly at the start of the process. Be clear on accountability – who is doing what, by when etc.
- Must monitor patient feedback to make improvements.
- Establish a drop-in clinic which runs once a month with no appointment necessary. This will help to bring down waiting lists.
- Sometimes a person's health and needs affect their ability to attend an appointment – this must be recognised.
- Service must acknowledge the effect of waiting on a person's mental health.
- Providers of services sometimes behave more like businesses.
- Users need the ability to have quick and easy to book / arrange appointments or drop in clinic
- Some people have to wait for whole new wheelchair for two years and do not get replacement parts in the meantime
- Service specification should commit the provider to keeping users mobile in a short period – quick repairs
- Provider needs to keep a minimum stock level
- People who answer phones should have knowledge of wheelchairs – basic training
- Staff need awareness of other people working in the service – e.g. shadow other departments; employ people in wheelchairs; invite service users into feedback
- Needs to be a quick fixing service (like the AA or RAC for cars) for quick, two hour repairs
- Equipment should have a regular, annual service / routine maintenance
- Service should be penalised if not meeting contractual requirements
- Appropriate investment in service for real need of users / patients
- Service needs to be analysing the correct statistics and data
- Use information from previous contracts and compare (and need experts on wheelchairs to see that data to tackle inefficiencies)
- Service should interview ex-employees to find out what was good and bad about the service
- Service should be able to prioritise who it deals with

- Accessibility – issues with public transport e.g. on buses to get to depots. Routes for public transport do not always go to the warehouses
- Potential new providers should s how they would make the service accessible – e.g. how they would support people to go to evening clinics
- Have specific appointment slots available – be clear for service users
- Provide people with adequate time to plan (depends on individual circumstances)
- Be flexible with both time and location to fit into people’s needs
- Environment of assessments – can they be at home? Consider location of warehouses.
- Sometimes assessors do not respect or understand the individual
- Service should have a wheelchair user group
- Put in place digital tracking of wheelchair to reassure users (like Amazon) – better to have too much communication than too little. Potential question for procurement: How would you utilise digital solutions as a part of the service?
- Providers of different wheelchair services need to speak to each other (such as to deal with emergencies in other parts of the country)
- Provider should undertake an annual survey of users

Enham Trust -9 May

Steve Trembath, Lead Commissioning Manager, West Hampshire CCG
Carra Smith, Communications Officer, West Hampshire CCG
6 Senior management, Trust
20 Parents of service users
14 Millbrook clients

Steve did an introduction about why we were attending the meeting. Due to time slot the group were offered a separate focus group to be organised at a later date. This would also be an open invite for service users to attend as well.

Actions:

Share survey link

Share contact details

Arrange focus group session

Next steps

- Host another phase of focus groups to discuss findings so far and proposed service model
- CCGs to use the information already collated to develop the presentation for the market warming event
- Share feedback collated with interested providers
- Draw the West Hampshire and Southampton survey to a close at the end of May. Isle of Wight survey will be open until Friday 7 June 2019.

Appendix one - What is your number one priority for the future wheelchair service? (West Hampshire and Southampton survey)

1. To be able to get an appointment and in a timely manner. To have a scheduled follow up appointments
2. Appropriate wheelchairs for that individuals needs.
3. CONTINUITY OF CARE FROM ONE SOURCE
4. To listen to the clients needs. Not one size chair fits all! Every child/young adult presents differently.
5. Prompt, responsive service that provides wheelchairs that meet the individuals clinical needs in a timely manner. I also think it is essential that the service has adequately trained clinicians and is able to respond to urgent changes in need.
6. Other than speedier provision of equipment I would like a designated therapist/technician who I can contact easily or who contacts my family regularly to keep updated and aware of any changing needs.
7. Information being passed between staff. Not telling the same story 3 times
8. To reduce the time from referral to provision of equipment.
9. Timely assessment and provision of the wheelchair. When the patient's condition changes, prompt re-assessment to meet their needs.
10. Short waiting times for reassessment/short deliver period
11. Choice and control over my wheelchair
12. That they have a decent repair service with a provision of a spare chair whilst yours is being fixed.
13. A point of contact for maintenance and repair
14. A speedy and easy service
15. Shorter waiting time for initial assessment and quicker follow up appointments. There should be a central warehouse where you could go to to try out different wheelchairs for suitability. The whole process takes far too long.
16. Now having to wait so long for a wheelchair.
17. Reduction in waiting times for usable chairs
18. The most frustrating thing has been not knowing what is happening and when things are going to happen.
19. Feeling involved in the decision making process.
20. Prompt assessment
21. being able to get about .without a wheelchair im stuck
22. That there communication is improved.
23. Honesty and organisation
24. That they LISTEN to your problem & act promptly to sort out the issue.
25. Easy to use a chair as a heavy person I found the bariatric chair too clumsy
26. Expert knowledge of wheelchair providers working with therapists who know the the patients
27. Quality assessment, and re-assessment throughout to make sure the equipment is fit-for-purpose, so the choice of equipment matches the identified needs, and (not one fits all).
28. access to everywhere
29. Availability of wheelchair that suit the needs of the user.
30. Timeliness of assessment and provision from staff with the right skill set.

31. Reduced waiting time for assessment and any follow up actions. Improved communication
32. Communication and individual customer focus
33. To be able to provide the service they are contracted to provide. Future wheelchair services must be fit for purpose. Be dynamic and proactive and accessible.
34. To provide wheelchairs that are fit for needs
35. Having a good service which repairs, orders and delivers wheelchairs in a timely manner. Good reception staff
36. Prompt service, as wheel chair are stranded if not available
37. To ensure an appropriate, comfortable chair according to need is provided, and to be able to have prompt access to the wheelchair service should needs of the user change.
38. Enough staff to provide a service in a good response time especially for repairs. More flexibility within the service for repairs.
39. A service that is efficient and communicates and has a robust administrative system so that assessment and provision can occur in an appropriate and timely fashion.
40. The service needs to meet the needs of young adults. Wheelchairs should meet the needs of the service user and not just budget constraints of the service.
41. Prompt aftercare queries and resolving issues with current wheelchair
42. Prompt and efficient service.
43. Having equipment promptly so that it does not become obsolete due to changing health and physical needs, then it is a waste of money. Plus it can cause then more physical and medical injury to the wheelchair user.
44. Temporary provision of wheelchairs to cover post-operative period.
45. Waiting times to get an assessment and then the equipment. That equipment is supplied with all the necessary additions.
46. Waiting times for wheelchair
47. For the waiting time from assessment to actually receiving the wheelchair to be dramatically reduced
48. Professional service.
49. Waiting times and efficiency. Keeping the same therapist. Understanding the wheelchair user. Being prepared. Following up and taking advice. Being proactive not reactive.
50. My son is comfortable and happy in his wheelchair
51. A system that allows all parts of the service to read all the notes/assessments etc including any logs made after contact with the customer
52. If a date has been given to the patient as to when they will receive a wheelchair, to make sure this date is kept. If through unforeseen circumstances this is not possible, to make sure the patient knows of the delay, the reason why and the foreseen delivery date because of this delay.
53. Getting the wheelchair on time
54. The number one priority for me and many others is to get a good, prompt service that has little to no mishaps.
55. Getting a suitable chair for my needs quickly.
56. FOR ALL REPAIRS TO BE COMPLETED AS SOON AS POSSIBLE. FOR ANY NEW EQUIPMENT TO BE SUPPLIED QUICKLY
57. Getting a wheelchair
58. Good maintenance

59. That they are the specialists in the assessment of complex postural needs, and are knowledgeable in what is the most suitable wheelchair, and able to set this up accordingly in a timely manner.
60. prompt assessment, follow up and reviews. Keeping parents and professionals up to date is very important for their wellbeing.
61. Provision of wheelchairs for all children in a timely way and of wheelchairs that meet needs appropriately. Records of wheelchair service to be clear and accessible so queries can be answered and good continuity of care
62. Maintenance of equipment in your home
63. Improved communication
64. A timely assessment and provision of the most appropriate clinical solution for the children we work with. Special school clinics. Provision of equipment for the complex needs children under 36 months
65. Prompt communication and completion of any repairs required to keep patients mobile.
66. Shorter waiting times for handover of wheelchairs. Shorter time periods for triage.
67. For children to be kept on an open referral due to constantly changing needs and growth
68. For proactive and anticipatory referrals to be accepted for children in light of long waiting times
69. For matrix seating to be considered as the standard over moulded seating due to the capacity for it to be easily adjusted to accommodate for children's growth, spinal braces, spinal changes
70. For children to be prioritised consistently over adults for wheelchairs
71. For increased training of wheelchair staff in relation to clinical assessment
72. For training of staff to be consistent across all staff and disseminated in a timely manner
73. For increased communications /joined up work between service provider and other healthcare providers
74. For increased wheelchair clinics in special schools as these are both cost / time effective
75. For more effective and consistent recording methods from service provider of their appts held with patients
76. communicate more effectively with other services with regards to how we can help achieve optimal outcomes for our children
77. Speedy service
78. For wheelchair services to be a safe, effective service fully meeting the needs of all service users in a timely manner under the requirements of the Health and Care Professional Council.

Appendix two - What is your number one priority for the future wheelchair service? (Isle of Wight survey)

1. The prompt provision of appropriate wheelchair/equipment And service to include prompt repairs when needed.
2. My powerchair is updated as my condition progresses. I am able to see an OT to determine if alterations to my chair are needed.
3. Enough staff to give support and enough equipment available when needed and waiting times
4. It being accessible for those who can't walk as I found it very very difficult and painful to get myself to the wheelchair centre from the bus stop.
5. Annual service of wheelchair to avoid critical breakdowns and local telephone number
6. Prompt expert service and repairs
7. One stop shop
8. Regular service of my wheelchair
9. Correct judgement on assessments
10. Wheelchair servicing annually.
11. When an appointment is requested, quick response
12. Jointly important, Timely, meet physical and functional needs needs fit for purpose
13. Continuity of care.
14. That the user or carer are listened to and the chair is individual to the user NOT the user fitted to a chair which the service decide. Everyone is individual therefore their needs are too.
15. To maintain wheelchairs better and offer a more varied wheelchair choice, the waiting time to receive equipment time shortened
16. Appropriate wheelchair kept running 24/7
17. To be taken care of in our local NHS facility.
18. Thr right wheelchair for user and carer with prompt attention to faults to eliminate loss of mobility
19. Reliability
20. Prompt response for assessment and wheelchair repairs
21. Someone to be available on a full time basis not part time
22. Accessible and responsive in a timely manner
23. To be fit for purpose, and transparent.
24. To provide me needs to be independent as much as possible
25. prompt assessment and provision of appropriate equipment that is then maintained.
26. That it is a flexible service that can meet a variety of needs for both the children, parents and schools and be able to offer options in terms of wheelchair provision not just a one buggy/ wheelchair fits all approach
27. A provider that provides the whole service.
28. A good OT to work with who understands neurological disorders

29. Sufficient wheelchairs to meet demand, and to get them where they are needed quickly.
30. Too offer prompt wheelchair assessments and availability. Too offer supporting o.t and physio's. Phone calls so that you know you are not forgotten so you are kept up to date. Appointments arranged which are discussed with you so that the time and date is suitable.
31. Reactive service that recognised the importance of my wheelchair to me and the way I choose to live my life
32. That they listen
33. A service that is reliable and able to help with the chairs it supplies.
34. Accesability
35. equipment must be delivered or repaired quickly.
36. It stays on the island
37. Personalised care
38. Ease of access and continuity of contact
39. To be able to assist anyone who needs help.
40. Provide wheelchairs that meets the requirements of the disabled user. There are more wheelchairs available ie. reclining powered, sit to stand, raising seat chairs that do not seam to be available.
41. Knowledgeable staff
42. people to listen to my needs
43. One that responds quickly, can access parts within a set period of time (48hrs?) Has a good range of suitable equipment, works well with suppliers and can get reps to the island again in a timely manner. Has great communication with patients. Holds a stock of emergency chairs
44. For the service to be prompt with short waiting times.
45. Keep it on island and specialist with support across all ages and needs
46. Scheduled regular follow ups
47. To provide a wheelchair that provides good postural support at all times and is giving my son independence and comfort.
48. Regular follow up
49. To be kept on the island
50. being able to contact the service should there be a problem
51. That the service meets and has some knowledge of my needs.
52. Accessible location and speedy service
53. Prompt service
54. That it's actually fit for purpose. Also that it provides modern fit for purpose wheelchairs that take into account the needs of the user!