

# Welcome to the briefing

**Dawn Pearson**

Senior Engagement Manager

Calderdale and Greater Huddersfield  
CCGs

# Pre-consultation Engagement

- Engagement completed in Calderdale September November 2017. Report available at
- [www.calderdaleccg.nhs.uk/get\\_involved/](http://www.calderdaleccg.nhs.uk/get_involved/)
- Engagement identified a number of service improvements and the need for a new model
- Pre-consultation engagement to support the development of a new model
- Timescales we are working to: 11<sup>th</sup> May – 20<sup>th</sup> July 2018 (10 weeks)

***The Future of Wheelchair (Posture and Mobility) Services in Calderdale and Kirklees***

**Tracey Standerline**  
**Transformation Programme Manager**

# **Wheelchair (Posture & Mobility) Services in Calderdale and Kirklees: Background**

- Opcare appointed in October 2014 following a process (competitive tender).
- Contract ends 30th September 2019
- CCGs now thinking about what a new service should look like (service specification)
- Want to work with you so that your views and expectations are reflected in the new specification
- We have already started this process

# Background

- Since taking over the contract Opcare worked hard to clear a backlog
- Demand was higher than expected and still is

## **As a result:**

- This has affected the service that people receive
- This has affected the waiting times
- We know that people with more complex needs have been the most affected

# Where are we now

- Opicare and CCGs have received lots of feedback from service users, families, carers and patient representatives about the current service

## **As a result at the end of 2017:**

- A plan to reduce waiting times and improve the service
- Opicare recruited new staff
- Opicare will improve their communications

# **Where are we now**

**CCGs invested additional £1m (as a one off payment) to:**

- Clear the backlog
- Bring waiting times down to a maximum of 18 weeks
- Reduce re-referrals for people who are already waiting

**All this has to be done by the end of September 2018**

# Looking forward

**We want to create a service that will:**

- Help people and their families improve the quality of their lives and independence
- Ensure that patients' needs are assessed and their equipment is received at the right time
- Ensure that this can be achieved within the available budget



*‘Each year more people will need equipment, but NHS finances not growing at same rate’*

*‘We have to work differently with the money that is available’*

*‘We need to ensure that money is spent effectively. We need to learn from other areas who have done this’*

# What has happened nationally

Following the two National Wheelchair Summits in 2014, NHS England committed to;

- Support CCGs to improve services locally for everyone
- Children and people with complex needs get a bespoke service at the right time
- Help CCGs get a consistent approach to tackle the issues nationally
- CCGs need to be able to offer services that meet the needs of their local population

# What is happening locally

- Using the 'National' recommendations as a guide
- Looking and learning from what other areas have done
- Asking you, your families and carers and anyone who has an interest to design the future service

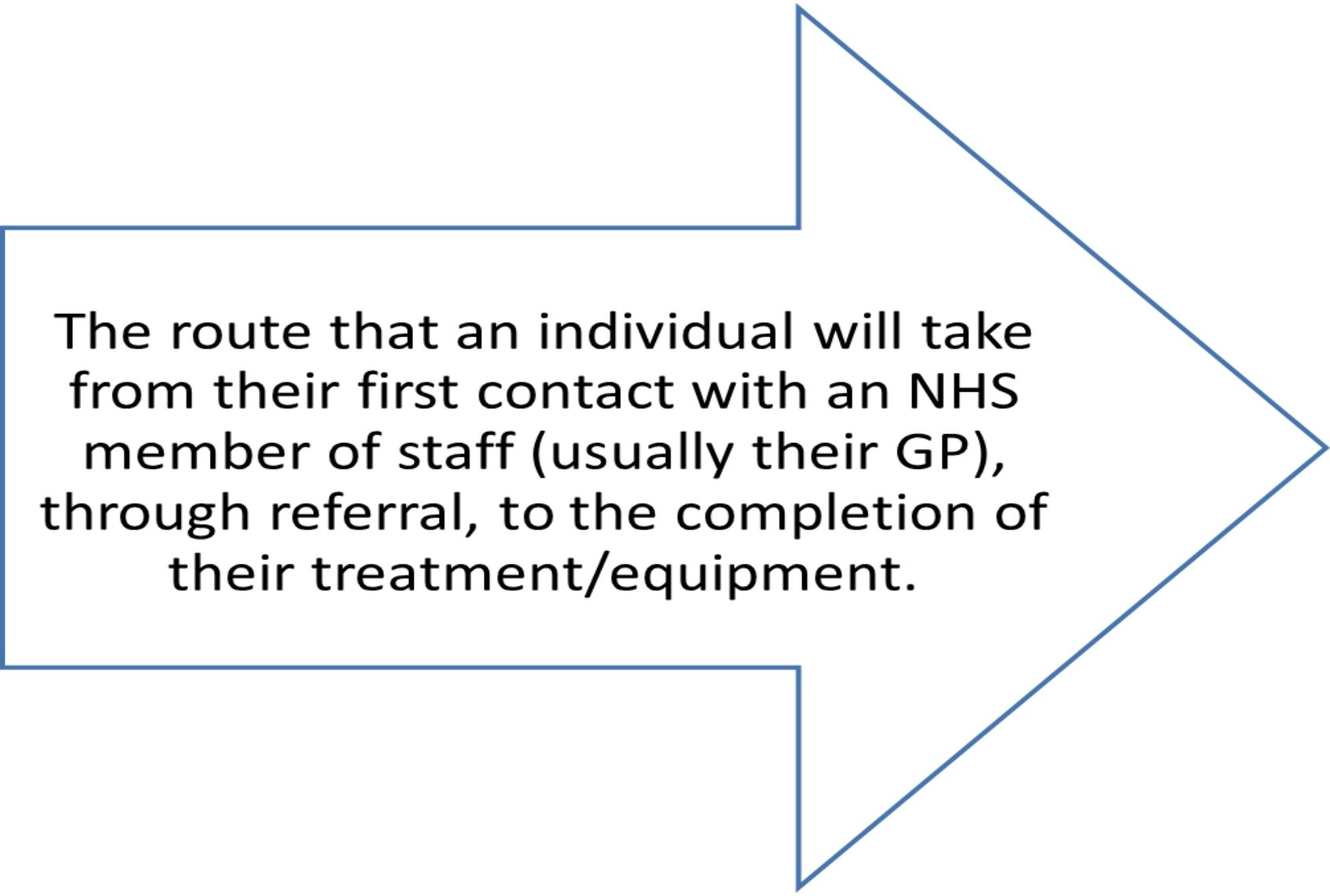
# What is a clinical model?

A clinical model describes:

- How the service will work
- Makes sure it meets national clinical standards
- Will inform what needs to be in the service specification

These standards are influenced by organisations like NHS England

# What is a pathway?



The route that an individual will take from their first contact with an NHS member of staff (usually their GP), through referral, to the completion of their treatment/equipment.

# What do we mean by 'eligibility'

We use the national definitions to help us decide who can have which type of wheelchair equipment

These definitions are set by NHS England



# What eligibility do we use?

Based on the national definitions, we use:

- Low
- Medium
- High
- Complex/Specialist

**Definitions are on your tables**

# We would like to introduce you to ... Wheelchair Users



Sanjiv



Gordon



Nivaan



Sylvia



Sanjiv is 14 and a **complex/specialist wheelchair user**.



The main **outcome** Sanjiv wants from his chair is to support him to be the active and outgoing young person he is.

Sanjiv **needs** his chair for all his daily activities. The chair Sanjiv needs has to help him sit comfortably and support his health and communication needs.  
Enable him to get around.

Sanjiv **wants** it to look 'sick'.

Gordon is 56 and is a **high need wheelchair user**.



The main **outcome** Gordon wants from his chair is to continue to earn a living, continue to attend Huddersfield Town Football matches and care for his elderly parents.

Gordon **needs** his chair for his daily activities to enable him to get around.

Gordon **wants** his chair to be reliable, not break down, last him as his condition changes, to save him going back for assessments.

Nivaan is currently a **medium need wheelchair user**.

The main **outcome** for Nivaan is to continue working as an architect for a local building firm and look after his two children.



Nivaan **needs** a chair that allows him to use the tools in his job, which can be difficult as his current chair doesn't fit at his work station.

Nivaan **wants** a service that will take into account his personal mobility needs rather than him having to go 'round in circles' through different services.

Sylvia is 82 years old and a **low need wheelchair user**.



The main **outcome** Sylvia wants is to continue with keeping herself busy. She likes to go out shopping and she runs her local foodbank at the Community Hall.

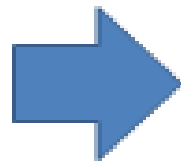
Sylvia can still walk most days, but she **needs** her chair 2 times per month when she has difficulties.

Sylvia **wants** something reliable.

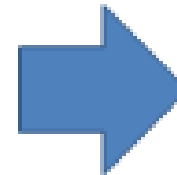
# What Does the Current Service Look Like?

## Pathways

Referral  
(Medium/High/Complex Need)



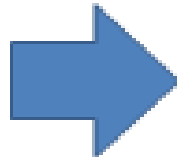
Assessment



Receive Equipment

Moving to a 18 week wait

Self Referral  
(Low Need)



Receive Equipment

Moving to a 18 week wait

# How much will each category cost if we stayed within our budget (estimate)

**Low need** – 1,373 (people)



**Medium need** – 527 (people)



**High need** – 603 (people)



**Specialist need** – 121 (people)



**We have calculated that this is likely to increase through demand and more than the budget available.**

**Amount we have to spend = £500,000**

# What is the split between adults and children (activities)

Greater Huddersfield		Calderdale		North Kirklees		Overall total
Adults	Children	Adults	Children	Adults	Children	
2,283	378	2,169	528	1,945	530	7,833

**This means how many times adults and children have used the Service in the year**

# **Next steps: our vision for the Service**

- Person Centred – provides wheelchairs based on personal needs
- Supports individuals, families and carers to have an improved quality of life
- Receive the right wheelchair and associated equipment at the right time
- Efficient and cost effective



# **Next steps: our vision for the Service**

Individuals, their families and carers will have:

- More choice and control over their wheelchair and associated equipment
- A wheelchair that will allow as much independence as possible and take into account their social, educational and employment needs
- A choice of clinic times and locations

# **Next steps: our vision for the Service**

- Equipment that enables individuals to interact with their peers, engage in recreation, maintain a healthy lifestyle and prevent secondary health problems
- Ensure equal opportunities – able to participate fully in society and enjoy the physical and mental stimulation that this provides

# One size can't fit all

- Children and young people have individual needs (complex/long term health conditions)
- Access to the Service by people from Black and Minority Ethnic backgrounds
- Adults who are frail and/or elderly
- Calderdale, Greater Huddersfield and North Kirklees represent difference populations

# **What does the new service have to include as a minimum?**

- ✓ Children and Adults with complex/specialist needs to receive a wheelchair & equipment within 18 weeks
- ✓ Personal Wheelchair Budgets to replace the voucher scheme

Carol Thomas and Katie Clarke



Parents of Children with Additional Needs  
(PCAN)

# What are we doing now?

- We know we need to speak to a wider range of people about this service to find out their views
- We have commissioned PCAN (Parents of Children with Additional Needs) who are an experienced local engagement group to contact people and groups who would like to share their views
- They will be gathering information over the next 6 weeks and submitting a report in July prior to our next event on 20 July.
- PCAN are here today to let you know what they are planning.

Who PCAN are and what we do

Our plans for this engagement work

What we need your help with

How we can work together

PCAN colleagues working on this project are Katie Clarke (Calderdale), Anisa Kothia, Johanna Hull, Tracey-Smith McQuillan and Joanne Jackson as well as myself Carol Thomas

Our contact details:

Phone 07754102336

Email: [carol@pcankirklees.org](mailto:carol@pcankirklees.org)



# **Details of the task**

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# **We need your help!**

- ✓ We need to do more to get this model right
- ✓ We need service users, carers and stakeholders to help us improve this model
- ✓ You can help us understand
  - what good practice looks like
  - what a good quality service looks like
  - if the resources are in the right place
- ✓ The model can be changed – tell us how

# Other things to consider

- ✓ Opening hours and location of facilities
- ✓ Staff
- ✓ Range of products
- ✓ Assessment, repairs and maintenance
- ✓ Communication & information
- ✓ What can be provided in a different way/from another Service?
- ✓ Personal Budgets – how can we make them deliver your **outcome, needs and wants?**

# Tools we have available

- ✓ Presentation
- ✓ Engagement report of findings
- ✓ Case studies
- ✓ Eligibility criteria support sheet
- ✓ A form to capture conversations with equality monitoring
- ✓ An online tool to capture conversations with equality monitoring

We will pay the standard rate of £5 per individual response and £2 per online response and data input at 50p per unit.

Any other approaches will be considered on an individual basis.

# How to get involved

- Register your interest with VAC and describe your approach
- The CCG will need to consider how they target particular protected groups – VAC will allocate the work based on the funding available and the reach
- Alan Duncan will be the lead contact for Engagement Champions.

# Any questions

