

New Wheelchair Services Provider for Surrey

Frequently Asked Questions

When does the new service provider start?

Millbrook Healthcare Group will take over all wheelchair services across Surrey from 1st July 2020. There will be no changes to your service at the moment and you will continue to access services as you currently do now.

What will happen to my records?

Your permission will be sought by your existing provider before July 2020 to securely transfer all records relating to your wheelchair assessments and equipment to Millbrook Healthcare Group.

Can I still be seen in the same place?

The existing clinics at The Jarvis Centre, Guildford, Woking Community Hospital, Farnham Hospital and Leatherhead Community Hospital will not be used for Wheelchair Services from 1st July 2020.

There will be new, industry leading centres of excellence located in Kingswey Business Park, Woking and the IO Centre, Salfords, Redhill and an outreach clinic in Haslemere (within Haslemere Community Centre). These venues were carefully chosen as they are accessible (close to rail and bus routes), have excellent parking facilities and are fully able to accommodate the extensive service improvements required by NHS Commissioners to secure this contract.

The new provider will continue to offer assessments in your own home, schools (including residential, college and university), place of work, specialist hubs or units, day centres and Care Homes, child development centres and health centres, hospitals and GP surgeries.

Will I still see the same staff?

We are working closely with the current providers to ensure colleagues can move to the new provider if they wish. It is hoped that all staff will choose to transfer from the existing providers to the new service provider.

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What will change?

There will be some changes to the new service as informed by our co-design work with wheelchair users and their carers to ensure it continually meets the needs and requirements of those who use it.

As part of this new service:

- All services from assessment to delivery, maintenance and repair, specialist moulded seating for those who require it and ongoing training and support will all be provided by a single provider, this being Millbrook Healthcare Group.
- Services will be accessible by one single point of access with one telephone number, through a 'one-stop-shop' approach.
- Vans will be clearly marked with Millbrook and NHS branding as will staff uniforms.

What will stay the same?

You will still be seen by the same staff (should they choose to transfer to the new provider) and Personal Wheelchair Budgets will continue to be offered.

Service criteria will still be followed although this has been redeveloped in conjunction with the existing providers.

What improvements will I experience?

(Some of the improvements will be introduced in a controlled and phased manner with not all available immediately).

- The service will be user led and outcome focussed throughout its contract period.
- Millbrook Healthcare Group will employ a Community Health and Engagement Officer specifically for the Surrey service to work with all stakeholders to ensure continual development of the service.
- Communications will be improved through the introduction of web based client chat portals, social media (WhatsApp, YouTube, Facebook) and automated text messaging, all accessible in various formats as required.
- The introduction of comprehensive triage delivered by dedicated and experienced Therapists putting you in charge of your care, keeping you

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informed of the process and providing you with your options prior to your first appointment.

- If you are able to visit one of the centres of excellence for your assessment, you may be able to take your wheelchair home on the day of the assessment if it is non-complex, in stock and does not require any modifications.
- Introduction of choose and book appointments via the service user portal.
- Services will be provided out of hours e.g. weekends and evenings, and regular appointment reminders will be given.
- Development of a stand-by list providing clients with the opportunity to attend appointments freed up by late cancellations and unexpected free clinic time.
- Urgent repairs will be attended within 4 hours via one single service telephone number with the ability to upload fault photographs to the user portal.
- Manufacture of specialist/custom seating in under four weeks from assessment.

Who do I contact if I have any questions?

Please contact Richard Nicholson, Programme Director (Wheelchairs) at richard.nicholson2@nhs.net. In partnership with Millbrook Healthcare, we will be sharing updates as we move towards July 2020 on development of the new service.

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