

Item 9 - Wheelchair Services in Kent

By: Jill Kennedy-Smith, Scrutiny Research Officer

To: Health Overview and Scrutiny Committee, 25 January 2019

Subject: Wheelchair Services in Kent

Summary: This report invites the Health Overview and Scrutiny Committee to consider the information provided by Thanet CCG.

It provides additional background information which may prove useful to Members.

1. Previous Committee Attendance and Requested Information

- (a) The Committee received notification in June 2018 from Thanet CCG, as lead CCG for wheelchair services for patients in Kent & Medway, that there was pressure on the service provided by Millbrook Healthcare; patients were experiencing longer waiting times for equipment, repairs and assessment.
- (b) Subsequently, Healthwatch Kent notified the Chair about concerns received from service users at the Kent Physical Disability Forum regarding access to wheelchair equipment and repairs.
- (c) Steve Inett (Chief Executive, Healthwatch Kent), Professor Mike Oliver (Representative of the Kent Physical Disability Forum) and Ailsa Ogilvie (Chief Operating Officer, Thanet CCG) addressed the 20 July 2018 Committee. In response, Members expressed concerns about the service user experience; the procurement of the contract and performance monitoring by NHS Thanet CCG; and continuing with the current provider.
- (d) At the conclusion of the item, the Committee agreed the following recommendation:

RESOLVED that the Committee:

- (a) expresses grave concerns about the wheelchair services contract and its management by NHS Thanet CCG.*
- (b) writes to all Kent CCGs to express its concerns about the wheelchair services contract and its management by NHS Thanet CCG.*
- (c) requests that NHS Thanet CCG provide a written response to the Committee, within two weeks, as to whether it is considering terminating Millbrook Healthcare's contract and the reasons for that choice; and to provide an action plan detailing how the issues will be resolved in the interim.*

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(d) upon receipt of the written briefing, determines whether to have an additional meeting of the Committee or to have an item at the September meeting of the Committee.

- (e) The CCG requested an informal briefing with the Committee which was held on 15 August 2018. At the conclusion of the briefing the Chair, in consultation with the Members present, decided that there should be an additional meeting of the HOSC to consider this item.
- (f) On 13 September 2018 the Committee considered a report responding to key points raised by the Committee. The Committee agreed the following recommendation:

RESOLVED that:

(a) the reports and Joint Wheelchair User Group statement be noted;

(b) Thanet CCG, representative from Millbrook and the Joint Wheelchair User Group be requested to provide an update in January.

- (g) As part of their report to the Committee, the CCG have been requested to provide an update on financing, contract monitoring including key performance indicators, waiting lists including repairs backlog, staffing recruitment and retention, training for staff, communications, complaints/compliments and personal budgets.

2. Recommendation

RECOMMENDED that the reports be noted, and Thanet CCG be requested to provide an update to the Committee in September 2019.

Background Documents

Kent County Council (2018) *'Health Overview and Scrutiny Committee (20/07/18)'*,
<https://democracy.kent.gov.uk/ieListDocuments.aspx?CId=112&MId=7919&Ver=4>

Kent County Council (2018) *'Health Overview and Scrutiny Committee (13/09/18)'*,
<https://democracy.kent.gov.uk/ieListDocuments.aspx?CId=112&MId=8122&Ver=4>

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