

Item 6: Kent and Medway Wheelchair Service Update

By: Kay Goldsmith, Scrutiny Research Officer

To: Health Overview and Scrutiny Committee, 27 January 2021

Subject: Kent and Medway Wheelchair Service Update

Summary: This report invites the Health Overview and Scrutiny Committee to consider the information provided by the Kent and Medway CCG and Millbrook Healthcare.

It provides background information which may prove useful to Members.

1) Background

- a) Millbrook Healthcare have been the providers of wheelchair services across Kent and Medway since April 2017.
- b) Over recent years, HOSC has received updates on the performance of the contract following concerns around waiting times for equipment, repairs, and assessment.

2) Previous monitoring

- a) HOSC has received regular updates from the CCG and Millbrook Healthcare since July 2018. Stakeholders such as the Centre for Independent Living in Kent (CiLK), the Wheelchair Service Users Group, and Healthwatch Kent have been involved in the discussions.
- b) The last formal update to HOSC was received on 29 January 2020. Key points included:
 - i) The waiting list for assessment and equipment had reduced, and there was a shorter average waiting time.
 - ii) Areas requiring improvement were repairs within three days and children's cases closed within 18 weeks. Remedial action plans were in place.
- c) Following its discussion, the Committee agreed the following:

RESOLVED that the report be noted, and that Thanet CCG¹ return to the Committee in 9 – 12 months' time. Should contract performance decline, the CCG should alert the Chair of HOSC as soon as possible, with a view to returning to the Committee with an update sooner.
- d) The committee have invited the CCG and provider to today's meeting to provide an update on performance.

¹ Thanet CCG was the lead commissioner of the service prior to the establishment of the single Kent and Medway CCG in April 2020.

Item 6: Kent and Medway Wheelchair Service Update

3. Recommendation

RECOMMENDED that the Committee consider and note the report.

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>

Kent County Council (2019) '*Health Overview and Scrutiny Committee (25/01/19)*',
<https://democracy.kent.gov.uk/ieListDocuments.aspx?CId=112&MId=7924&Ver=4>

Kent County Council (2019) '*Health Overview and Scrutiny Committee (23/07/19)*',
<https://democracy.kent.gov.uk/ieListDocuments.aspx?CId=112&MId=8282&Ver=4>

Kent County Council (2020) '*Health Overview and Scrutiny Committee (29/01/20)*',
<https://democracy.kent.gov.uk/ieListDocuments.aspx?CId=112&MId=8285&Ver=4>

Contact Details

Kay Goldsmith
Scrutiny Research Officer
kay.goldsmith@kent.gov.uk
03000 416512