



# HEALTH AND ADULT SOCIAL CARE OVERVIEW AND SCRUTINY COMMITTEE

14 MARCH 2019

## MEMBER ITEM: KENT AND MEDWAY WHEELCHAIR SERVICE

Report from: Ailsa Ogilvie, Chief Operating Officer, Thanet CCG  
Authors: Tamsin Flint, Commissioning Manager, Thanet CCG  
Jon Pitt, Democratic Services Officer

### Summary

This report and attached appendix sets out a response to an issue, raised by Councillor Purdy, relating to the Kent and Medway Wheelchair Service.

#### 1. Budget and Policy Framework

1.1 Under Medway Constitution Overview and Scrutiny rules (Chapter 4, Part 5, Paragraph 9.1) Councillor Purdy has requested that an item on this matter is included on the agenda for this meeting.

#### 2. The Issue

2.1 The Committee has previously been notified, via briefing notes, that there was pressure on the Kent and Medway Wheelchair Service, with patients experiencing longer waiting times for equipment, repairs and assessment. Thanet NHS Clinical Commissioning Group commissions the service, which is provided by Millbrook Healthcare on behalf of the Kent and Medway clinical commissioning groups.

2.2 Concerns regarding the Wheelchair Service were raised by Members at the December 2018 meeting of this Committee. These included concern that the service was not considered by Members to have improved sufficiently and anecdotal evidence from service users that suggested that some were still waiting for a significant period for either initial assessment / equipment provision or wheelchair repairs.

2.3 The Committee agreed that a letter be sent on behalf of the Committee to set out concerns in relation to the Wheelchair Service. A response provided by

Thanet CCG was circulated electronically to the Committee in January 2019. An updated version of this report is attached as Appendix A.

- 2.4 Councillor Purdy has requested that an item be placed on the agenda on the basis that she does not consider that the previously provided update demonstrated sufficient improvement.

### **3. Thanet Clinical Commissioning Group Comments**

- 3.1 In September 2018, the eight Kent and Medway CCGs approved additional contract funding to enable Millbrook to clear the long waiting lists they had inherited, and that had grown during year one, and to rebalance the case mix. There is evidence that this additional funding along with improved processes and additional staffing put in place by Millbrook Healthcare is having a positive impact on service performance. Latest data to the end of January 2019 shows that the waiting lists for equipment and repairs continue to reduce in line with the improvement plan trajectory. However, more work is required as there are still service users who have waited unacceptably long periods of time. Until the backlog is finally cleared this remains a concern, as too many people are experiencing a poor service.

- 3.2 A report to the Committee is attached as Appendix A.

### **4. Risk Management**

- 4.1 There is a possible impact on social care services if clients who require wheelchairs are unable to obtain them when necessary or face delayed repairs. Otherwise, there are no specific risk implications for Medway Council arising directly from the contents of this report.

### **5. Financial and Legal Implications**

- 5.1 There are no financial or legal implications for Medway Council directly arising from this report.

### **6. Recommendations**

- 6.1 It is recommended that the Committee notes and comments on the Member's item and the report provided by Thanet NHS Clinical Commissioning Group.

#### **Officer contact**

Jon Pitt, Democratic Services Officer  
Telephone: 01634 332715 E-mail: [jon.pitt@medway.gov.uk](mailto:jon.pitt@medway.gov.uk)

#### **Appendices**

Appendix A – Update on Kent and Medway Wheelchair Service from Thanet CCG

#### **Background Papers**

None.