

# Wheelchair and Seating Services



Newsletter from the Wheelchair and Seating Services Project Board

Issue 4  
March 2009

## *Wheelchair and Seating Services Modernisation Action Plan*

### *Key Points*

#### *Partnerships and collaborations*

*Policy Context*

*Patient and User Involvement  
Rehabilitation Services*

#### *Service Modernisation*

*Service Redesign*

*Building Capacity*

*Referral, Assessment and Provision*

*Equipment, Repairs and Maintenance*

#### *Information and Quality*

*Information Management and Technology*

*Quality and Governance*

## Action Plan Launch

Tuesday 3<sup>rd</sup> of March saw the launch of the Wheelchair and Seating Services Modernisation Action Plan at the SMART Centre, Astley Ainslie Hospital, Edinburgh. The event was well attended by service users and providers and Dr Kevin Woods, Director General for Health was also present.

Shona Robinson, Minister for Public Health and Sport launched the plan and highlighted its key aims and expectations for the future, beyond the lifetime of the project. She noted that the changes in the Action Plan were far reaching and based on sound partnership approaches to service delivery. They were designed to produce a service fit for the 21<sup>st</sup> century, anticipating what people need and how to support them as their needs change.

She stated:

‘Developing services that are provided locally, to robust national standards, will ensure they are delivered in the right way, at the right time for wheelchair users and their carers’.

The responsibility of the Project Board in ensuring Action Plan delivery was also highlighted and

and she emphasized her personal interest in progress over the next 2 years. The Minister took this opportunity to thank all those who have contributed to the development of the plan acknowledging their past and in many cases, continued contribution as changes are implemented.

The Minister toured the SMART Centre, viewed the facilities available and met members of the unit staff as well as people attending for clinic appointments. The tour ended in the in-door wheelchair practice area and wheelchair users and their carers had the opportunity to speak to the Minister and Dr Woods.

Mr Roger Kincaid, parent, supported the additional investment and related changes:

“This additional investment and the associated action plan is warmly welcomed. It as a positive step in seeking to provide a service that is fit for the 21st century needs and expectations of service users and their carers. Better services that enable disabled people to access the educational, recreational and social facilities of their choice, I feel, can only further aid the inclusiveness of our Scottish society.”

**WSS Project Board website :**

**<http://www.scotland.gov.uk/Topics/Health/health/wheelchair>**



**Chair: Richard Carey**

### Project Board Membership

- Chair: Richard Carey**, Chief Executive NHS Grampian
- Geoff Bardsley**, Head of Service, TORT Centre, NHS Tayside
- Dr Gordon Birnie**, Medical Director, NHS Fife
- John Colvin**, Head of Service, WESTMARC, NHS GG&C
- Andrew Daly**, Head of Financial Planning and Allocations, NHS GG&C
- Hazel Dykes**, Associate Director AHP, NHS Dumfries and Galloway
- Janet Garcia**, National Project Manager
- Anne Harkness**, Director, Rehabilitation Directorate, NHS GG&C
- Jill Pritchard**, COSLA rep
- Liz Rowlett**, Scottish Disability and Equality Forum
- Sylvia Shearer**, Patients and Quality Division, Scottish Government
- Ronald Skinner**, Patient Representative
- Roseanne Urquhart**, Head of Healthcare Strategy NHS Highland, Chair of Rehabilitation and Technology Advisory Group Scotland

The Wheelchair and Seating Services Modernisation Action Plan can be found at :

<http://www.scotland.gov.uk/Publications/2009/02/19121135>

## Report from the Chair, Richard Carey, CEO, NHS Grampian

The work of the Wheelchair and Seating Services Project continues to gather momentum. This month has seen the launch of the WSS Modernisation Action Plan by the Minister for Public Health and Sport, Shona Robison, and the final sign off by the project board of the business cases that evidence the additional national investment into these services.

Each of the business cases is supported by a local implementation plan and my project board colleagues and I look forward to receiving these plans and regular reports from the services on progress made throughout the lifetime of the project. The impact of last year's funding investment targeted at the introduction of new lighter weight fleet wheelchairs and the introduction of an annual service for powered wheelchairs is now beginning to be felt.

The final business cases can be found at:

[www.scotland.gov.uk/Topics/Health/health/wheelchair](http://www.scotland.gov.uk/Topics/Health/health/wheelchair)



### Caption Competition!

What's being said in this photo?

Ronald Skinner (R) and Christopher Kincaid (L) chatting at the WSS Modernisation Action Plan Launch.

Winner revealed next issue

## Implementation

The modernization project has entered a new phase, focusing on the implementation of the Action Plan and the changes underway in the services. Partnerships between service providers and their users are of key importance in supporting the changes being made as new ways of working are introduced. Collaborations between statutory services are also crucial to the development of more local services with joint working as core. The Wheelchair and Seating centres continue the improvement work that they have begun and will be fully engaged over the next two years in local implementation working towards achieving better outcomes for patients. Work ongoing includes:

- the WSS will be sharing the learning and outcomes of their rapid improvement events with each other this summer
- the WSS centres will be running a prospective audit for powered wheelchair provision
- NHS Boards will identify a strategic lead for WSS who will become actively involved in the improvement and change process
- local patient information will be developed by each WSS centre this year
- customer satisfaction questionnaires will be developed as part measuring change and user satisfaction