

Transforming Community Equipment & Wheelchair Services Programme

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National Wheelchair Managers Forum
LG 26/27, Wellington House, Waterloo Road, SE1
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Wheelchair Services Programme Objectives

By Autumn 2007:

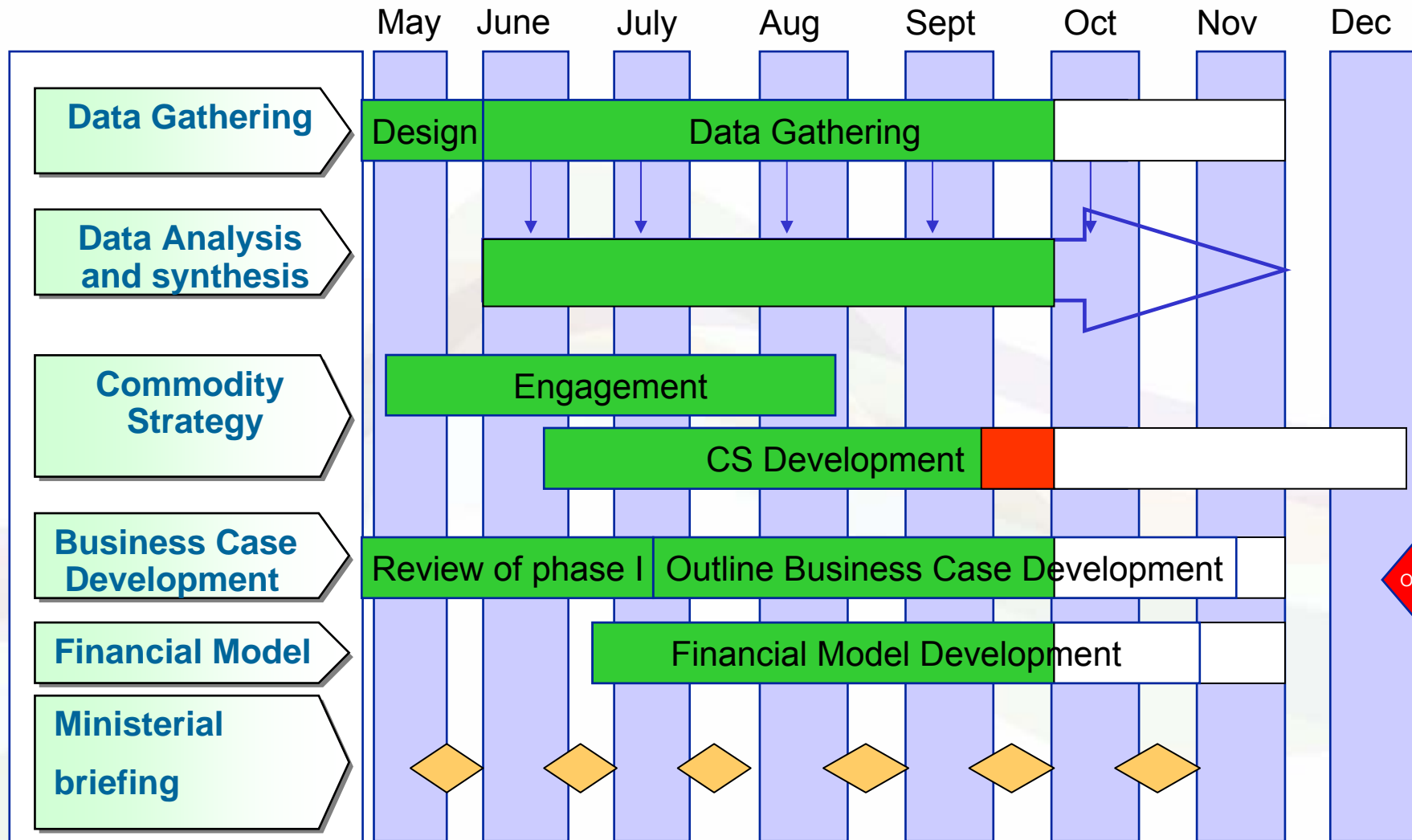
- To make clear recommendations to the Minister in relation to the two collaborative models developed during Phase I of the programme
- To support the recommendations with a Business Case
- To obtain robust data to evidence the recommendations
- To produce a new wheelchair and wheelchair product purchasing (commodity) strategy

Who are we working with?

- Users and Carers
 - 6 wheelchair users (Adult and child with carers or PA's)
- User Representative Groups
 - Action for Kids
 - Muscular Dystrophy Campaign
 - Multiple Sclerosis Society
 - Spinal Injuries Association
 - EmPower
 - Whiz-Kidz
 - Limbless Association
 - National Forum Wheelchair User Groups
 - Motor Neurone Disease Association
- 150 Wheelchair services
 - 32 of which are providing data on a monthly basis
- 15 Manufacturers

Programme Progress

WS Key Activities



Data Collection

Early results

Wheelchair Services Data Collection

- Collection exercise commenced on 2 July 2007
- Involves all 153 wheelchair services
 - All 153 services asked for a one-off return covering general and financial information for 2005/06
 - 32 services asked to provide information on the user's journey through their services in terms of timings, assessment and equipment provided for a full 5 months
- Significant positive response
- Over 400 completed User and Carer questionnaires received via email and post

Static Data from 153 Wheelchair Services

Type and Purpose:

■ Wheelchair Service Data

General activity data in for Financial year '06/ '07

■ Finance Data

general spend Financial year 06/ 07

■ Eligibility Criteria

Eligibility and exclusions

■ Assessments

End to end process

■ Clinical Activity

Clinic attendance verses home visits (revised templates)

Static Data Returns

Data Type	Number of returns (out of 153 Services)	% of total number
Wheelchair Service Activity Data	112	73%
Finance Data	98	64%
Eligibility Criteria	118	77%
Assessments	25	16%
Clinical Activity (revised format)	62	40%

Dynamic Data from 33 Wheelchair Services

Purpose:

- Ongoing data collection for 5 months from July 07
- To understand user end to end journey

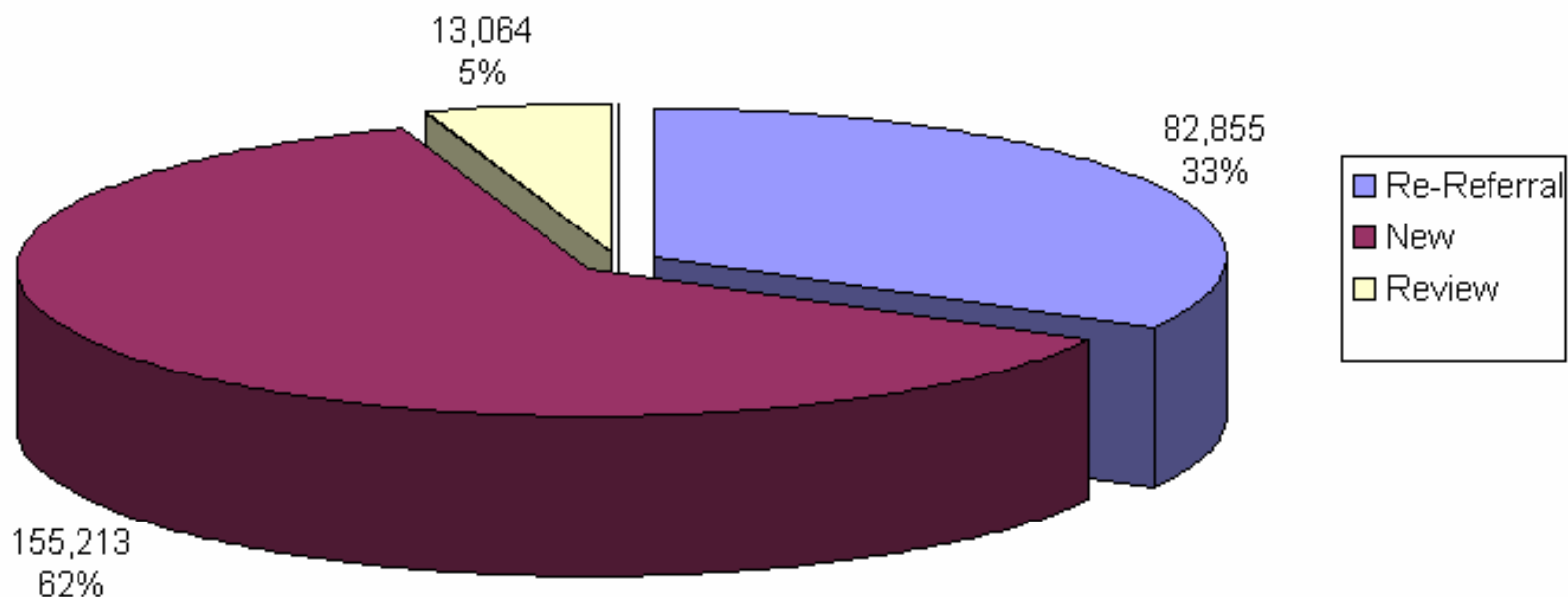
Dynamic Data Returns

Month	Number of returns (out of 33 Services)	% of total number
July	33	100%
August	29	88%
September	26	79%

Referrals to Wheelchair Services predicted 07/08

User Referrals to Services - National

Total: 251,132



Number of registered users 872,039 (06/07)

Early Analysis of User/Carer Questionnaire

Understanding the Initial Analysis of the User Questionnaires returned to date



- Approximately 400 Questionnaires have been received to date both by post and by email. We will continue to accept and analyse Questionnaires 'till the end of November 2007
- 264 Questionnaires have been entered onto a Data Analysis tool to date
- An initial Analysis Exercise was undertaken on approximately **80** Questionnaires in order to present an idea of the results at the Workshop. The results of the initial analysis are shown.
- The total number of wheelchairs recorded in Figs 1 and 2 is higher than the number of Questionnaires looked at as many Users who responded have two or more chairs.

Understanding the Initial Analysis of the User Questionnaires returned to date



- Results shown in Figs 1 – 16 in the following slides include:-
 - Comments from both Users and Carers
 - Comments about chairs provided by both Wheelchair Services and other funded sources ie self, voucher, Third Sector etc.
- The definitions of wheelchairs used are:-
 - ***Standard Chair = low value, high volume, off the shelf products requiring minimal or no Therapy input.***
 - ***Non Standard Chair = Higher value, lower volume, products requiring Therapy and / or Rehabilitation Engineer input.***

Initial Analysis:

Wheelchairs funded and issued by Wheelchair Services



Chairs Currently Issued by Wheelchair Service

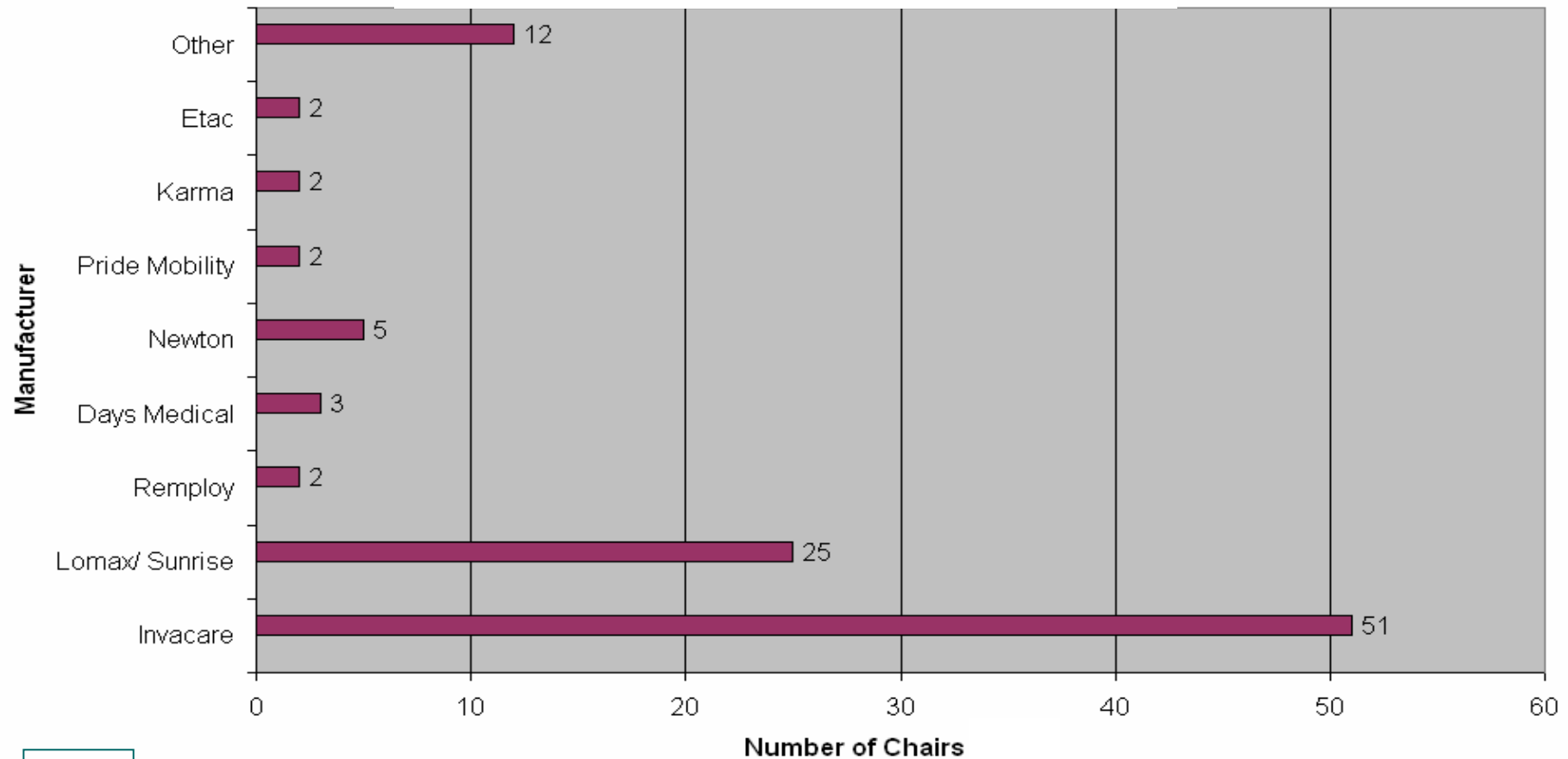


Fig.1

Total Adult & Child, manual & power chairs by Manufacturer

Care Services Efficiency Delivery Programme

Initial Analysis :

Wheelchairs obtained through other funding sources



Chairs Currently Not Issued by Wheelchair Service

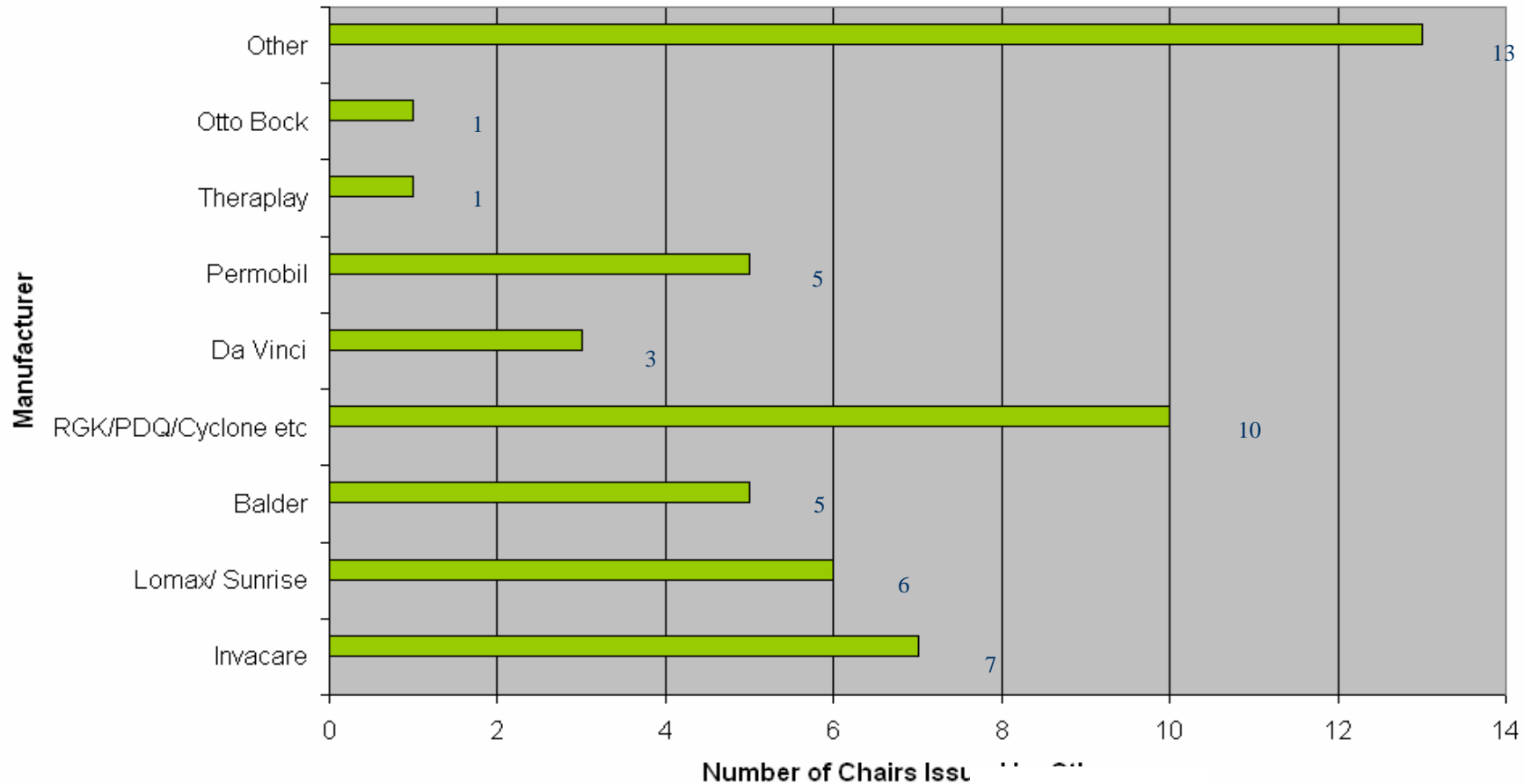


Fig.2

Total of Adult & Child, manual & power chairs by manufacturer

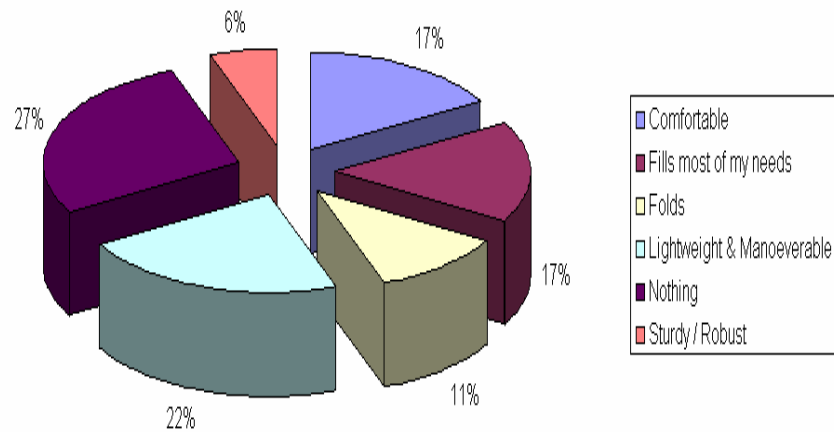
Initial Analysis

Adult Standard and non standard Chair – Total Responses:



“What do you like about your current wheelchair?”

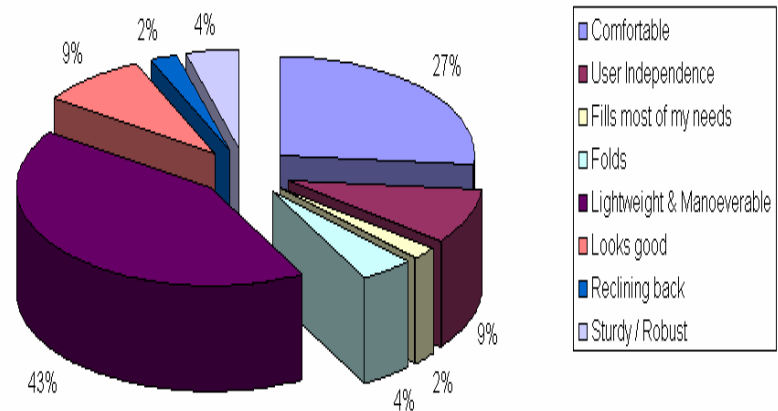
Standard Adult Chair



19 out of 117 User and Carer responses – 16%

Fig.1

Non Standard Adult Chair



50 out of 117 User and Carer responses to – 43%

Fig.2

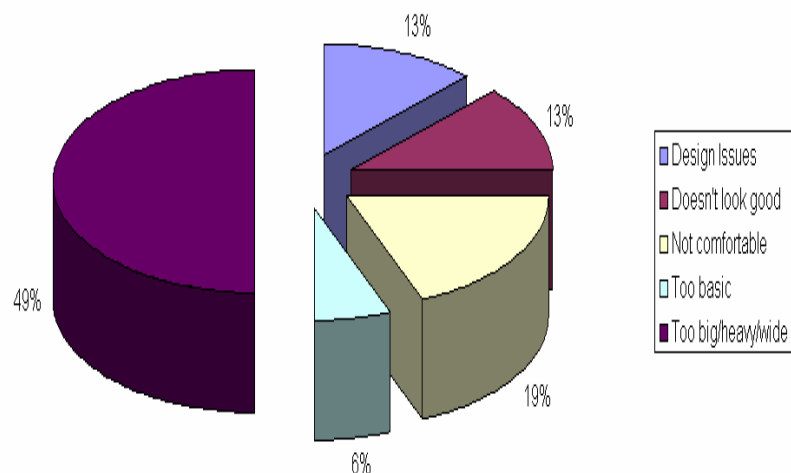
Initial Analysis

Adult standard and non-standard Chair - Total responses:



“What do you not like about your current wheelchair?”

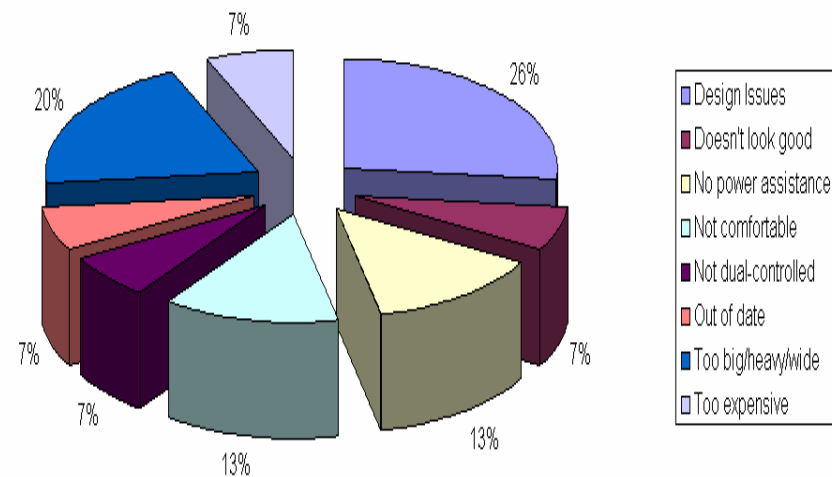
Standard Adult Chair



20 out of 94 User and Carer responses – 21%

Fig.3

Non Standard Adult Chair



15 out of 94 User and Carer responses – 16%

Fig. 4

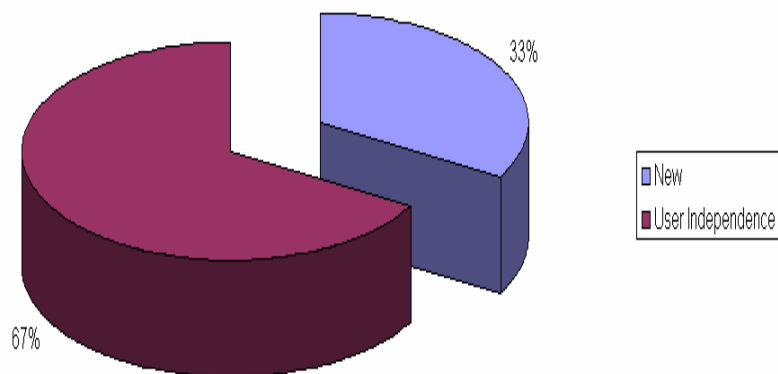
Initial Analysis

Child standard and non-standard Chair – Total responses:-

“What do you like about your current wheelchair?”



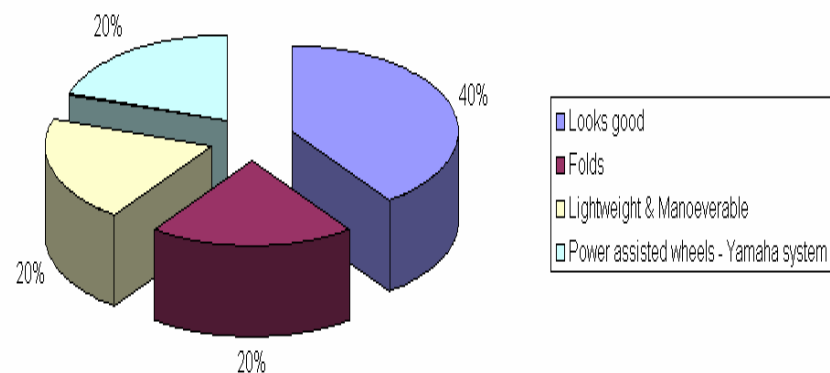
Standard Child Chair



3 out of 117 User and Carer responses – 3%

Fig.5

Non Standard Child Chair



7 out of 117 User and Carer responses – 6%

Fig.6

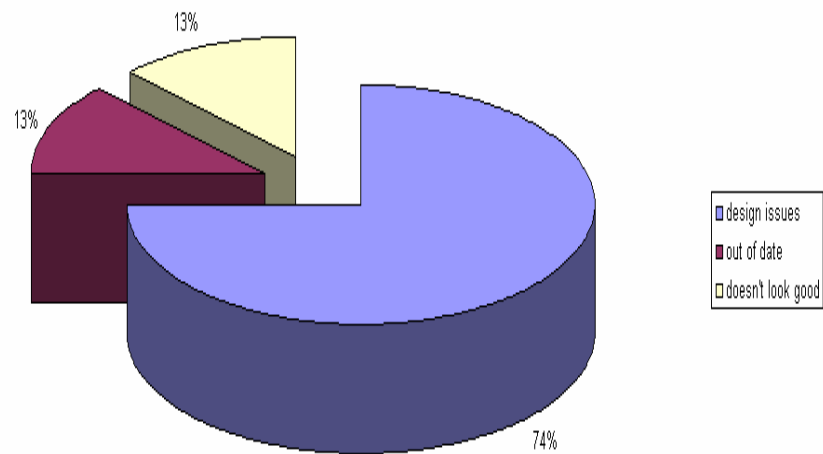
Initial Analysis

Child standard and non-standard Chair - Total Responses:



“What do you not like about your current wheelchair?”

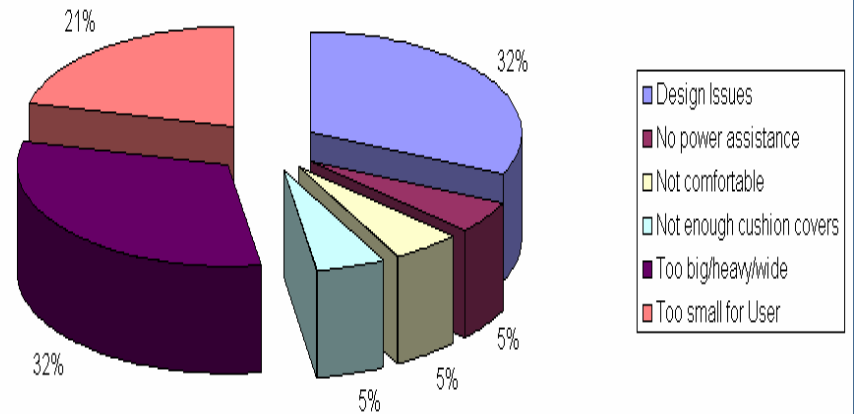
Standard Child Chair



8 out of 94 User and Carer responses – **9%**

Fig.7

Non Standard Child Chair



19 out of 94 User and Carer responses to “What do you not like about your Chair” relate to Adult Non Standard Chairs – **20%**

Fig.8

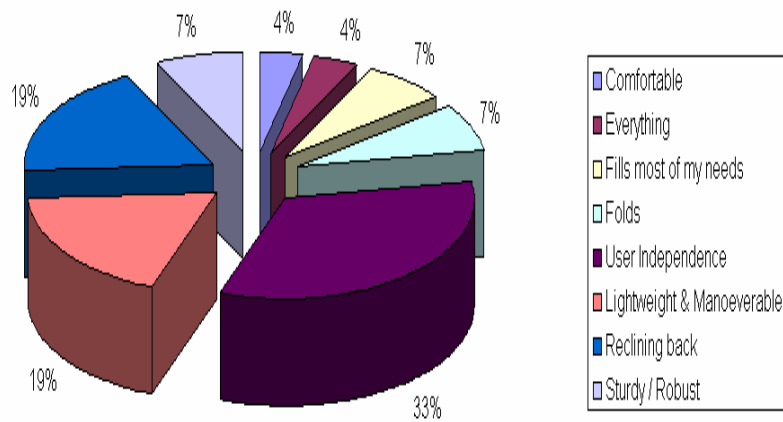
Initial Analysis

Adult and Child Power Chairs - Total Responses:



“What do you like about your current wheelchair?”

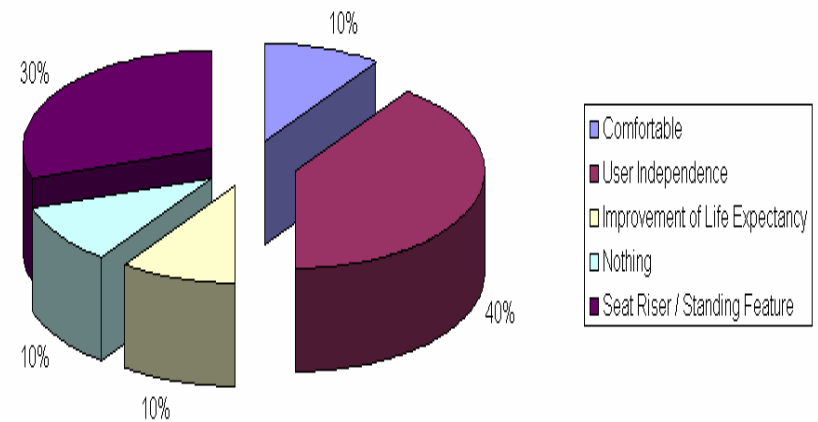
Adult Power Chair



28 out of 117 User and Carer responses – **23%**

Fig.9

Child Power Chair



10 out of 117 User and Carer responses – **9%**

Fig.10

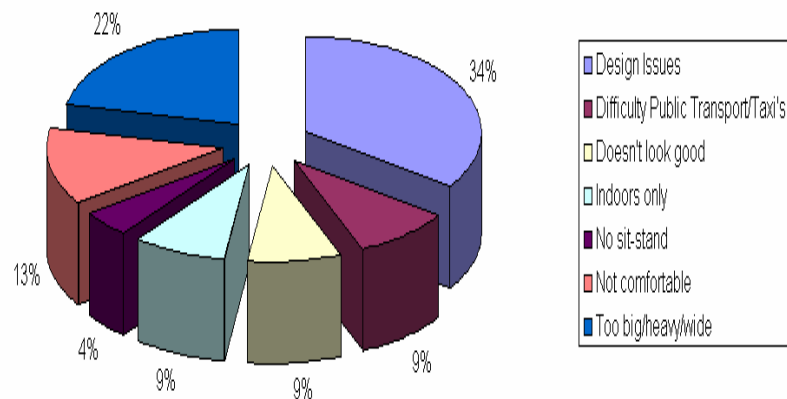
Initial Analysis

Adult and Child Power Chair - Total responses:-



“What do you not like about your current wheelchair?”

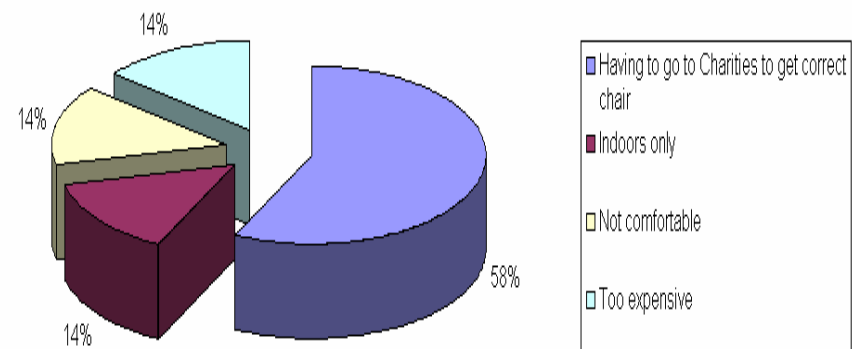
Adult Power Chair



26 out of 94 User and Carer responses – 27%

Fig.13

Child Power Chair



7 out of 94 User and Carer responses – 7%

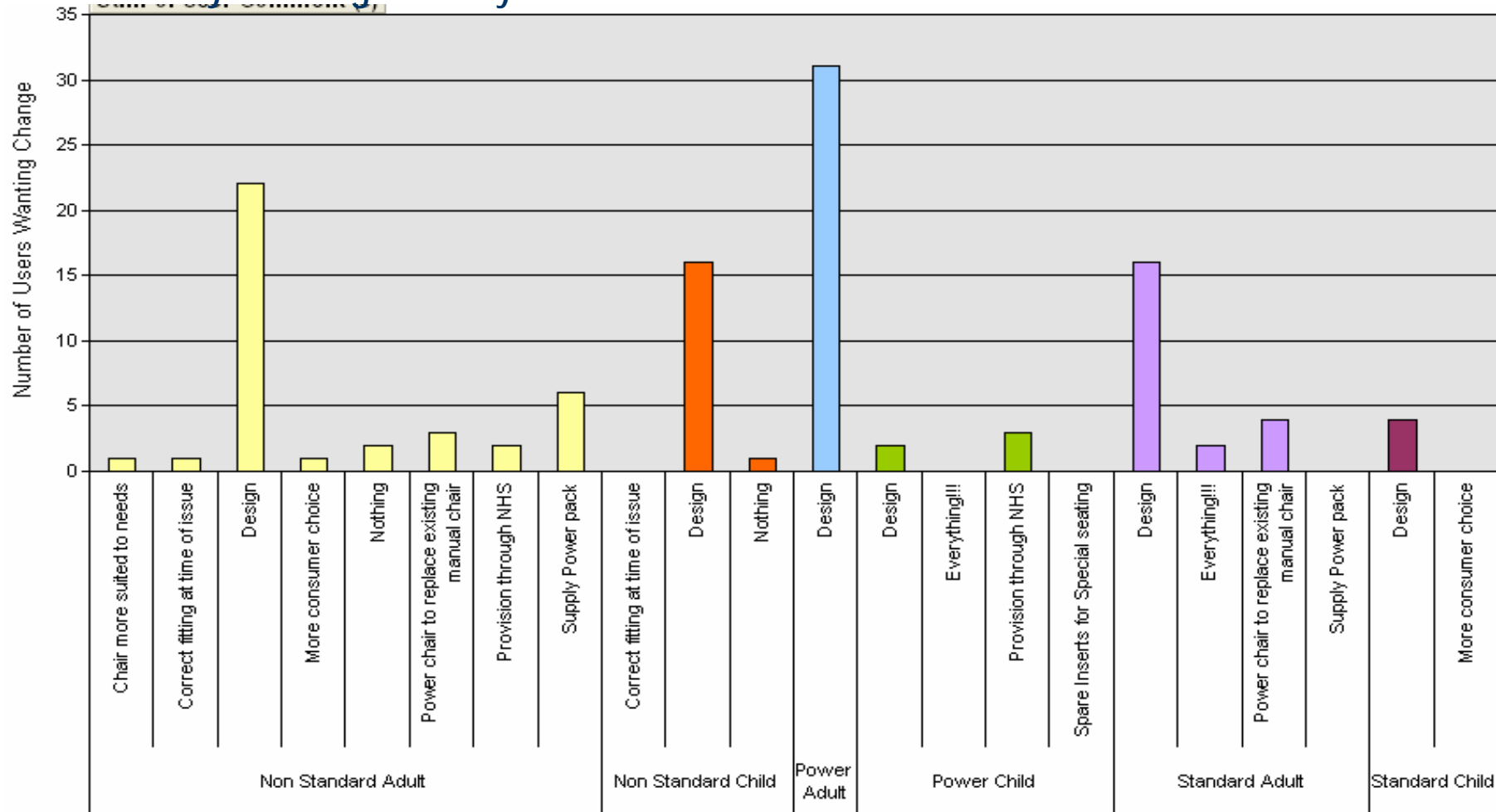
Fig.14

Initial Analysis

Adult and Child - Total responses:-



“What would you change about your current wheelchair?”

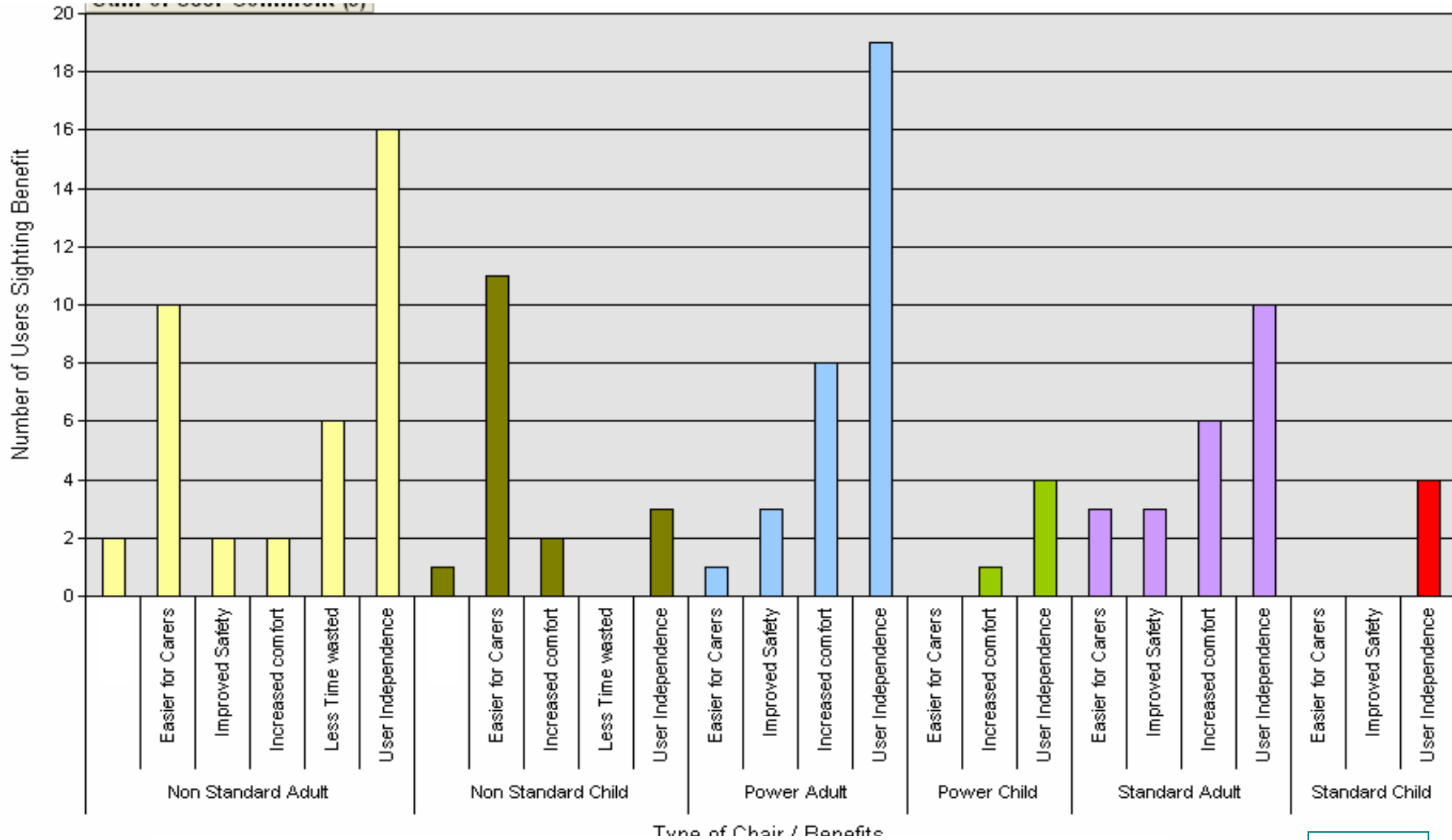


Type of Chair and Change – all chairs + all funding sources

Fig.15

Initial Analysis:-

Adult and Child - Total responses:-“What benefit would you have from changing your current wheelchair?”



Type of Chair and Benefits – all chairs + all funding sources

Fig.16