

## The Hertfordshire Wheelchair Service

### The Current Service

The Hertfordshire Wheelchair Service is provided by Millbrook Healthcare on behalf of the NHS in Hertfordshire.

Herts Valleys Clinical Commissioning Group (CCG) and East and North Herts CCG are in charge of buying the wheelchair service on behalf of Hertfordshire patients. They are currently looking at who should provide the service once the current contract with Millbrook expires at the end of December 2020 and also what that service should look like.

### What are the priorities for the service?

- Reducing how long Service Users wait for their appointments, wheelchairs and equipment
- Working in partnership with Service Users and Carers and making sure their voice is central to the decisions made and that the outcomes that are important to them are achieved
- Putting choice at the heart of the service through the use of Personal Wheelchair Budgets (see below)
- Engaging with Service Users and Carers – the service will be delivered by a listening organisation that proactively seeks and welcomes feedback and then acts on it
- Innovation and development – whether that be in the equipment available or enabling new ways to stay in contact, book appointments and get help or support

### What are Personal Wheelchair Budgets?

A personal wheelchair budget is a resource available to support people's choice of wheelchair.

Service Users will have a personalised care package based on their needs and the outcomes that are important to them. They will be able to make an informed choice based on the budget available to them which can then be used either within the NHS commissioned Herts Wheelchair Service or with third party equipment providers.

Personal wheelchair budgets enable postural and mobility needs to be included in wider care planning and can support people to access a wider choice of wheelchair and equipment.

Personal Wheelchair Budgets are a key priority for The Hertfordshire service and are supported by NHS England, more information is available on their website below.

<https://www.england.nhs.uk/personal-health-budgets/personal-wheelchair-budgets/>

### Have Your Say

On behalf of both CCGs, Herts Valleys CCG wants to involve Service Users and Carers in the process to set future requirements for the service and identify a future provider. In particular, they want to hear about your experiences of using the current service and what you would like out of any future service. Throughout March they are keen to hear from as many service users as possible, including families and carers, so that they can reflect your feedback in the service specification. By sharing your views, you can help the CCGs to procure the best service possible for you and other wheelchair users.

If you are happy to provide feedback and comment you can complete a short online survey, available here:

<https://www.surveymonkey.co.uk/r/HertsWCS>

If you would like to get in contact with Herts Valleys CCG, you can do so using the below email address.

[hertsvalleysccg.plannedcare@nhs.net](mailto:hertsvalleysccg.plannedcare@nhs.net)