**North Yorkshire Wheelchair Service – Service User Survey Feedback**

**You said, We will – January 2023**

We carry out survey’s with our service users each month to obtain feedback as to how we are performing as a service and to identify opportunities to improve. The below actions are from feedback received in December 2022 where 75 surveys were completed. The results of the survey are published on the NRS North Yorkshire Wheelchair Service web page and will be accompanied by this document.

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| **You Said** | **We Will** | **By Who** | **By When** | **Update** | **Completed** |
| You would like a choice of appointment time. | This is something we have considered as part of some system upgrades the service is exploring. The challenge we face as a service is that certain appointment times will be extremely popular and others less so. We need to assess the balance of giving choice of appointment times against having appointments lost due to not having the demand for them as any lost appointments will reduce capacity and therefore impact the waiting list by increasing the time it takes for individuals to be seen. | Jamie Rowland | March 2023 |  |  |
| There were 14 comments around issues with equipment from footplates to comfort of chairs. | When issues are reported via the survey feedback we will ensure the correct course of action is taken at that time to rectify any issues. This could range from raising a repair to opening a new referral to be seen. Our clinical team will inform you that if you experience any issues to report them to the service and each service user will be given a handover pack at their appointment, which will also detail how to contact the service. | Toni Cockerill & Rachel Cleary | Ongoing |  |  |
| Some people stated that they did not want a chair. | The comments made were for service users that were newly referred into the wheelchair service. If you do not want to be assessed for a wheelchair as you believe you do not require or want one then you will need to discuss this with the individual that referred you to the service and also state this when you are contacted by the wheelchair service as we can support you with this. This will enable further discussions around provision of wheelchairs and equipment. | Clinical admin team | Ongoing |  |  |
| The waiting list seems long. | We agree that waiting times can be longer than we would like due to the length of the wating list. There are various factors that impact this from receiving a larger number of referrals at any point, significantly over the normal expected levels, equipment delays from suppliers due to global factors, which extend delivery times or reduced capacity from staff vacancies. The wheelchair service in York has experienced all three. We will continue to ensure we work on internal staff engagement initiatives to reduce attrition and work with our internal recruitment team to provide continual focus on vacancies that need recruited in to. We continually work with our procurement and purchasing teams with external suppliers to work on reducing wait times for equipment. We have seen some reductions in wait times for equipment but we are still far away from pre pandemic service level agreements. With regards external referrals, unfortunately this is not something we can control or directly influence as referrals are made when there is a need for individuals that meet the wheelchair service eligibility criteria. | Jamie Rowland, Paul Lawrence and Rachel Cleary | Ongoing |  |  |
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