

Service centre upgrade

We have been listening to our service user's feedback around the entrance to the service centre and the waiting area being more user/child friendly. If you've been to the service centre recently, you'll have noticed some building works in progress and the installation of a new automatic door. Outside the centre, we are creating a disabled parking space.

We have further plans to develop the reception area by introducing a personal touch of 'meet the team' board, new welcome board, more useful information presented, and pictures painted by the children within our services.

We have also increased the storage space so that we can hold more stock so we can deliver or repair your wheelchair quicker. Building works are due to be completed by the end of January 2023.



Clinical manager

The service is delighted to welcome Mitlesh Vaid as the new clinical manager.



With over 15 years of experience in the wheelchair service, Mitlesh is passionate about helping people and improving services to ensure every person's requirement and quality of life is being met.



Website

Contribute to your new website and meet new people in the service user forum.



Wheelchair Amnesty

Help us to recycle - save money for the NHS and help others in need

Website

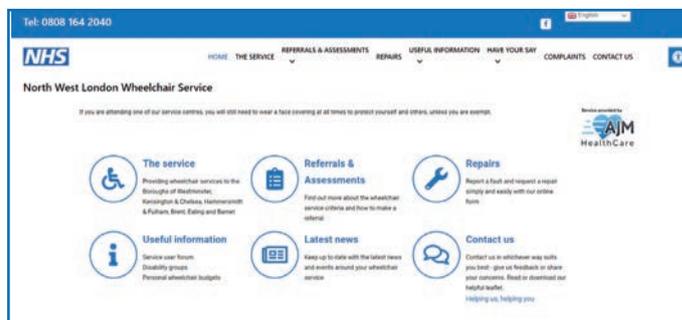
Did you know that your wheelchair service has a dedicated website?

The website was co-designed with members of the service user forum and continues to evolve.

The website provides useful information, including contact details and dates of the service user forums, and a news/blog page where we welcome real-life stories, written by you.

You can find the website at <https://northwestlondon.wheelchair.services>

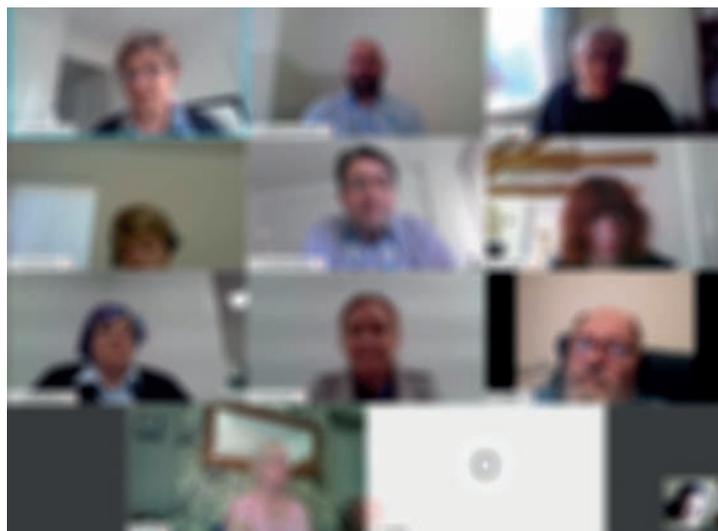
If you'd like to get involved, either by offering feedback and suggestions for content, or by contributing to the news/blog section, please email Sue Harris at userforums@ajmhealthcare.org



Service user group

The service user group is a joint group of wheelchair users, carers, representatives from local organisations, the commissioners from the Integrated Care Board and AJM staff. The group identifies areas for improvement from their personal experiences and work together to implement changes.

Some of the changes that have been implemented as a result of discussion in the service user group are changes to the way that calls to the out-of-hours service are handled and the development of a new service user guide which gives useful information about the wheelchair service and how to check and maintain a wheelchair.



The group meets monthly, currently meetings are held online but it hoped to start some face to face meetings in 2023.

If you would like any more information about the service user group please email Sue Harris, Partnership and Engagement Manager – userforums@ajmhealthcare.org

If you have any suggestions for newsletter content, or would like to contribute, please get in touch with:

Sue Harris, Partnership and Engagement Manager at userforums@ajmhealthcare.org

Wheelchair amnesty

Can you help us to return more wheelchairs into the service?

Good quality NHS wheelchairs can be recycled, reconditioned and reissued at a saving to the NHS of over 60% compared to buying them new.

We need more wheelchairs to be returned. If you know of any wheelchairs and/or accessories that are not being used, please let us know so that we can collect them and help more people get the wheelchairs they need.

New posters will be going up on NHS and community notice boards across the six boroughs to encourage the public to contact us for a free collection of unused equipment.



Repairs

Does your wheelchair need a repair?

Your NHS wheelchairs are repaired free of charge and we will come to your home, school and workplace to carry them out.

Just contact the customer service team to arrange an appointment.

Reassessments

Did you know that if your wheelchair is no longer suitable for your needs, you can self-refer yourself for a reassessment?

Please call or email the customer service team for an appointment.

If your needs have changed, or the wheelchair or cushion is no longer suitable, we will prescribe a new one.

Complaints

The escalation process for complaints has been closely monitored and followed thoroughly. Clients have been advised to call the service in the first instance where a manager will address their concern.

The complaints inbox is checked daily with regular follow ups to ensure no further issues have arisen. The team has been working very hard on ensuring the expectations set can be met where possible.

Customer service contact details

Tel: 0808 164 2040

Email: parkroyal@ajmhealthcare.org

Co-production with locals schools

We have been meeting with multiple schools across all of our boroughs to discuss our current processes and ongoing issues. We have also had the opportunity to meet some of the children and get ideas from them too.

One of the main ongoing concerns has been communication and lack of updates.

We have since introduced a fortnightly school clinic update for our bigger schools – which involves the team at AJM sending most current updates, expected delivery dates and highlighting any outstanding cases/issues.

We now also have regular communication between the admin and warehouse team.

When highlighting repairs, schools can now send in photos which are forwarded onto our stores team and shown to the engineer attending. This has been helpful in avoiding multiple visits (to investigate then repair) or attending with the incorrect parts.

The schools that have been working with us on this piece of work for a period of time, have reported significant improvement in both receiving service and communication.

We hope to work with the schools further on progressing with these improvements which can only result in better outcomes for the children.

Customer satisfaction

We regularly achieve a rating of 95.8% excellent/very good from our service user satisfaction survey and we'd like to thank everybody who has taken the time to submit their feedback.

If you'd like to share your thoughts, scan the QR code or visit <https://www.smartsurvey.co.uk/s/service-user-satisfaction/>

SCAN ME



AJM supports veterans on Remembrance Sunday



AJM Healthcare marked King Charles III's first National Service of Remembrance as monarch, on Sunday, 13th November 2022, by providing 130 wheelchairs on loan to servicemen and women for the Remembrance Day Parade.

The National Service of Remembrance at the Cenotaph in Whitehall is held every year on

Remembrance Sunday at 11.00am. It ensures that we never forget those who have sacrificed themselves for our nation. On this day, we come together as a country to honour all of those who have given their lives in war and show our appreciation for the freedom and way of life that we enjoy today.

It is an important day for veterans, serving members of the military and their families. The wheelchairs will be a great help to those that need them, and serve as a reminder of the important role we must all play in supporting those who have sacrificed so much for Britain and the Commonwealth.

Wheelchairs were also available at the Festival of Remembrance at the Royal Albert Hall on Saturday, 12th November.

Guy Eatherington, AJM's customer relations director, said, "It was a privilege to be able to support our veterans on Remembrance Sunday – it was truly moving. We will never forget the sacrifices they have made for us and our country."

This act of kindness was especially poignant given that the wheelchairs have been bought especially for this occasion. The wheelchairs were available from the AJM Healthcare gazebo at Horse Guards Parade Ground, with AJM Healthcare staff on hand to adjust the wheelchairs for comfort.

David Wales-Durrans, AJM Healthcare Service Operations Manager said, "As a former WO2 (SSM) it is my utmost pleasure and honour that AJM are involved in providing support for this worthy cause."

The wheelchairs will now go towards bolstering NHS wheelchair provision, at no additional cost to our National Health Service.

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