

Welcome to our newsletter. We hope that you will enjoy reading some of the stories from our service. This month we are delighted to share a Google review that we received recently from Sophia.

What you told us

My experience started with Christina who assessed my son and was so polite, caring, respectful and professional, yet showed such compassion and kindness towards my son and I.

Upon chasing up my son's case I was dealt with by a lady named Joanna who was more than willing and happy to help me and call relevant colleagues to meet my enquiries. On the occasions she said she was going to call me back, she did promptly! She was amazing to say the least and I cannot thank her enough.

The time came to pick-up my son's chair in-house. As I parked up, I asked for assistance from a gentleman named Marlon who had such great work ethic and was more than happy to help with my enquiries. I went in and was greeted by three other women who all asked if I was being seen to and were eager to help if needed; all being so friendly and happy.

Joanna came out and was very much quick and determined to make sure everything went smooth, with such a great positive attitude. Marlon was then called to fix and amend the wheelchair teaching me how to navigate and fold away; he also had such a happy and positive energy about him and was very much interacting and laughing with my son, who normally would get quickly frustrated and anxious being in unfamiliar surroundings. But, to my surprise he was very comfortable and happy to be around both Joanna and Marlon.

All in all, the staff I met today were all amazing and very much happy despite it being nearer to the end of the day and, probably quite tired from a long day, they definitely didn't show it. I really cannot fault this service. All thanks and praises to the staff who make it happen. A huge thank you to the wonderful Christina, Joanna and Marlon - you three are incredible and the team at this branch work amazing together from what I saw. Such a magnificent and warm ambiance/atmosphere.

Service user forum

Schedule of meetings for 2023

Wednesday 1st February
Wednesday 1st March
Wednesday 5th April
Wednesday 3rd May
Wednesday 7th June
Wednesday 5th July
Wednesday 6th September
Wednesday 4th October
Wednesday 1st November
Wednesday 6th December

All meetings start at 11.30am
and finish at 1.00pm.

Introducing

Robert Haley

Park Royal
Customer Services
Manager



“I am delighted to join the team here at AJM and have a lot of experience in the customer service market and am looking forward to utilising my skills here.”

You said, we did

When you get engaged, great things happen

Customer service is vital to any business and should always be a top priority. At AJM, we understand that customer service is key to success. That's why we strive to ensure our service users feel heard and cared for with each interaction.

To further enhance our customer service, we have employed a new customer service manager and implemented several new initiatives. We have increased our customer service advisors and added new phone lines to ensure that our service users' calls are answered quickly. Our advisors are well-trained and knowledgeable on all of our services, and they are always willing to answer any questions or address any concerns you may have.

Our December call-handling success was impressive; we managed to increase our response rate by 15% compared with the previous month. The numbers demonstrate our success in providing a more efficient and helpful service.

Overall, we are committed to providing the best customer service possible. We believe in putting our service users first and we hope that these changes will help us better serve them and make their experience with us more enjoyable. Thank you for your feedback and suggestions, as they are always appreciated.

What was it that interested you about working in health care and becoming a Service operations supervisor?

I have always been drawn to the health care field because of its potential to make a real and tangible difference in people's lives. I believe that healthcare is one of the most important and meaningful fields to work in, and I am honoured to have the opportunity to make a positive impact in this way.

What motivates you to get up in the morning?

I love my job as a Service Operations Supervisor, and the dynamic and challenging nature of healthcare/wheelchair services keeps me engaged and excited to come to work every day. I feel that I am in the right place, doing something that is both important and enjoyable.

What does a typical day look like for you?

My typical day includes overseeing and managing the day-to-day operations of multiple departments including customer services, logistics, and engineering. It's a challenging job that requires me to constantly be on my toes, with my day filled with various responsibilities and tasks; but I enjoy the challenge and it keeps me motivated. I find great satisfaction in knowing that my work contributes to the smooth running of the depot and overall customer satisfaction.

Hobbies and interests. What do you do to unwind?

I have a wide range of hobbies and interests, one of them is the technology behind aviation. I am fascinated by the science and engineering behind aircraft, how they are built and maintained. I enjoy reading and learning about the latest advancements and breakthroughs in the field of aviation and other technology.

I also enjoy travelling to new places and meeting new people, it's a great way to explore the world and learn about different cultures. I find that travelling allows me to step out of my comfort zone and experience things that I wouldn't otherwise have the opportunity to see or do.

To unwind, I like to spend time outdoors. I enjoy cycling or just taking a walk around my local park. I find that being in nature and getting some exercise is a great way to clear my mind and release stress. I also like to read, listening to music, playing video games or watch documentaries. These activities provide an escape from the every day and it allows me to relax and recharge.



Repairs

Did you know your NHS wheelchair is repaired free of charge?

We will come to your home, school or workplace to carry out the repairs. All you need to do is contact our customer service team to arrange an appointment.

Reassessments

It is important to know that you have the ability to self-refer yourself for a reassessment, should your wheelchair no longer be suitable for your needs. Please call or email the customer service team and they will help you set up an appointment.

During this appointment, we will evaluate your current needs and prescribe a new wheelchair and/or cushion, as needed.

Complaints

We're committed to addressing any concerns our clients may have in a timely and efficient manner. Our escalation process is closely monitored to ensure that all complaints are followed up on thoroughly and regularly to ensure that all expectations are being met.

We advise clients to call our service first, where a manager will address their concern directly.

Our team checks the complaints inbox every day to make sure there are no new issues.

Customer service contact details

Tel: 0808 164 2040

Email: parkroyal@ajmhealthcare.org

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

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