

Alan Patchett
Chair, Healthwatch Sunderland
Room 608, Hope Street Exchange
1-3 Hind Street
Sunderland
SR1 3QD

Date: 19 November 2018
Our ref: PF/jd

Dear Alan

Healthwatch Sunderland: Community Equipment Services Report - Update

I am writing to update you on the progress that has been made against the recommendations contained in the Healthwatch Sunderland: Community Equipment Services Report.

Recommendation 1

- Significant work is currently being undertaken with Prescribers to improve systems to enable Prescribers, in line with their current responsibility, to inform customers of delivery times and dates.

This work includes the following:

- Information on the IT system becoming mandatory to be completed before a Prescriber can move through the ordering process. This ensures all appropriate information is in place to enable the speedy ordering and delivery of equipment.
- Equipment delivery staff contacting the customer on the day of delivery to ensure the proposed time of delivery meets customer requirements. We are also looking to introduce a new TEXT update system shortly, which will allow customers to be informed by TEXT on delivery date arrangements.
- The introduction of a Click, Browse and Collect system. This will allow Prescribers to order directly from the stores and collect the equipment on the same day, so they can give and demonstrate the equipment to customers directly.
- SCAS is currently working with Commissioners and Prescribers to review the equipment offer and to carry out a range of service reforms to ensure improved customer service.

This work includes:

- Review of the Equipment Statement of Purpose. This will enable greater use of Electronic Assessment Tools to ensure the prescriber is ordering the correct equipment to meet customer needs.
- Improving the Website to enable customers to order, where appropriate, equipment directly.

- Improving systems for assessment, ordering and delivery of wheelchairs.

Once this work is completed, a range of promotional posters and leaflets will be developed and used to explain how people can access and use the service.

Recommendation 2

- The membership of the various Community Equipment Service groups has been reviewed and updated to ensure better representation of Commissioners, Prescribers and CSE Stores staff. This will ensure the improvement of the service and associated systems.
- In 2019, the Community Equipment Service will inform and attend service user groups to provide an update on the changes to the service. These changes are designed to improve the service, whilst enabling the Community Equipment Service to meet the current high demand for equipment and operate within the agreed budget.

Recommendation 3

- The Community Equipment Service is working with Prescriber representatives to put in new systems which will show equipment stock levels. This work includes reviewing the range of equipment provided by CES to ensure a clearer and improved equipment offer.

Over the last four months considerable work has been completed to improve the Community Equipment Service and to address the findings from the Healthwatch report.

Moving into the New Year, the service will start to attend Service User Groups and to provide improved information and leaflets about the service which will be aimed at enabling people to use the service better and to explain the purpose of the service.

I hope this provides you with the update on the progress made against the findings of the report.

Yours Sincerely



Philip Foster
Chief Operating Officer
Direct line 0191 561 8950
Email philip.foster@sunderlandcareandsupport.co.uk

Sunderland Care and Support Ltd
Leechmere Centre
Carrmere Road, Leechmere
Sunderland SR2 9TQ
T: +44(0)191 520 5000
E: info@sunderlandcareandsupport.co.uk
www.sunderlandcareandsupport.co.uk

Company Number 08681649
Registered in England and Wales
Registered Address Civic Centre, Burdon Road, Sunderland SR2 7DN