

Quality improvements within the active user pathway



Mersey Care
NHS Foundation Trust

Summary

Liverpool Wheelchair Service has recently reviewed the active user pathway to provide an improved experience for our patients. The purpose of this poster is to share local experience of the key areas the service has reviewed and implemented changes.

Aims and Objectives:

- To identify key areas of improvement within Liverpool Wheelchair Service active user pathway and commissioning
- To share implemented changes and learning the service has experienced to best support the needs of active user patients.

Background: Pathway Pre-review

The service completed a review of the current pathway and identified key areas where we could improve upon and gaps in provision.



Improved assessment or review

- Increased knowledge and skills of staff following additional training
- Application of additional knowledge and skills to provide more detailed assessment
- Increased stock of assessment wheelchairs and parts to aid assessment process and support joint decision making with patients.



Use of PWB top up or notional plus

- Widens scope of patient choice and access to increased features within active user range and parts. For example, spinergy wheels, light up castors, ellipse pushrims
- Access to lighter weight or carbon fibre chairs.



Key areas of development

Bespoke adjustments

- Supports improvements or changes in patient ability to support independence and function
- Supporting progression of wheelchair skills to the individual
- Exploration of benefit of gap in service re: commissioning scheduled reviews.



Improvements in stock held within service

- Enables bespoke adjustments
- Supports wheelchair health check by an engineer team and immediate repair
- Reduction in potential for less active loan provision
- Reduction of impact on active user independence and function.



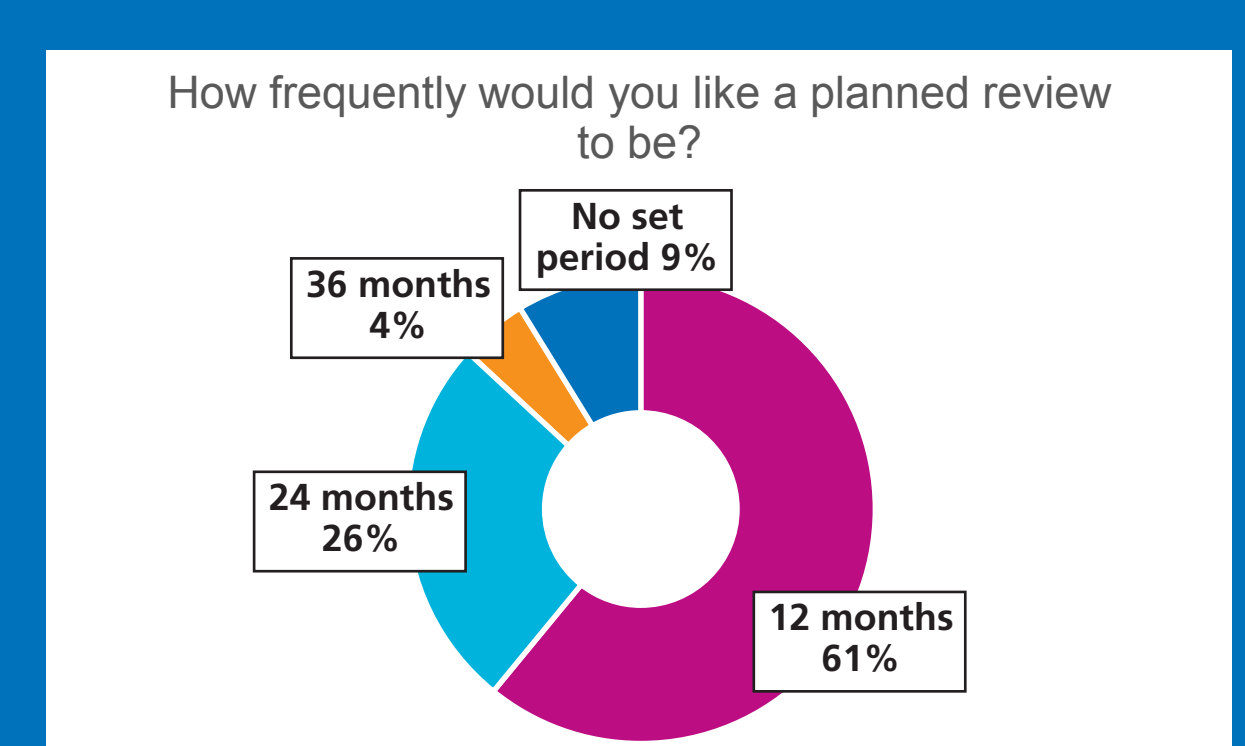
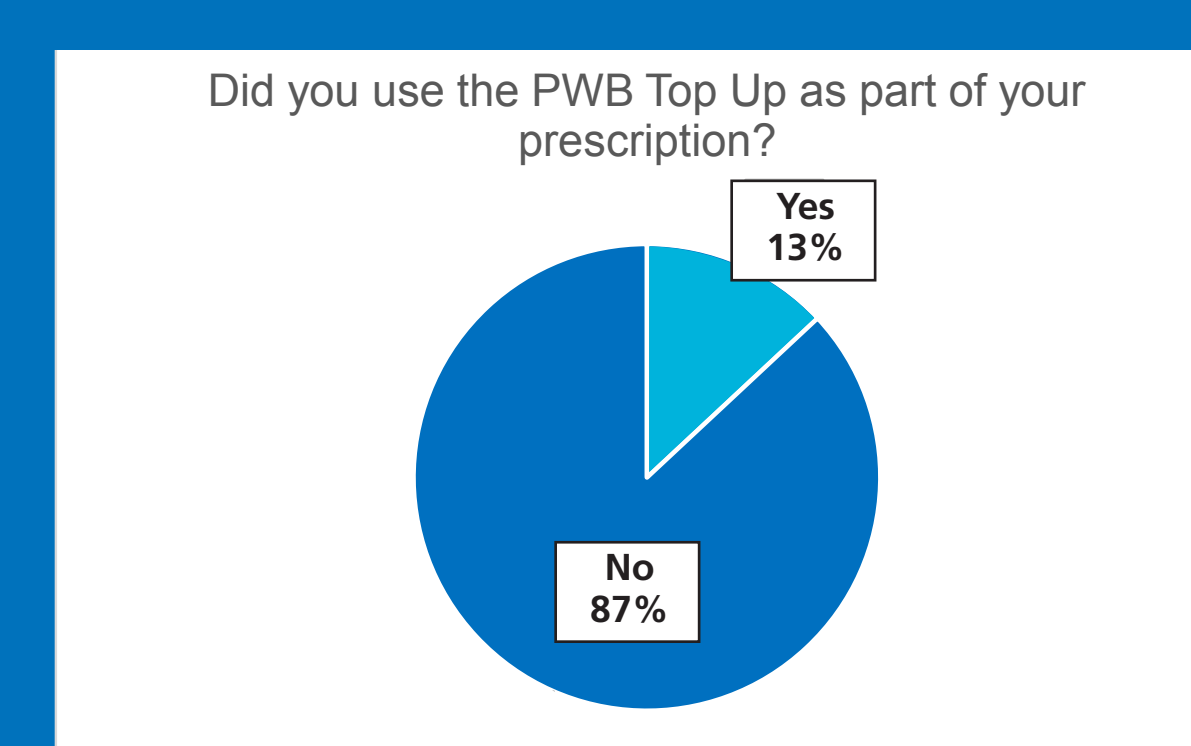
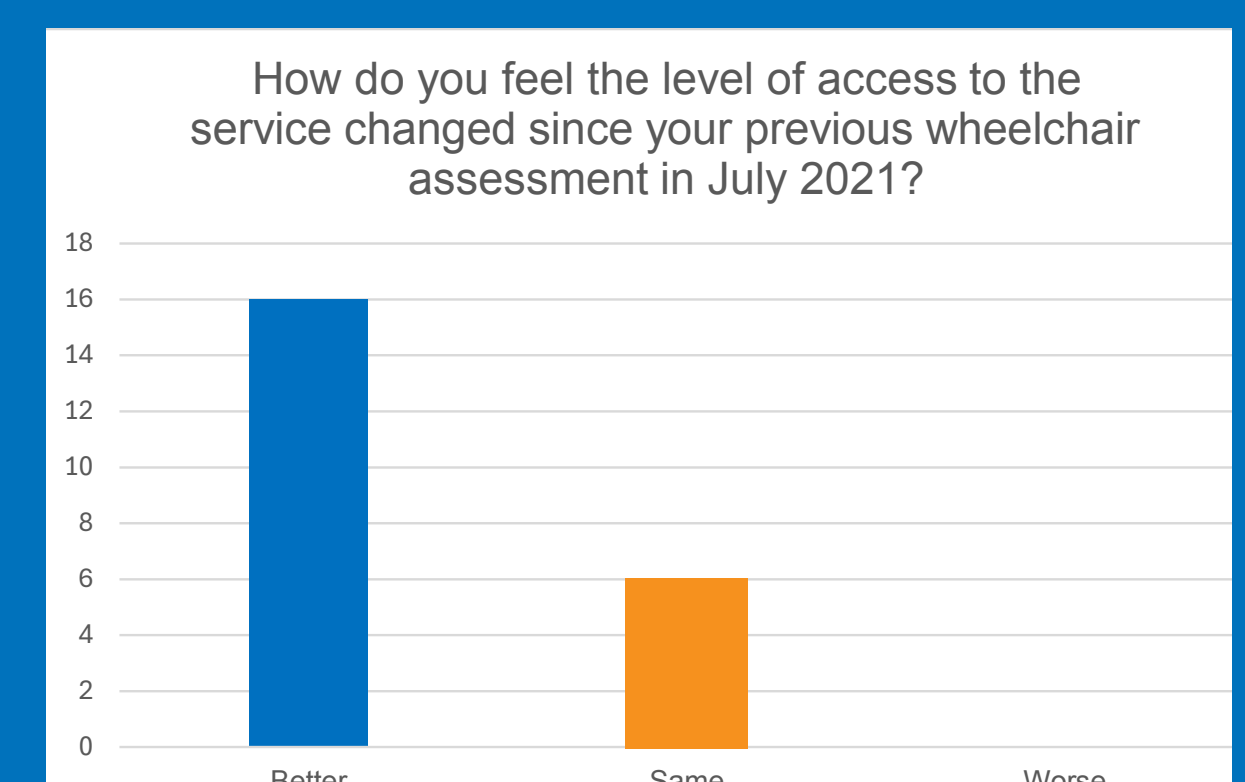
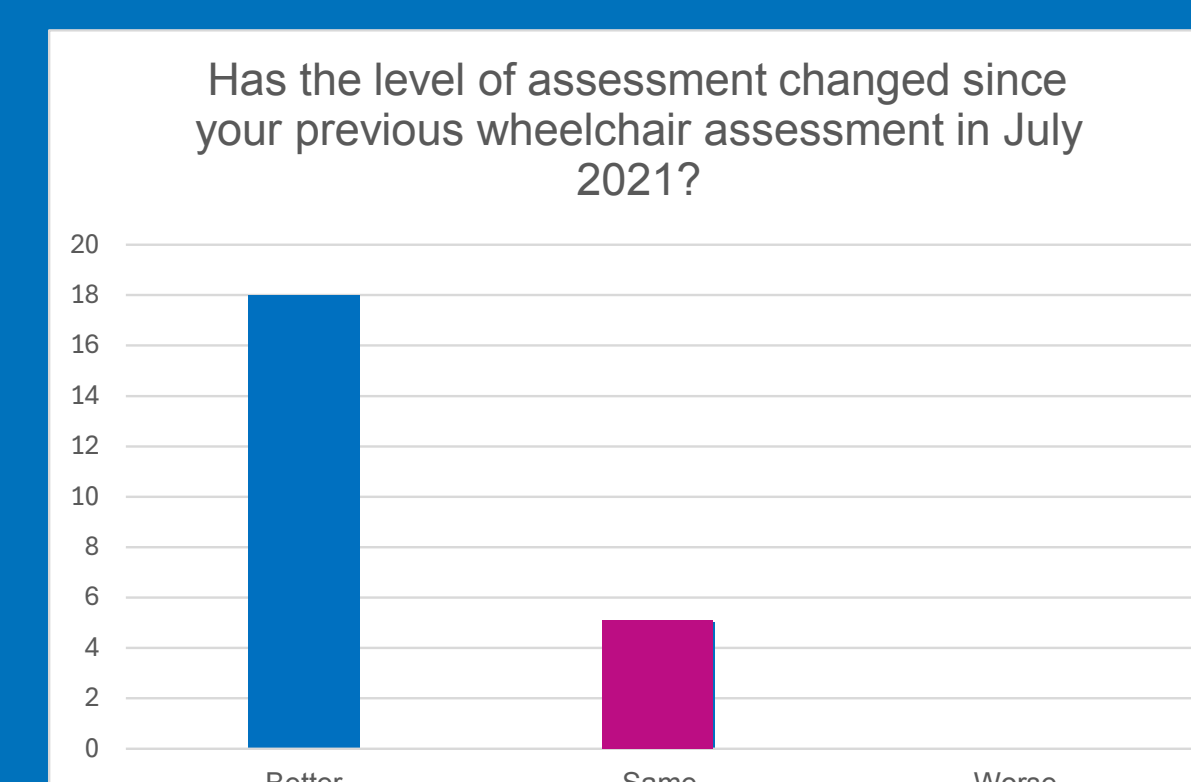
Pathway: Post review



Discussion and outcomes:

- Patient feedback was collated to identify whether changes made to service provision have had a positive outcome for patients. Patient feedback supports the changes made to the active user process
- Use of the PWB notional plus or top up to provide more choice has been a positive experience for patients. It has enabled patients to access better specification of wheelchairs still within NHS provision. Repairs continue to be managed by the service. This has opened up more opportunities to meet patients health and well being goals, rather than just clinical goals of prescription
- The pathway review gave the service the opportunity to highlight gaps in current service provision and commissioning, in particular the need for scheduled reviews to support bespoke adjustments and progression of patients function and ability in active user wheelchairs
- Training, knowledge and skills have improved, to support further development across the team, a skills resource is being developed alongside in-house training to share the in depth knowledge and skills across the team
- Further areas of development planned include exploration of the use of power assist devices. Development of wheelchair skills training and resources for new adult active users to achieve the best functional mobility.

Patient feedback



Please see handout for references and bibliography