

Tryb4uFly – Expanding the Service to Improve Accessibility and Quality

Kate El Bizanti, Queen Elizabeth's Foundation (QEF) mobility centre

Summary

Tryb4uFly is a novel and unique opportunity for individuals and their carers to explore the practicalities of flying with a disability. A review of the Tryb4uFly processes and appointments was undertaken to improve the quality of information, and to provide some flexibility in accessing appointments.

Aims & Objectives

The Tryb4uFly service was redesigned so that individuals can choose the approach that suits their needs best. Appointments can be provided by a range of staff, either remotely or in-person, while maintaining the high level of knowledge. Tryb4uFly is now available as a range of services: freely available online resources, a consultation appointment, an assessment appointment, and an equipment hire service.

Background

The Tryb4uFly service was launched following the production of the MERU TravelChair, so families could have the opportunity to trial this equipment to see if it was suitable. This service quickly expanded to include advice in liaison with airlines, assessment in an air fuselage, the opportunity to trial a range of different equipment, and an equipment hire service. Tryb4uFly was also introduced at two other centres in the UK.

Discussion

The redesign of the Tryb4uFly Service was piloted with two families with overwhelmingly positive feedback.

By separating the Tryb4uFly service into two appointments, a consultation and an assessment, the staff are able to provide better quality of information. It is also realistic that individuals will not want both appointments, and so can now choose which would best meet their needs. The leaflet has been modified to ensure information will not become quickly outdated and is now available online, along with a link to the Flight Guides, on the Tryb4uFly page of the QEF website.

Training of staff new to the Tryb4uFly service is a significant consideration particularly should other centres wish to provide this service.

Parental quotes

"We couldn't be happier with our Assessment and the staff at Tryb4uFly"

"They have given us the confidence to tackle all aspects of air travel with our daughter. Their support and knowledge has taken away the stress and anxiety that we were experiencing."

Email: Kate.El.Bizanti@qef.org.uk