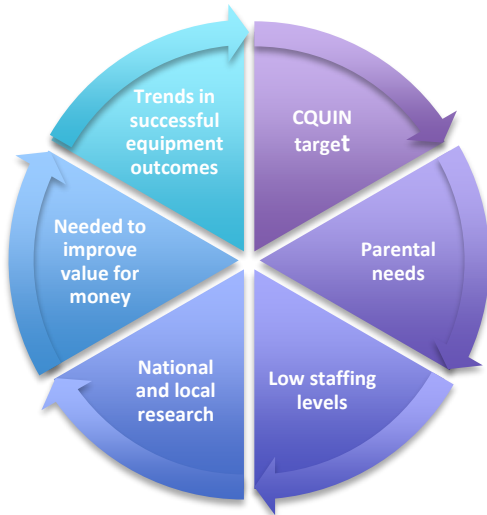


# Re-designing the wheelchair service for children in Croydon

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In 2013 Croydon Wheelchair Service piloted a re-design of its children's service. Working closely with equipment suppliers it established a bi-monthly clinic. This poster discusses the need and method of change and aims to share our experiences. The poster reflects work carried out over one financial year.

## Why did the service need to change?



## What did we know?

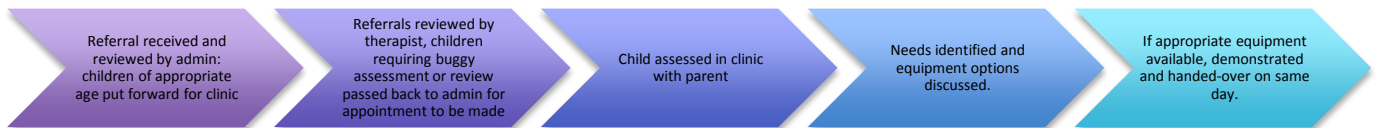
- Successful outcomes in provision had been identified where a child's postural needs and parental requirements were both met.
- Parental requirements identified;
  - Buggy weight
  - Easy to fold and stow in car
  - Aesthetics
  - Involvement in decision making and choice where possible
- Staff and financial resources would continue to be limited
- Needed to reduce waiting time to assessment and handover
- Buying equipment in larger numbers would create savings

## Resulting service re-design and process

Pre-booked 8 weekly buggy clinics with two suppliers

10-12 slots made available in two clinics rooms with two staff

Buggies pre-ordered from suppliers or from wheelchair service stock and delivered ready for clinic



## Challenges

- Not suitable for all children
- Increased resources to administer and prepare for clinics required.
- Investment in stock required prior to clinics/potential risk of over prescription
- Sufficient resources required to maintain service throughout the year.

## Successes

- Achieved Child in a Chair in a Day in approx 60% cases
- Client satisfaction high/High attendance rate
- Very effective use of staff resources
- Able to offer some choice
- Excellent support from maintenance contractor and suppliers



## What was learnt?

Positive experience for service users, families and staff alike. Although it was effective in reducing the waiting list and the unit price of equipment was brought down, the increased rate at which clients were seen put increased strain on the budget. Further understanding of local needs of families discussed as part of my MSc research.

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