

**Report on PMG commission:
“Service users' views on choice in wheelchair and postural seating services”**

Presenter: Jo Goodship

This scoping exercise has explored the issue of ‘choice’ for users in the provision of NHS funded wheelchair and postural seating services. In a series of focus groups and online consultations, user 'consultants' (recruited via three wheelchair services and one local authority community involvement team) have explained:

- the extent to which they feel they have choice in NHS services at present;
- what is really important to them in terms of choice in wheelchair and postural seating services;
- their awareness of the voucher scheme and how it works; and
- how choice for wheelchair service users could be improved, bearing in mind the financial constraints under which services are operating.

User consultants were also asked about the best methods to employ for a wider, nationwide consultation with wheelchair and postural seating service users. The key findings and themes to emerge from this first, qualitative element of the scoping exercise will be presented to the Conference. Jo Goodship will also outline how these findings will inform the design of a short user-friendly survey instrument on 'choice' which, in the second phase of the scoping exercise, will be piloted with volunteer user consultants.

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