

## Concerns received regarding Opcare

**11/12/15**

New provider for the wheelchair service - Enquirer has tried many times to contact Opcare in Harrow, she needs her wheelchair fixed. She had left her number but did not receive a call back.

*HWH contacted Opcare Head Office and spoke to Paul Moir. Contact is Hailey Munroe who was out of the office today. Paul will contact the Harrow office and also call Enquirer.*

**26/04/16**

Enquirer rang regarding his wife. Complaint regarding the new wheelchair provider. The Enquirer had rung many times and left messages which were not returned. His wife had an assessment Nov/Dec for electric chair and when it arrived it didn't fit. Issues with the manual chair which need replacing.

*HWH -Gave out details for CCG, discussed health advocacy for complaint and suggested HAD's as a useful organisation. Contacted Opcare HO and received email correspondence from Mr Miller, Operations Director - as follows: "We have discussed Mrs HK and are trying to fast track the order to arrange delivery ASAP."*

**12/07/16 - please note this was shared from Advocacy to HW Harrow**

I am currently in receipt of an Ottobock 4 (powered wheelchair) and an Action 2 (Manual wheelchair) and I make good use of both of these chairs as I am unable to walk or weight bare at all.

I was interviewed by Harrow as they were reviewing the previous repair company, Millbrook's performance. Millbrook was then replaced, but they were far better than the new company 'Opcare'.

For months now I have had to endure inadequate service from the new Harrow wheelchair service repair company 'Opcare'. I have been spoken down to, treated unfairly and made to wait for wheelchair parts which help me to access an active lifestyle that I chose to live. Disabled, or not, we all have a choice and mine is to live life as fully as I can. Opcare do not seem to understand or respect this, while treating me like someone whose life can 'wait'.

On one occasion, I called to report a broken footplate on my powered wheelchair. These often break as they are the aluminium kind, rather than the steel design. I spoke to Opcare's repair department (a woman called Linda, whom I frequently talk to) and was ridiculed. I reported the problem, her reply was "oh, we seem to be coming out to you every two weeks or so". Ricci, it's not particularly what she said as it is fact, but how she

said it was very condescending! I apologised for being a wheelchair user that makes the most of this circumstance and therefore may need more frequent repairs than others. I then waited weeks for the standard part to be delivered.

I have waited numerous times for numerous parts. Footplates, hangers, a new battery, to name a few.

On the most recent occasion, the left footplate (on my powered chair) literally snapped in half. I have reported this and waited over two months for it to be replaced. The break is causing my left leg not to sit properly and therefore my spasticity is increased to the point of embarrassment every time I go out.

I bought tickets (in February) for a concert in Wembley Stadium, this weekend. I am going with a friend who I would not like to push me in my manual chair. I would like to use my powered chair as this is what it's for (access to the community). I don't want to be dependant this weekend. I am going with a friend who is NOT my carer! I am being forced by Opcare, to treat me FRIEND as my CARER. This is not fair!

I have had enough of being spoken down to and treated like a second class citizen. I did my best to deal with this situation without external help; however, even though I can self-advocate to an extent, they are not taking me seriously at all. I need help to deal with a clear breach of my human rights.

*HWH - received complaint from Health Advocacy Service*

## **25th July 2016**

Enquirer rang regarding his wife who has a wheelchair, issue regarding the cushion which is an airlock cushion which needs to be re-inflated. They called Opcare (020 8427 2881) on Friday 22nd July and were told that a therapist would call back and they never did. Enquirer has called again today and was told that a therapist may call back this afternoon. The Enquirer felt that there was a lack of co-operation with the call he received.

*HWH rang and left messages for Andrew Miller, Operations Director and have not heard back from him.*