

Medequip evaluation report
What people in Kirklees think about
the services Medequip provides

December 2022



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Our work at a glance...

Why we did this work

In 2021, Medequip asked Healthwatch Kirklees to work with them to develop a 'service user forum' and / or to develop other ways of generating and collecting feedback from people who use, or might use, Medequip's services

What we did

Healthwatch Kirklees initially trialled an 'Independent Living Forum' - a space where people could come together to get information about staying independent and where they could give feedback on Medequip's services. There was little interest in this, so alternative ways of gathering feedback were developed which included going out with one of Medequip's delivery drivers to people's homes and running a week of engagement focussed solely on obtaining feedback on Medequip's services.

What people told us

Feedback so far has been overwhelmingly positive. Here's just one example:

Caring staff

June 24, 2022



I spoke at length with one of the team over the phone about my mobility struggles and they really helped me find what would be useful for me. I ordered a chair and some grab rails and it was delivered within the same week. They really care.

How we will use people's feedback

All feedback has been passed on to Medequip; they have responded to the reviews left on Healthwatch Kirklees' website. Reviews and responses can be seen here:

[Medequip Assistive Technology Healthwatch Kirklees](#)

What next?

Healthwatch Kirklees has passed on the learning from this engagement to Medequip, to their commissioner and to other Healthwatch who have been asked to do similar work with Medequip in other areas.

Background

Medequip is the largest provider of Integrated Community Equipment Service (ICES) in the UK. The service is provided on behalf of the NHS and County Council (s) and includes all the aids, equipment and minor adaptations people may need when returning home from hospital or to maintain and improve their independence at home.

Medequip currently manage 41 contracts across England and Wales, including Kirklees. Medequip has a strong tradition of partnership working and customer care. It is building on these qualities to focus on co-production and community engagement to deliver its vision of “keeping people independent for longer”.

Medequip wanted to work with Healthwatch Kirklees and other local partners to improve their approach to collecting and acting on people's feedback to enhance service provision. They were looking to establish a service user forum as one of the ways to maximise opportunities to gather the views and lived experience of local people accessing their services and asked Healthwatch Kirklees, as an independent organisation, to facilitate this.

What we did

We reached out to people in a variety of ways, starting with a pilot forum which attracted only a small number of service users, and then moving on to use some different engagement techniques to appeal to a wider audience.

Independent Living Forum

We promoted an 'Independent Living Forum' as a place for people to give feedback on Medequip's services and also where people can find out about information and support available to help people stay independent.

Example poster

MED2QUIP
healthwatch
Kirklees

LIKE YOUR INDEPENDENCE?

Join the new Independent Living Forum to share your views with the frontline team who deliver mobility and care equipment across Kirklees. Hosted by Medequip and Healthwatch Kirklees, it's a friendly space where we'll listen and improve our services based on what you tell us.

Join the first Zoom forum on Weds 3rd November 2-3 pm
Register via: www.healthwatchkirklees.co.uk/news/ilf/

If you can't make it to this event but would like to find out more or share your views please get in touch with our friendly team.
T: 01924 450 379 E: info@healthwatchkirklees.co.uk

Asking you what makes your life easier, safer and more independent.

INDEPENDENT YOUR CARE EQUIPMENT COMMUNITY

A communications toolkit was produced and promotional materials were shared widely on social media, with partner organisations and through Medequip's delivery drivers, all encouraging people to join the forum.

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Everyone is welcome, it's free to join.

The Independent Living Forum was delivered twice online, in November 2021 and February 2022. Despite being heavily promoted, attendance was poor on both occasions so we decided to try a few other approaches, rather than running another Forum.

Website reviews

In addition to planning and delivering the Forum, Healthwatch Kirklees promoted the opportunity for people to give feedback on Medequip's services by leaving a review on Healthwatch Kirklees' website and Medequip were able to respond directly to the reviews: [Medequip Assistive Technology Healthwatch Kirklees](#)

Information signposting

In 12 months, Healthwatch staff have provided information about and signposting to Medquip's services for 22 people.

Healthwatch on tour

An Engagement & Information Officer has also been out with a Medequip driver to gather feedback directly from service users and carers in their homes. These interactions have proved invaluable; feedback is gathered but there's also opportunity to provide information and signposting, such as telling people about support that's available to carers. This has worked so well that going out with a Medequip driver is now a regular, monthly activity for Healthwatch Kirklees.

Focussed week of engagement activity

From 20-24 June 2022, all engagement in Kirklees focused on gathering feedback on Medequip's services. Engagement workers visited 3 separate groups: a carers support group, a lunch club and a disco for people with a disability and feedback was obtained in these settings. One of our engagement workers also went out with a Medequip driver during this week and spoke to 6 people who were receiving equipment. Messages on our social media highlighted opportunities to give feedback on Medequip's services via the website and informed people about how to return equipment using the 'amnesty bins' at various locations in Kirklees.

Social media posts





What people said about Medequip's services

Forum

Discussions we had with people who attended the Forum included the following:

- Some people are unaware of what Medequip does and how to access their services. Healthwatch explained that Gateway to Care is a good starting point if an assessment is required for someone. Contact details and information were provided.
- Questions asked around whether equipment is free, loaned or paid for; Medequip explained that some equipment is paid for by the NHS or social care and Medequip provide, service and repair this equipment. Other equipment can also be purchased.
- One person shared that they had been given a walking stick by social care but it was a 3-pronged stick with a bent handle and the person didn't like using it. The person purchased their own stick, which was foldable and better suited their needs. Medequip agreed that what is clinically appropriate may not always suit the needs of the person. Medequip said that prescribers, such as Occupational Therapists (OT's) can do special orders. They said this feedback will be shared with commissioners and the equipment review team.
- We talked about recycling and reusing equipment and shared the map of 'amnesty bins' in Kirklees

We also kept in touch with people in between Forums by sending an email with information relevant to wellbeing and staying independent.

Website reviews

Feedback obtained through website reviews can all be seen here [Medequip Assistive Technology Healthwatch Kirklees](#). These reviews were obtained during outreach sessions, through talking to people directly when going out with a delivery driver and as a result of social media promotion of the review section on Healthwatch Kirklees' website.

Some example reviews are highlighted below:

Helpful service

June 24, 2022

★★★★★

I needed lots of big bits of equipment collecting from my Dads house after he had passed and these guys did it within the same week which was helpful. I have a couple of walking aids that I will take to the amnesty bin now I know about it too.

Anonymous

Reply from Medequip Assistive Technology

We at Medequip are sorry to hear about your loss. We always do our best to arrange quick collections at such times as it can be a great help to the family at such a stressful time.

The amnesty/collection points are also a very good part of our co project with the NHS to increase the number of items that are returned to help us and the NHS increase our recycling processes.

Happy with equipment, service could improve

June 24, 2022



I've only used the service once to arrange for a bath seat to be installed for my mum. I called late one Friday and was told someone would give me a call back the following week but by the following Friday I hadn't had a call so I rang again and no one answered the phone. I eventually got through the week after that and did manage to get everything I needed for my mum but was frustrated with the initial hold-up as needed it ASAP. But very happy with the installation etc

Anonymous

Reply from Medequip Assistive Technology

Thank you for the honest feedback. We will look in to, and check why there was an issue with the phone calls and see if an improvement can be made there. We appreciate constructive feedback to help us improve, or fix issues we may have in any department. Thank you for your patience, and we are glad that you were happy with the service once contact was made. Thank you.

First time i have used the service. Brilliant!

June 21, 2022



This is the first time i have used the medequip service and we have had a delivery today of a key safe and wheeled walker . It was fitted for us and we got a demonstration on how to use it. Brilliant!

Anonymous

Reply from Medequip Assistive Technology

I am very pleased with this feedback. I hope these items you have had installed/delivered have a continued positive impact on your life going forward. Thank you.

Trusted service

June 21, 2022



I would be lost without this service . They are efficient . Only took a week from ordering the toilet seat to it being delivered and installed . All the staff are friendly and helpful . I can't complain at all .

Anonymous

Reply from Medequip Assistive Technology

Thank you for that feedback. I am very happy our team was able to respond and deliver a service you were so happy with.

All the staff are good .

July 5, 2022



All the staff are good, they have delivered several items recently and they let you know what day they are coming and they try to tell you within a 2-4 hour period. No problems whatsoever.

Anonymous

Reply from Medequip Assistive Technology

Thank you for taking the time to leave us feedback. It is great to hear when we have delivered items to people several times that they are always happy with the service we provide.

What next

We've asked people who attended the Independent Living Forum whether they would like to attend another. Just two people replied so we decided not to continue with this engagement approach.

Our engagement worker will continue to go out 1 day per month with one of Medequip's drivers as this is proving mutually beneficial.

Our engagement workers will continue to listen out for Medequip feedback during all their outreach sessions and provide information/signposting where required.

We will share learning from this engagement project with other Healthwatch who are asked to undertake similar projects.

**For more information, please contact Healthwatch Kirklees 01924 450379
clare.costello@healthwatchkirklees.co.uk**

