

# Medequip Feedback Report 2025/2026



## **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 contracts across England and Wales, including Kirklees. Medequip has a strong tradition of partnership working and customer care. It continues to focus on co-production and community engagement to deliver its vision of “keeping people independent for longer”.

Following previous engagement work, Medequip continued collaborating with Healthwatch Kirklees during 2025–2026, with the aim being to improve how they collect and use people's feedback to enhance their services. Medequip asked Healthwatch Kirklees, as an independent organisation, to help gather the thoughts and experiences of local people using their services.

## **What we did**

### **Healthwatch ride-a-long**

From July 2025 to March 2026, a Healthwatch Engagement & Information Officer joined a Medequip driver once a month during deliveries. This provided regular opportunities to speak directly with people using the service and their carers in their homes.

These conversations have been instrumental in collecting feedback and understanding people's real-time experiences of receiving equipment. They also provided opportunities for Healthwatch to share information and signpost people to additional support where needed.

### **Focused week of engagement activity**

From 13–17 October 2025, engagement activity in Kirklees focused on gathering feedback on Medequip's services.

During this week, Engagement Officers visited three community groups to obtain feedback. These included an over 55's social group, a disability-friendly coffee morning, and a community lunch group.

Overall, during this Medequip feedback focused week we spoke to 14 individuals and captured their experience of the service.

## Social media posts shared during this week

**Healthwatch Kirkles**  
Published by Hootsuite • 13 October 2025 •

Have you ever used Medequip?  
Medequip provides equipment and support to help people live safely and independently at home. They work with local councils and the NHS across the UK to make daily life easier for those who need extra help.  
If you've used Medequip, we would love to hear your feedback. Head to our website, leave a comment, or direct message us to share your thoughts and experiences.  
<https://healthwatchkirklesandcalderdale.com/>




**healthwatch**  
Kirkles & Calderdale

### We want to hear about your experiences and opinions on Medequip!

See insights and ads [Boost post](#)

2 6 1



**healthwatch**  
Kirkles & Calderdale

### Tell us about your experiences and opinions on Medequip!

**hwkirkcal**  
West Yorkshire

**hwkirkcal** Have you ever used Medequip?  
Medequip provides equipment and support designed to help people live safely and independently in their own homes. Working alongside local councils and the NHS across the UK, they make daily living easier for those who need extra support.  
If you've had experience with Medequip, we'd love to hear your feedback. Head to our website, leave a comment, or direct

[View insights](#) [Boost post](#)

1 like  
October 17, 2025

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## What people said about Medequip's services

From July 2025 – March 2026, we collected 54 reviews from people who had used Medequip's services. Overall, the feedback was largely positive.

Of the 54 reviews received:

- 42 were positive
- 2 were negative
- 9 were mixed
- 1 was unclear

Most people spoke positively about their experience of the service. Common themes included helpful and friendly staff, efficient delivery of equipment, and the positive impact the equipment had on maintaining independence at home.

People frequently praised the professionalism, kindness, and helpfulness of staff, particularly delivery drivers and technicians.

Many people reported that equipment was delivered promptly and worked well, with several highlighting how it made daily life easier. Installations were generally carried out effectively and, in some cases, staff took the time to explain how to use the equipment.

Reliability was also praised, with any minor issues, such as wear and tear, being quickly resolved.

Overall, the feedback reflects that Medequip provides a valued service with well-functioning equipment being its key strength.

*"The hospital team ordered a bed frame and some other items for my husband while he was in hospital. I was pleased that everything arrived within a week, as it meant his discharge wasn't delayed."*

*"One of the technicians who visited was kind, patient, and took the time to explain everything clearly, which we really appreciated."*

*"The order was made by my Occupational Therapist just four days ago, so I'm very pleased with the quick turnaround"*

*"I ordered a bed frame two days ago and was very pleased to have it delivered and installed so quickly. The chair that was delivered recently is also extremely comfortable."*

*"Have had several bits of equipment from Medequip - no issues with anything other than wear and tear on a seat cushion, which has now been replaced. Happy with the service. The Equipment has kept me as independent as I can be."*

Mixed and negative feedback was limited but highlighted some issues around delays, communication, and follow-up. Some people experienced delays in receiving, replacing, or collecting equipment, and in some cases had to chase for updates or action.

Communication was not always clear or consistent, particularly around delivery and collection times, which sometimes caused inconvenience or frustration. There were also examples of missed appointments or last-minute changes.

A small number of comments highlighted inconsistencies in service, such as not being shown how to use the equipment at the time of delivery.

Despite these issues, many people still reported positive experiences with staff and the quality of equipment once it was received, indicating that improvements in coordination and communication could further enhance the overall service.

*“The bath seat was delivered by the driver and left in the bathroom, but I was not shown how to use it. When I tried to set it up, I was unsure how it worked or where it should be positioned.”*

*“Although I appreciate that the deliveries were completed quickly overall, it was a bit inconvenient having to make sure that either myself or our daughter was home to receive several separate deliveries while I was travelling to and from the hospital every day. I would have preferred if all the items had been delivered together once everything was in stock.”*

*“I was given a delivery slot between 9am and 4pm, which was slightly frustrating as it required me to be available for the entire day.”*

Overall, while the majority of people reported positive experiences, the feedback shows that communication, timeliness, and clarity around equipment usage remain key areas where improvements could further enhance the service.

## **Next steps**

Healthwatch Kirklees has passed on the learning from this engagement to Medequip and to their commissioner.

We have asked Medequip to tell us how they are using feedback to make changes to how they deliver their service. We will add this to our report once available.

Our Engagement Officers will continue to listen out for Medequip feedback during outreach sessions and provide information and signposting where required.

We will continue to share learning from this engagement project with other Healthwatch organisations undertaking similar work.