

January 2019

AJM – Under New (GP-Led) Management

Management News: Following the growth and success of AJM Healthcare’s wheelchair business, AJM has undergone a management buyout funded by capital investment firm WestBridge Capital. A new Chairman has been appointed, Dr Andrew Dun, a former GP, with Mark Perress moving up from MD to CEO.



Dr Andrew Dun



Tim Whittard joins us as a Director from WestBridge, with Operations Director Steve Peck and Paul Ballard Finance Director as executive directors. Guy Etherington remains as Commercial Director and has additional responsibilities to represent the interests of Service Users at board level. Dave Long joins the board as Clinical Director.

These changes ensure AJM has is a robust, clinically-led and user-centric organisation.

The full story is set out in the December issue of Access and Mobility Professional magazine, with our very own CEO Mark Perress on the front cover!

www.accessandmobilityprofessional.com

Key Performance Indicators

The NW London NHS Commissioners monitor AJM’s performance against a set of standards called Key Performance Indicators, known as KPIs.

The KPIs cover variables such as assessment goal setting, referral to assessment times, delivery times, response to routine and emergency repairs, collections, communication preferences and safety.

Targets are set on each KPI which increase each year, ensuring a challenging work environment.

In November, once again, we exceeded our target in all 20 KPIs. Over a third of KPIs are now running consistently at 100% with the remaining KPIs at 95% to 99% (well done everyone!).

AJM is working with Service Users to co-design a Service User friendly KPI report.

Personal Wheelchair Budgets

A new concept for service users is the Personal Wheelchair Budget (PWB). This assigns a monetary cash value to your prescription which you are free to spend on a wheelchair as you wish.

The system has been in place for some months and does not apply if you already have a wheelchair, unless your needs have changed, and you are reassessed for a new wheelchair.

With a PWB you can purchase a wheelchair from any supplier without having to use the former Voucher system which was restricted to a small number of participating suppliers.

All service users will be offered a PWB, however they may not suit everyone due to the service and support arrangements would come from the supplier.

To address this AJM will offer a competitive range of wheelchairs at attractive prices with full service and support included.

New Customer Service Manager

Bashrat Hussain is our new Customer Service Manager. Bashrat takes over the role from Nicole Denney who has returned to her native Australia.

Bashrat joins AJM after working in the NHS and private healthcare sector for eight years mainly in Urgent and Primary Care. He has joined AJM at a time of great change and hopes to play an active role in the great and exciting change.

I have been trying to build up on the relationships with service users and working closely with the operations manager to bringing change and improvements to the team based in Park Royal.

Hailing originally from Birmingham, Bashrat has been working in the South for a few years and London has become a second home. He enjoys playing a variety of sports and travelling.

New Data Protection Standards



After achieving compliance with the national General Data Protection Regulation (GDPR) earlier this year, AJM is now working towards the NHS's new standard for Information Governance, the Data Security and Protection Toolkit (DSPT).

This standard replaces the current NHS IG Toolkit that AJM achieved at Level 3 at version 14.1.

The new standard is far more demanding and far-reaching and becomes mandatory in March next year.

User Technical Videos



1. A beginner's guide to NHS wheelchairs - Part 1 The Parts of a Wheelchair
<http://youtu.be/3DAQdhcGYAI>

Now available on YouTube are 12 instructional technical videos to inform users how to use and care for their wheelchairs.

The videos are accessed from a link in the NW London web page

<http://www.ajmhealthcare.com/nw-london-wheelchair-service/>

These videos have been professionally prepared in partnership with one of our key suppliers, Sunrise Medical.

Service Development News

A new system has been introduced to allow therapists to choose equipment from stock more accurately and more easily. This will have the effect of speeding up delivery times, especially where we are able to deliver a new chair during the initial assessment appointment (chair in a day).

It's a database designed to allow easy access by applying multiple filters to the data we hold on each piece of equipment, so you can be as generic or specific as you like, thereby maximising flexibility and accuracy.

AJM's quality wins NHS Derbyshire Contract

AJM will provide a fully-integrated NHS wheelchair service to residents of Derbyshire from April 1st, 2019. Commissioners evaluated tenders with a 90% weighting on quality with AJM scoring top of 5 bidders.

You said, we did...

You said...

We want better ways to give feedback

Help us with clear information about services in our area

Can you produce feedback in Easy Read format?

Can videos be provided to help users and carers?

Can wheelchair user manuals be provided online?

We did...

A new easy online survey that provides a quick and secure feedback is in place.

A Service User Guide codesigned with the service user group will be published in January

We have placed an order with a specialist company. Available from January 2019

12 U-tube links with QR codes are on the NWL webpage

A new web page for user manuals will be live in January

New Signposting Guide

Clinical News

Not forgetting service users who don't qualify for a wheelchair, this new guide provides a pathway for those with unmet needs.

AJM will provide support to users looking to loan, rent or self-fund wheelchairs from organisations like the Red Cross, and mobility shops in the NW London area.

The guide can be downloaded from our website.

<http://www.ajmhealthcare.com/nw-london-wheelchair-service/>

London Central, North West and Barnet Wheelchair Service
Mobility | Posture | Independence

Not eligible for an NHS wheelchair?

SUPPORT HELP
ADVICE
GUIDANCE ASSISTANCE

Pathway to alternative sources of wheelchairs

A new Rehabilitation Engineering Technician has joined the Park Royal team.

Sara Al-Zaidy comes from an engineering background and is currently undertaking a structured training programme to develop her knowledge and skills in this field.

She has already been assisting the broader team in clinical assessments and with assembly of seating systems. Once fully trained, Sara will be able to conduct more advanced work for the therapists and rehab

New Complaints Leaflet

Service User Guides

NHS **AJM HealthCare**

London Central, North West and Barnet Wheelchair Service
Mobility | Posture | Independence

We know we're not perfect...

Your Right to Complain

We welcome feedback of all kinds and treat every complaint as a welcome opportunity to learn and improve the service.

We know we are not perfect, and so this new guide is designed to help and support anyone who wishes to know the best route to gain satisfaction.

The Leaflet can be downloaded from the website.

<http://www.ajmhealthcare.com/nw-london-wheelchair-service/>

Coming soon is a range of Service User Guides with helpful information for service users to aid their journey through the care pathway.

It will help users get the best out of the service, while inspiring confidence and openness

What Happens Next: Your Wheelchair Assessment

Who is this leaflet for?
This leaflet is for people who have been referred to the NHS Wheelchair Service and have received a letter or a phone call informing you that you are eligible for a wheelchair assessment and have booked an appointment. The referral system in NW London is an open system where you may have referred yourself, or have been referred by a GP, health professional, or your GP.

What is a Wheelchair Assessment?
A wheelchair assessment measures your clinical needs and a prescription is made for the right wheelchair for you. The assessment may take 20-30 minutes. Your environment and the needs of your carer/PA, family or whomever will be handling your wheelchair.

How long do I wait for an Assessment?
If you don't already have an appointment, the assessment waiting time for an assessment is relatively quick and will depend on a number of factors which relate to the urgency as stated on your referral, the complexity of your case and the type of equipment needed, whether you need specialist seating assessment.

Who will undertake the Assessment?
A wheelchair assessment is undertaken by a trained individual, who will be allocated to your case depending on the complexity of your condition. It will be either a qualified Occupational Therapist, Physiotherapist or Rehabilitation Engineer. A Trained Assessor who is a trained wheelchair expert may be used for basic non-complex cases.

Where will the assessment take place?
You will be offered a choice of location:
AJM HealthCare
Unit 1, Abbey Road Industrial Park
Commercial Way
Park Royal
London W10 7XP
The Wheelchair Service
Vale Drive Primary Care Centre
Vale Drive
Barnet
EN5 2ED
Wembley Centre for Health and Care
Rooms 128c & 130c
116 Chiswick Rd

NHS **AJM HealthCare**

London Central, North West and Barnet Wheelchair Service
Mobility | Posture | Independence

What Happens Next: Your Wheelchair Assessment

Please bring the following information:

- Details of your consultant/your therapist who has referred you
- The height of your bed/toilet
- The width of the narrowest part of the room
- Details of medication you are taking (avoid things or transfer examples)
- Details of any sprays or creams

You must bring your carer/PA, who is the person in charge of your wheelchair. We will need to see their ability to handle the wheelchair. If you want a chaperone, you must bring them. Note that all our staff are DBS checked and have been hired on a full-time basis.

If you need a translator and/or your own, you must tell us. We can arrange a telephone-based or a BSL/MACATON sign translator. Let us know in advance so we can arrange for one to attend.

To ensure the best possible service we may involve other health professionals in your assessment that are involved with your care or your Care Plan.