

May 2018

Meet Anthony Munden our new Head of Service

Anthony joined us at the beginning of January bringing 8 years of Operations Management experience in wheelchairs and community equipment. Anthony's key role will be driving through improvements; building on our strengths and identifying areas of development through our continuous improvement process and service development plan.

Anthony will be proactively engaging with both staff and stakeholders, listening to experiences, opinions and suggestions, helping to make our integrated service even more reliable and totally effective when delivery successful service outcomes.

Anthony lives in Northamptonshire with partner Rachel and son Ronnie. As a family we enjoy weekends away, walking in the countryside and fun days out.



New Clinical Lead



Not so much 'new' - as David Long has been with us for over a year, as our Clinical Scientist. David has now become our full-time Head of Clinical Services providing strategic leadership and direction ensuring a coordinated and structured approach, focussed on the service user.

Dave's background is a clinical engineer and has spent many years working "at the coal face" in the field of wheelchairs, seating and posture management, at the seating service in Stanmore and then at the Specialist Disability Service in Oxford.

Prescriber Training



Throughout the year we've been running wheelchair prescriber courses at Park Royal. These are popular with therapists in acute and community settings.

The one-day course familiarises attendees with a range of basic wheelchairs and provides some elementary training in postural assessment, including how to measure up for a suitable wheelchair.

Course feedback is extremely positive and the courses always over-subscribed.

Health Liaison Manager

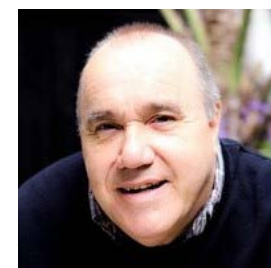
Rudi Breakwell-Bos has joined AJM to undertake a new and exciting role as Health Liaison Manager.

The role aims to ensure integration of the wheelchair service with other groups and stakeholders. This ensures a holistic assessment through other health professionals, carers and wider support contributing to clinical and lifestyle needs.

Rudi is also one of our North West London service users and an active member of our service user group.

Rudi has a good working knowledge of the health system, charities and voluntary groups. He will be able to penetrate hard-to-reach groups and ensure the service addresses health inequalities and deliver a fully joined-up service.

Rudi describes himself as highly analytical, quick-witted and energetic team player with a diverse background in media, arts, sport and charity work. A multi-lingual communicator with commercial experience.



CECOPS Refreshed

This month, AJM passed its annual CECOPS audit – a health check performed by an external authority to ensure the North West London wheelchair service is providing a quality and safe service.

AJM was the first company to be accredited for the CECOPS code of practice for Wheelchairs and Seating Services in May 2017.



State-of-the-Art Wheelchairs



Our clinical team took time out to attend the Naidex exhibition to keep them up to date with new equipment. We enjoyed meeting the manufacturers and suppliers and finding about accessories and other equipment that might benefit to service users, as well as experiencing using some ‘state-of-the-art’ chairs.

AJM meets GDPR



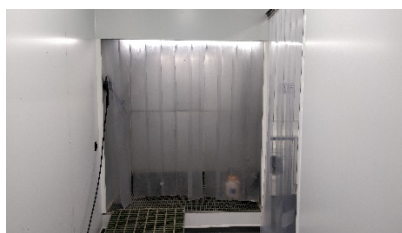
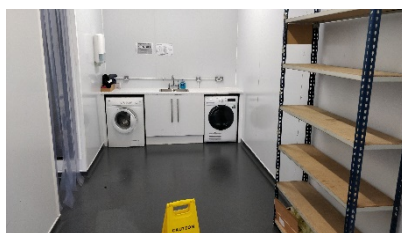
AJM has completed its requirements to meet the new data protection standard.

The General Data Protection Regulation (GDPR), which became law this month, is a new law on data protection and privacy for all individuals. The GDPR aims primarily to give control to citizens and residents over their personal data and to simplify the regulatory environment.

A GDPR impact assessment is available to commissioners and interested parties on request.

New Decontamination Unit Commissioned at Park Royal

The new Decontamination Unit at Park Royal is now in service following an upgrade to meet NHS Standards, MHRA and the Institute of Decontamination Sciences guidelines.



The unit features vinyl floors, sinks with long-handled taps, skin wash, alcohol foam and hand cream dispensers. The unit is cleaned daily according to the published schedules. ATP Testing to ensure the effectiveness of decontamination has been in place for over a year.

Complaints Policy Updated

In the interest of compliance, transparency and fairness, the AJM Complaints Policy and Procedure has been updated.

The complaints policy reflects National Health Service Complaints regulations, and takes into consideration the recommendations from the review of NHS hospital complaints system, which was commissioned by the Department of Health, following the Francis Inquiry.

AJM treats complaints as a ‘learning opportunity’ where lessons learned are managed through our continuous improvement process and service improvement plans.