

WIRRAL AND WEST CHESHIRE USER GROUP

TERMS OF REFERENCE

DEFINITION

A Wheelchair Users Group is a group of wheelchair users/ carers who meet regularly with the service provider and other interested parties, to discuss ways of improving the service for wheelchair users/carers. The group will also give the Trust and opportunity to respond to users' points of view and recommendations.

AIMS AND OBJECTIVES

The group will be proactive on behalf of the wheelchair users and their carers in influencing wheelchair service policy and practice.

ROLE AND FUNCTION

Service provider to meet regularly with wheelchair users/carers and any other appropriated interested parties.

- (i) To meet at least every twelve weeks.

Nominations for chairmanship will come from the group and be reviewed every twelve months.
- (ii) To be a forum for communication between service provider and users, enabling good information flow and improved understanding of how the service operates.
- (iii) For service provider to consult and take account of wheelchair users/ carers views in any change in wheelchair service policy/provision.
- (iv) To be involved in the consideration of standards, eligibility criteria, range and choice of equipment for assessment, contractual requirements, compliments and to note expressions of appreciation of the service.
- (v) To review user information and make any recommendations
- (vi) To work jointly with service providers on specific projects in relation to both the local and national agendas i.e. Personal Wheelchair Budgets, monitoring of service delivered by authorised repairer, and service improvement projects
- (vii) To be involved in achieving best value in the use of financial resources.

- (viii) The group to acknowledge that the role of service users within the group is purely advisory, but with the ultimate aim to empower service providers in achieving the common goals of all group members.
- (ix) To identify any gaps in the service provided.
- (x) To support their agenda the group will co-opt support from any necessary organisations and agencies.
- (xi) The agenda to focus on issues relating to the relevant service area (Wirral or West Cheshire).
- (xii) Wheelchair Service to ensure all user group minutes to be available as required

MEMBERSHIP

Open to any wheelchair users/carers across both sites of the Wirral and West Cheshire Wheelchair Service.

Service provider to ensure there is a robust recruitment system in place to provide the group with representation from a wide cross section of service users/carers.

Service provider to ensure there is attendance at all meetings of the Service Manager (or deputy) and a clinical/ engineering/ clerical member of staff able to represent the service according to the agenda.