

FAMILY VOICE PETERBOROUGH

wheelchair services
focus group

report

Introduction

Family Voice Peterborough is privileged to be given an opportunity to have representation on the wheelchair services steering group which has input into the commissioning of the service which is now up for review.

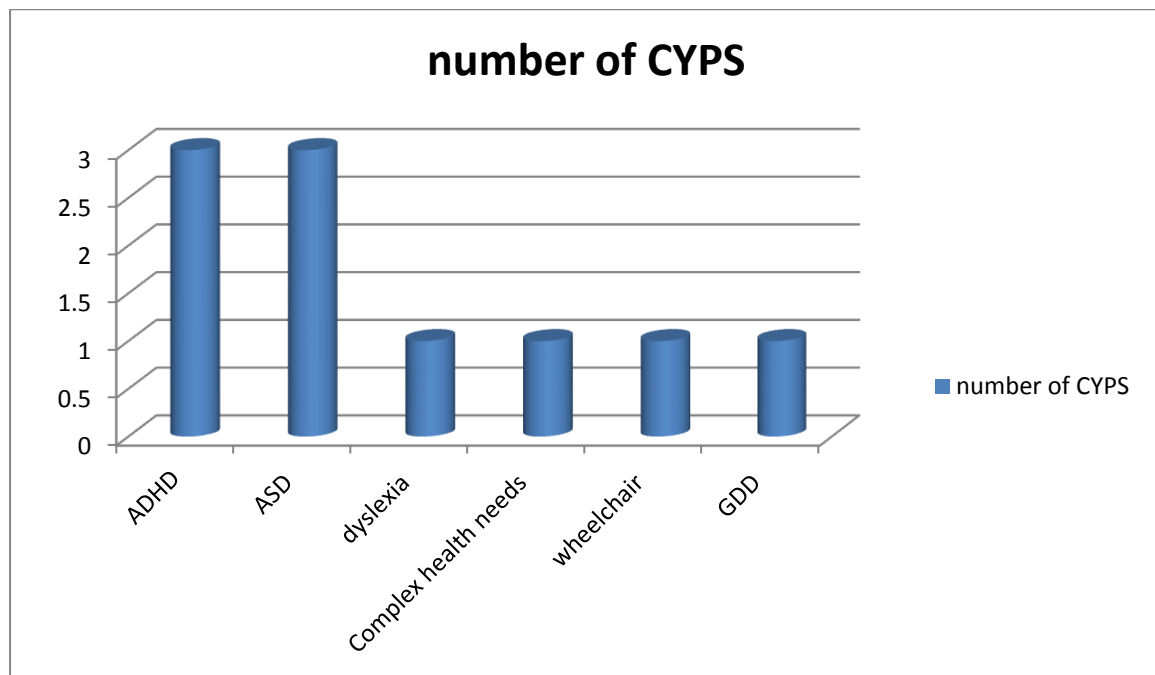
The purpose of the focus groups is to look at the service as it stands and where improvements could be made.

To facilitate this we asked parent carers to share their experiences and looked at the good the bad or the ugly.

Attendees

We had 4 parent carers of which are wheelchair services service users both with experience in children's and adults users

Demographics relating to children and young people



What we said

The Good

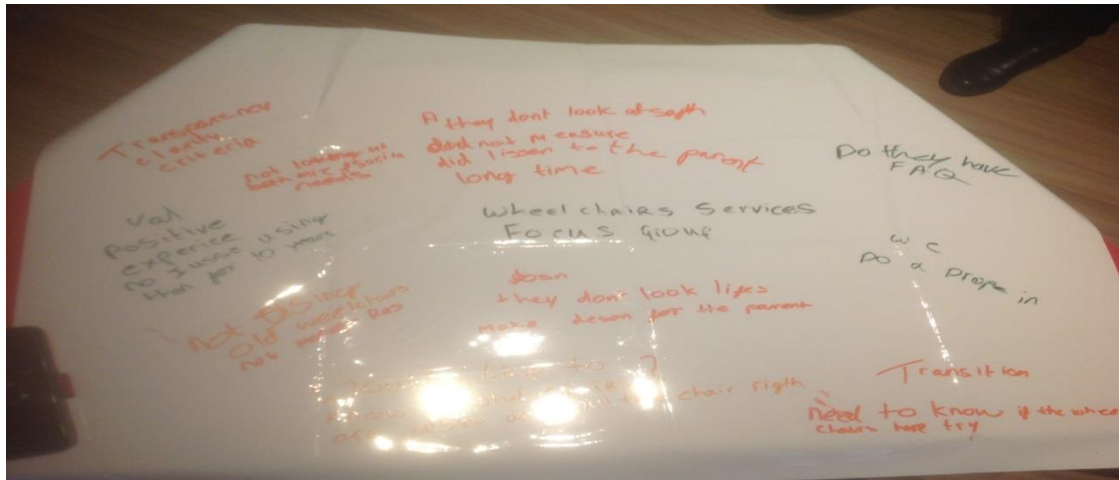
- “I have been a service user for ten years and have had a very positive experience with no issues”
- “a wheelchair services have a drop in sessions twice monthly”

The bad

- “What parents need to know i.e. FAQ’s”
- “Transparency within the service & clarity”
- “The criteria”
- “knowledge around what chairs are available”
- “Maintenance i.e. puncture proof tyres”
- “Not managing resources well i.e. old wheelchairs”
- “Transition”
- “How long you wait”

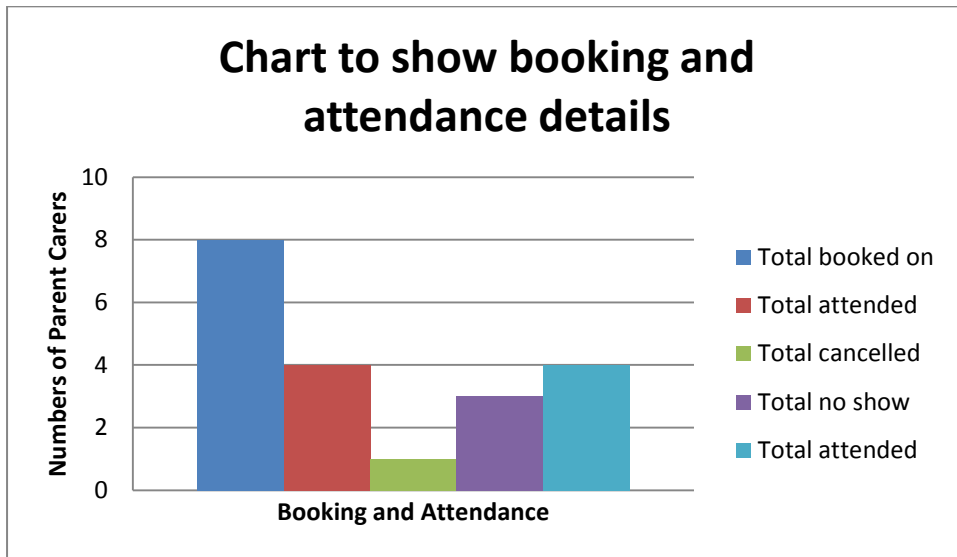
The ugly

- “Parents not listening to”
- “Child not been given an appropriate chair”
- “are not considering the lifestyle of the child’s needs “
- “a did not take into account the child measurements”



Feedback

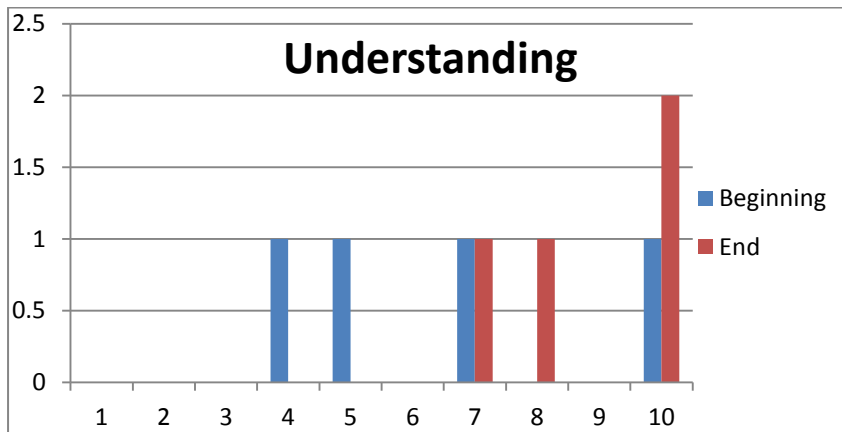
Attendance



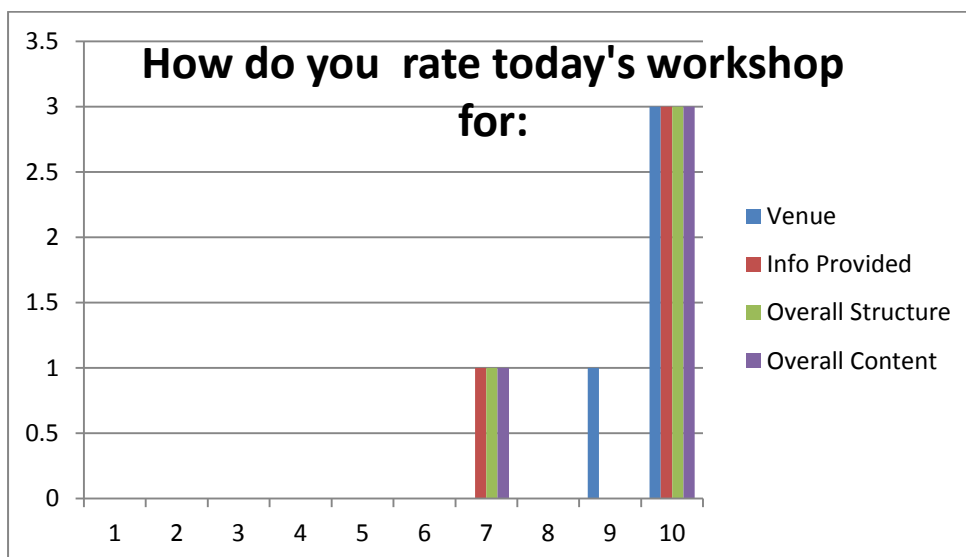
What attracted you to this focus group?



What is your understanding of the topic be discussed



How would you rate today's focus group



Which parts of the focus group did you find most useful and why

discussion

I was able to speak of the problems that's me and a friend had been having with wheelchair services and a they found out lots of useful information

short breaks survey

wheelchair services discussion

Which parts of the focus group did you find least useful and why?

though discussion was short breaks two

n/a

n/a

all of it

What could we have done better

more participants

n/a

n/a

Nothing