

WARRINGTON WHEELCHAIR USER GROUP

TERMS OF REFERENCE

DEFINITION

A Wheelchair Users Group is: -

A group of wheelchair users/carers who meet regularly with Service Providers and other interested parties to discuss ways of improving the service for wheelchair users/carers. The group will also give the Trust an 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 providers to meet regularly with service users/carers and any other appropriated interested parties.

1. To meet quarterly.
2. Nominations for chairmanship will come from service users within the group and be for a maximum period of twelve months.
 - a. To be a forum for communication between service providers and users, enabling good information flow and improved understanding of how the service operates.
 - b. For service providers to consult and take account of wheelchair users/carers views in any change in wheelchair service policy/provision.
 - c. 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.
 - d. To support their agenda the group will co-opt support from any necessary organisations and agencies.
 - e. To work jointly with service providers on specific projects in relation to both the local and national agendas.
3. To be involved in achieving best value in the use of financial resources.

4.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.

5.To identify any gaps in the service provided.

- a. Wheelchair Service to ensure all user group minutes to be available on Trust intranet site.

MEMBERSHIP

Open to any wheelchair users/carers who use Warrington wheelchair service. Charities who represent wheelchair users in Warrington may also be members.

Service providers 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.

Wheelchair Clinical Manager, wheelchair team lead and wheelchair service team members as required.