

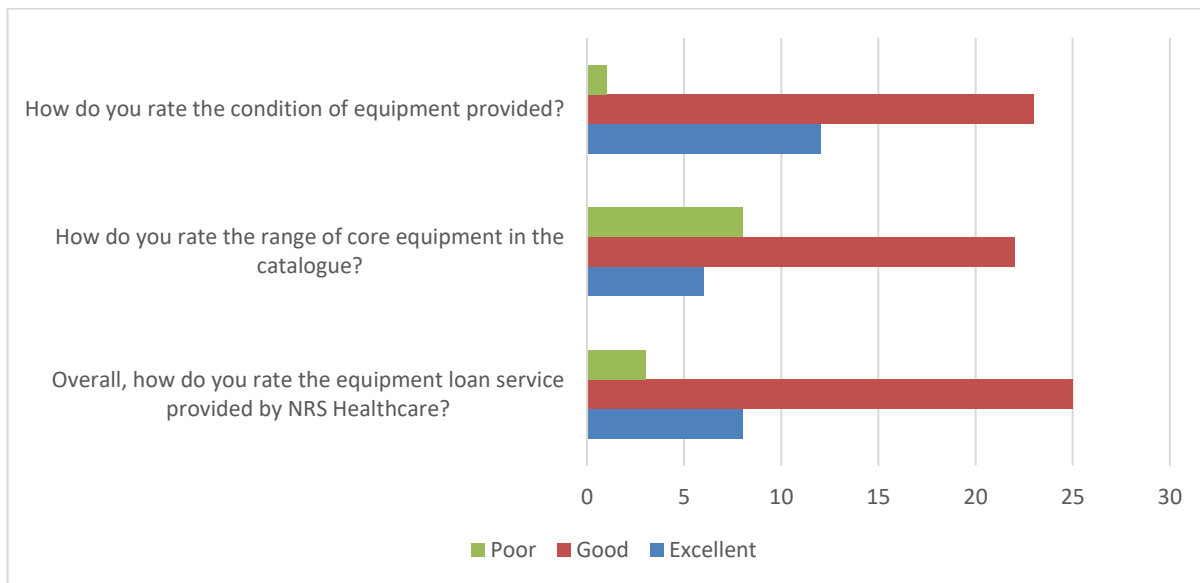
## ICES – Integrated Community Equipment Service

### Prescriber survey summary from survey 26 March - 22 April 2019

Responses rate – 36 completed surveys (approx 15% response rate of active prescribers)

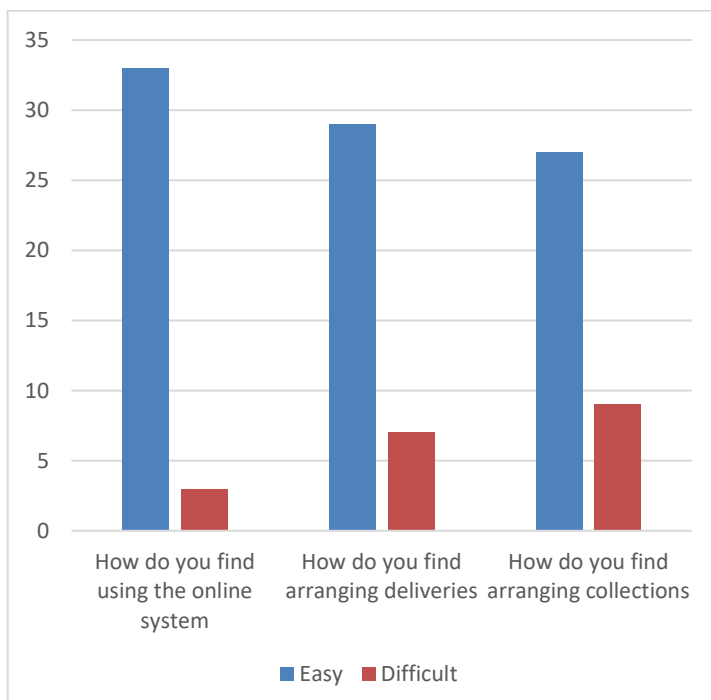
#### Overall performance

Overall the service was rated as good or excellent by 92% of respondents. Only three prescribers, from three different service areas rated the service as poor. Further details would be needed in order to look at the reasons why this was the case.



The range of core items in the catalogue was the area with the highest level of dissatisfaction. Those responding with poor (8 people) were from across the main cohorts of prescribers.

#### Ordering system:

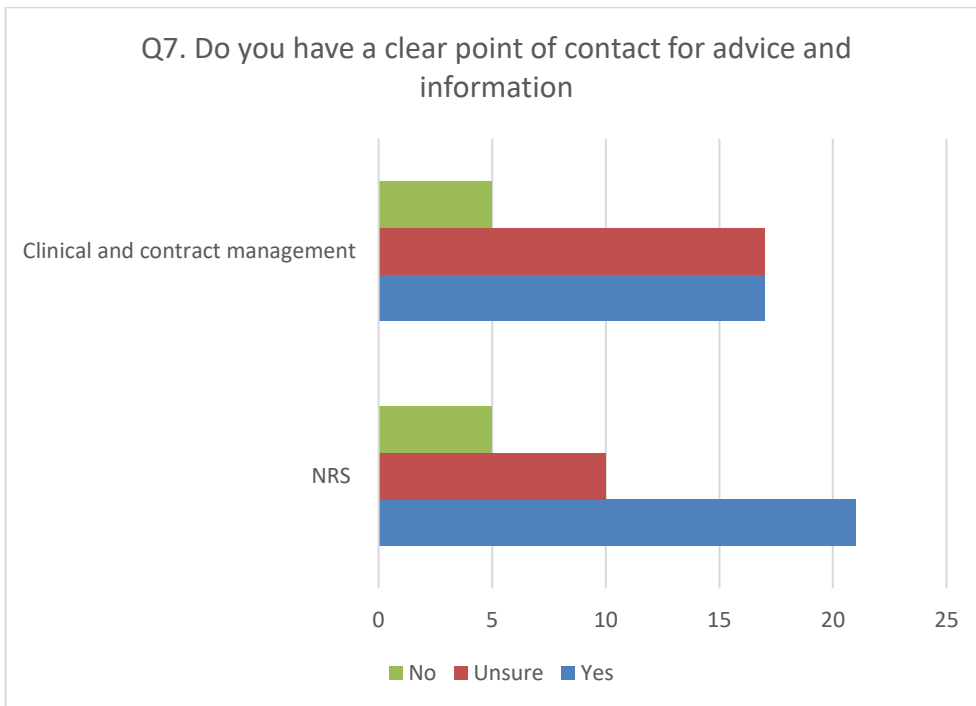


The online ordering system is viewed as easy to use by the vast majority of prescribers, which is a something that must continue.

Although 25% found it difficult to arrange collections 19% found it difficult to arrange deliveries.

This is an area to be picked up through training and resources to ensure all prescribers understand how the system operates and the limitation of the contract.

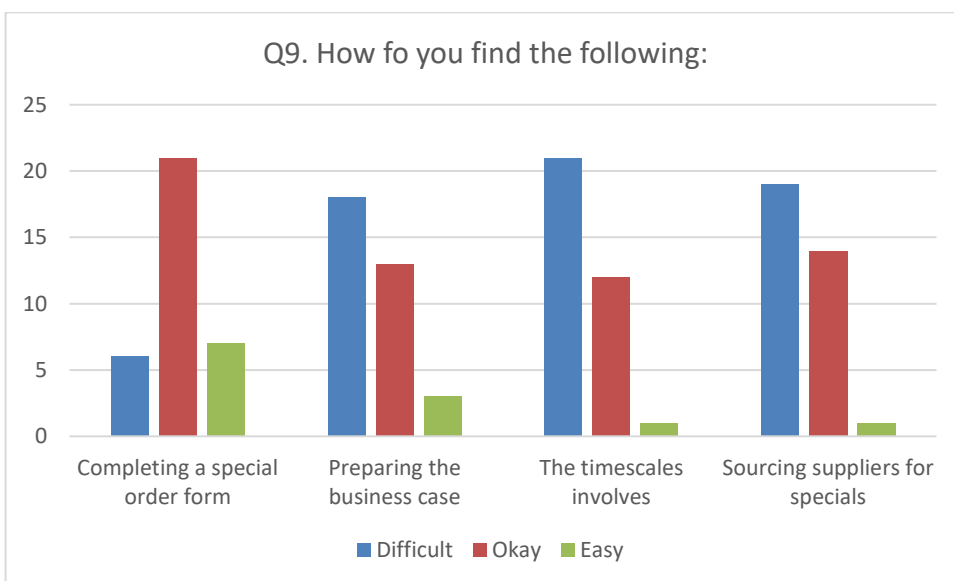
The free comments mainly focussed on; timescales for collections to long, delivery window too long, lack of communication/detail about non-delivery of items.



There is some uncertainty amongst prescribers in relation to points of contact and support. The responses above show that there is a need to improve the communication and understanding about the whole operation of the service.

Prescribers are having difficulty in finding the equipment they need on an occasional basis (61%) with 8% frequently struggling to find the equipment they need. More work would need to be undertaken to understand why difficulties are being encountered.

Specials:



There is some evidence to support further discussions in relation to specials process, following the feedback from the survey. The online order form appears to provide few problems but the other elements of the specials process need to be considered to see how the process can retain the level of scrutiny, but improve the processes involved.

### Peripheral Stores:

Peripheral stores are in general viewed as easy to use by the majority of respondents. There are occasionally times when items are not available in the store, but this should improve with the roll out of the use of the app to scan out equipment.

### Deliveries and installations:

The prescribers responding utilise the full range of delivery speeds available. Frequent use of emergency / urgent delivery is in general for end of life/palliative and admission avoidance as would be expected.

Prescribers are arranging deliveries with the individuals or their family members / carers in the main. Little liaison with the hospitals or social care take place.

60% of the respondents had mixed views about the ability of the drivers / installers. But only 7% rated them as poor. 33% rated them as excellent.

### Collections:

There was a real mix in the responses when asked how to rate the arranging collections. 41% rated their experience as mixed, with 31% rating as good and 28% rating as poor. This is an area for further attention given the need to increase the return of equipment and understanding with service users that the equipment is on loan.

There were a range of suggestions in relation to how to improve the collection of equipment:

- 10 days can be an issue if a death has occurred, collect quicker
- Improve awareness that the equipment is a loan
- Offer monthly collection from staff bases?
- Equipment amnesty
- Contact number on equipment to arrange collection (NB – already in place)
- Co-ordinate collection and deliveries (NB – does happen if possible)

### Suggested service improvements:

A range of suggestions were put forward including;

- Simpler process for specials and ordering restrictions
- Improve core catalogue
- Consider other options for equipment provision such as direct payments
- Answer phone for out of hours
- Linking up of emails to more than one prescriber
- Include more detail in emails
- Improve communication about non-delivery
- Weekend / later working during the week
- Confirmation of successful delivery (NB already in place)

### Other comments:

A range of other comments were put forward summarised below:

- Very helpful staff at the depot and are excellent at responding urgently to issues
- Very complex to understand for new staff. Iris training too long

- Overall improvement in service for Herefordshire and better outcomes for users
- Issues of delay when authorisers not available. Process to recall and reissue to a different prescriber creates extra work and time wasted.

Responses by team:

The representation of responding teams was high amongst community nursing, community therapy and the Hospital OT team. As team meeting discussions were also taking place, all key prescribing teams have been directly engaged with.

