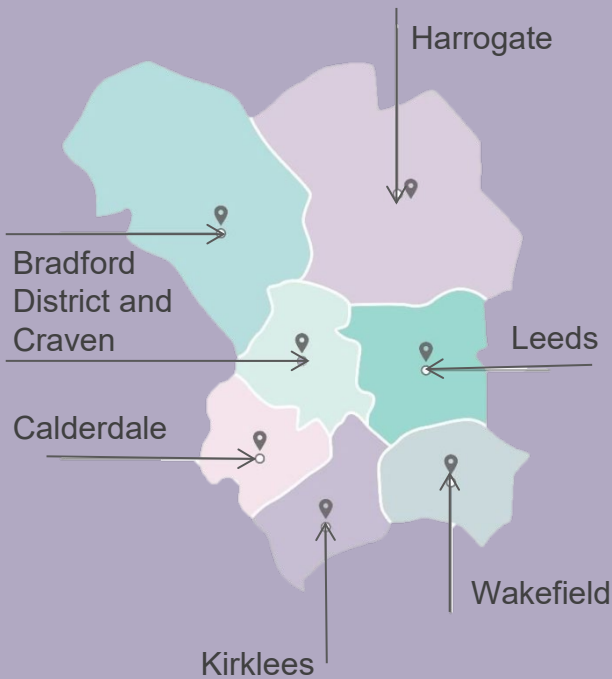


Telling our Partnership story



Proud to be the West Yorkshire and Harrogate Health and Care Partnership

Committed to improving the health and wellbeing of people living in:



- Working to improve people's health with and for them
- Improving people's experience of healthcare
- Making every penny in the pound count
- Working to keep people well and make life better for 2.6 million people living in West Yorkshire and Harrogate.



NRS Healthcare: North Yorkshire Wheelchair Service

Our ambition:

We are committed to engaging with our service users in a variety of meaningful ways.

The purpose of this engagement is not only to ensure each service user is central to any decision making about their wheelchair, but also:

- to improve our services so that each experience is positive
- to ensure that the development of the wheelchair service is guided by the people that use it.



Engaging with service users:

1. Working collaboratively with people to develop meaningful plans and outcomes that support mobility and posture needs.
2. Providing the opportunity to feedback the service they have received from NRS so we can improve our services.
3. Involvement in decision making and service developments so that our services are responsive to local needs.




Our priorities:

1. Ensuring feedback is sought using a variety of methods
2. Ensuring that service users' feedback reaches our NRS managers and front line staff and that feedback results in service improvements.
3. Ensuring decisions and service improvements made as a result of service user feedback is communicated to staff and service users.
4. The next step will be ensuring that we have service user representation at decision making forums, meeting, audits and include service users in our recruitment and policy development where appropriate.
5. Take learning from people with lived experiences of using a wheelchair and the services.
6. We need to continually work in an open and transparent way, seeking views from people that are representative of our communities

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A partnership made up of the NHS, local councils, care providers, Healthwatch, community and carers organisations

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West Yorkshire and Harrogate
Health and Care Partnership

