

Learning Engagement Meeting

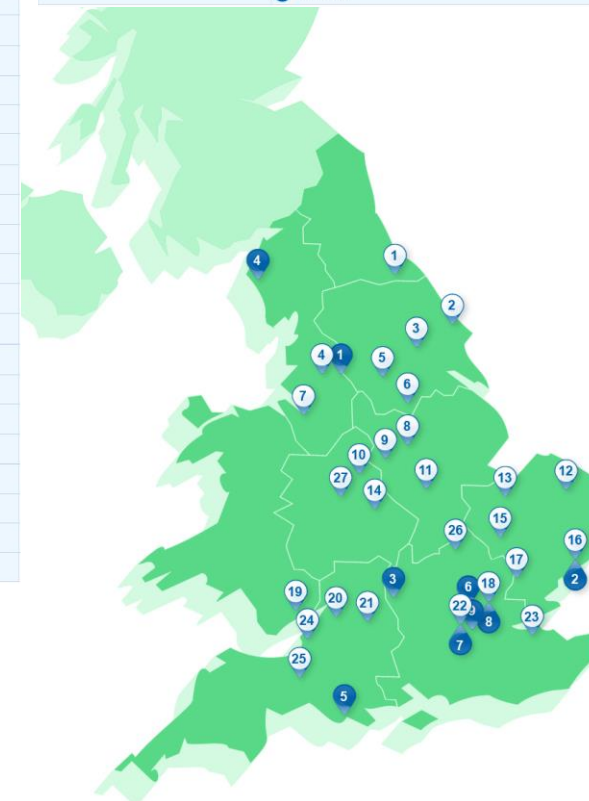
Michaela Harris – General Manager

Who are Medequip?

- Medequip were awarded the first ever outsourced CES contract in 1993, one which we are proud to say we retain to this day.
- Medequip are currently the largest community equipment provider in the UK.
- Medequip acquired RossCare, the largest wheelchair provider in the UK earlier in 2023.
- In 2022, Medequip became part of Medux, a family owned business and pan European Healthcare provider who are the market leader in the Netherlands.

| Region | Medequip Depot / Location |
|------------------------|----------------------------------|
| North East | ① Newton Aycliffe, County Durham |
| North West | ④ Leyland, Lancashire |
| | ⑦ Bromborough, Wirral |
| Yorkshire & The Humber | ② Scarborough |
| | ③ York, North Yorkshire |
| | ⑤ Brighouse, West Yorkshire |
| | ⑥ Rotherham, South Yorkshire |
| | ⑧ Alfreton, Derbyshire |
| East Midlands | ⑨ Derby City |
| | ⑪ Leicester |
| West Midlands | ⑩ Stafford, Staffordshire |
| | ⑭ Birmingham |
| | ⑳ Telford |
| East of England | ⑫ Norfolk, Norwich |
| | ⑬ Downham Market |
| | ⑮ Ely, Cambridgeshire |
| | ⑰ Ipswich, Suffolk |
| | ⑱ Braintree, Essex |
| | ⑳ Bedford, Bedfordshire |
| Wales | ⑲ Newport, South Wales |
| | ⑱ Woodford Green, Essex |
| London and South East | ⑳ Heathrow (Head Office & Depot) |
| | ㉑ Rochester, Kent |
| | ㉒ Emersons Green, Bristol |
| South West | ㉓ Calne, Wiltshire |
| | ㉔ Weston-super-Mare, Somerset |
| | ㉕ Taunton, Somerset |

| Location |
|------------------|
| ① Rawtenstall |
| ② Suffolk |
| ③ Oxfordshire |
| ④ Cumbria |
| ⑤ Dorset |
| ⑥ Barnet |
| ⑦ Heathrow |
| ⑧ Woodford Green |
| ⑨ Sutton |



What do we do?

- **43** contracts



- **26** locations totaling over 350,000 sq ft



- **1500+** staff



- **450+** vehicles



- **Covering 14 million Service Users**



- **2 Million Visits per year.**



- We stock more than **1,000 Product lines**



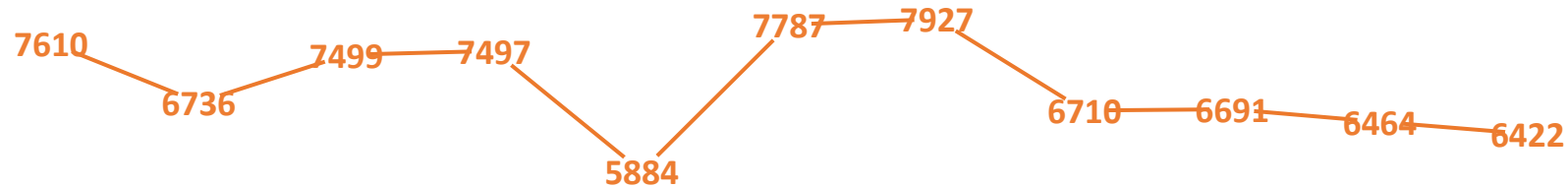
Increase Collections of Equipment

| Line # | Rank | Description | Detail | Action/Status | Marketing Action |
|--------|------|---|--|--|--|
| 1 | | A4 catalogue | Main retail catalogue - depot, request and event distribution | On-going | Done |
| 2 | | A5 36pp catalogue | Issued to clinics, OT teams, contact points | On-going | New version in design |
| 3 | | New 12pp leaflet | To go out with all Medequip new equipment deliveries - build awareness of our self funder solution to service users - encourage self purchase of replacement, alternate and additional equipment. | Agreed by LR | in print |
| 4 | | Web links and product listings | Build web link network with contract customers. Product listing on DLF, Shop 4 Support, ADL Smart Assist, Really Useful Stuff and Independent Living. | | find targets and agree and place links |
| 5 | | Retail and Information display at depot | In progress. Including Wheelchair service self-fund options | | Install / Training to depot |
| 6 | | Devise marketing campaign for local area | Localisation of all listed actions | to propose - link to comissioners comms plan | review tender plan |
| 7 | | Ask Sara Medequip veriosn of online self assessment system | Link to Medequip version at https://asksara.dlf.org.uk/index.php?auth=medequip or agree bespoke Suffolk version | to propose - link to comissioners comms plan | |
| 8 | | PR | advertorials / event speaking / awards / websites / radio-TV interviews | | |
| 9 | | Promotional events | table top / exhibition vehicle / shared events | | |
| 10 | | Hospital /Health Centre display points | Information Board | WSH agrred - to install | |
| 11 | | 4 pp Retail partner leaflet distribution | GP surgeries, citizen advice, libraries, ILCs, council sites | GP surgeries mailed other location list needed | |
| 12 | | Partnership Opportunities | Retail stores, Service providers, 3rd sector, Community Groups, Churches | | |
| 13 | | Prescribers Promoting Indepenedent Living | Sample small aids / Box of Trix / catalogues | will teams buy in to this?? | |
| 14 | | Print Advertising - Care Choices | Care journal informing on CCG/Local authority services - with private provider advertising | Medequip advert last 2 years | |
| 15 | | Social Media use | Planned posts and shares | | New Content writer being recruited |
| 16 | | Care Homes Pack | Promoting rental, service and purshase options to care home owners and residents/families | see Kirklees / N Somerset versions | |
| 17 | | Referral network | With Contract/Account Management, develop a best in class model to enable service users to simply access self purchase and self assessment services by referral from contact points in the CES - e.g. local authority website, presecribers, MQ customer services/technicians. | | |
| 18 | | Bereavement Leaflet | | see Derby sample | |
| 19 | | Small Equipment Catalogue | Primarily for items dropped from the catalogue - but Box of Trix samples supported in print | Bham small aids / Box of Trix leaflets | |
| 20 | | Alzheimer's Society partnership / Dementia Friends training | Main charity fundraising beneficiary - partnership working | Alex can run DF sessions | |

Somerset



COLLECTIONS IN SOMERSET



| Aug-23 | Sep-23 | Oct-23 | Nov-23 | Dec-23 | Jan-24 | Feb-24 | Mar-24 | Apr-24 | May-24 | Jun-24 |
|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|
| Collection | Collection | Collection | Collection | Collection | Collection | Collection | Collection | Collection | Collection | Collection |

- -Series1 - -Series2

- Contract started 1 st August 2022
- Collections averaged 7508 per month *except Dec which is always quieter*
- Collections have consistently been reducing since Mar 24 *average 6571*
- Overall we are collecting nearly 1000 items less each month this year.
- What can we do?

Materials Available



Working with care homes in Somerset

Do your customers have loan equipment which is no longer required?

DO NOT ALLOCATE TO ANYONE ELSE!

To request a collection, please call Medequip on:
01823 211699

Or: Email – somerset@medequip-uk.com



Please quote the EIN on the equipment if possible. If the EIN cannot be located but the equipment contains a Medequip label, collection can still be arranged.

Thank You



Medequip provides community equipment and wheelchairs in Somerset and will work with your care homes too



Medequip can:

- Supply Beds, Mattresses, Hoists and other equipment at competitive trade prices
- Hire out these products for short term



Contact us for a quote:

☎ **0800 910 1057** sales@medequip-uk.com

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Unit 2 The Summit Centre, Skypost Drive, Harmondsworth, West Drayton, Middlesex, UB7 0LJ

www.medequip-uk.com



Return Recycle Reuse

Look for equipment label



Help your Local Authority and NHS services by returning equipment you no longer need



How?

Contact Medequip to request a collection

Call **01823 211699**
Email somerset@medequip-uk.com

Return Recycle Reuse Copyright © 2017 by West Suffolk NHS Foundation Trust – used with permission

Care Home's – A quick win!

- In accordance with the Somerset Care Home Policy, equipment provided into a Care Home settings is prescribed for individual patients only and **SHOULD NOT BE SHARED**
- Equipment provided is to suit the need of individuals
- Equipment can be easily returned, all equipment has a label, which has clear instructions of who to contact
- We can also provide posters for staff, to ensure the safe return/collection of equipment

What Can we do?

- Equipment Provision – Loaned or Purchased
 - Wholesale Prices
 - Bulk Purchase discount
 - Self funding options
 - Telecare (& install)
- Maintenance and Repair
 - LOLER
 - PAT
 - Repair Service
- Decontamination
- Transfer of Equipment
 - Care Home – Home
- Minor Adaptations
- Trusted Assessor
- Ferrule Checks
- Training



Care Home Collections/Audits Process



- Medequip can complete up to 2 audits a month,
- We will closely monitor any increase in scrap as a result of equipment that is returned in poor condition.
- A Medequip member of staff will attend with someone from Somerset to support the audit. A large, wheeled container has been purchased to assist in the collection with our Return Recycle Reuse details on the side.
- Report detailing all items collected and status of each item. This will be sent to Somerset within 8 working days.

Care Home Collections/Audits Process



Medequip internal process

- Somerset will have a list of items on site which is compiled using the 'All items onsite' report from TCES. Service users' equipment needs to be scanned to check that it is with the correct client.
- Any items that were ordered for a client now deceased or no longer at that address should be returned to the depot and items that are not with the correct client are removed or returned to the original user.
- Any equipment that is assessed as no longer needed or being used inappropriately should also be returned.

Once back at the depot

- All items that come off the van that have been collected should be added to an excel document.
- The backdoor process needs to be followed to ensure the equipment is removed from client site/file
- After the cleaning cycle time has elapsed each EIN needs to be checked on Medequip One. The spreadsheet then needs to be updated appropriately with the current status of the item i.e. shelf, scrap.
- The report can then be sent on to the contract within 8 working days.



MEDeQUIP[®]