

Clinical Review North Yorkshire Wheelchair Services



What is a Clinical Review?

National Perspective.

NHS England's model is that a WCS should **“establish of regular reviews with the Service User / Carer according to their individual needs”**.

And that the Provider **“should respond to changes in Service Users' health conditions through regular review”**

Reviews should be built into care plans but can be requested at anytime to support rapidly changing needs such as neurological conditions or terminal illness.

So in summary a Clinical Review.....

is individually agreed at the time of assessment
with the Service user / Care and Clinician

can be requested at anytime by a Service User or
Carer if needs have changed

can be face to face or on the telephone (virtual)

should happen at least annually and be recorded

A clinical review will include

Full review of the Service Users postural / support needs and any changes

Review of any lifestyle changes for example going back to work or new leisure activities

Review of any environmental changes for example moving house or new adaptations

Review of the wheelchair, seating, cushions or any associated modifications

Following a review.....

Any handover or modification of equipment will be booked in and completed as usual

A follow-up call to service user will be completed after 5 days as usual

A Clinical Review will be scheduled as clinically appropriate but as a min in 12 months time

Service users will be clearly informed that they can request a further review at any time if their needs change



Outcomes of reviews

From June 2020 we are now recording the outcomes of all reviews including how many are passed back to clinical team and what the outcomes of those were.

We can then start to analyse patterns and trends to anticipate and plan the reviews in a more timely and intelligent way.

For example if it shows that everyone with a certain medical condition is requesting a review at 8 months and we are needing to take action we can plan those reviews for people with that medical condition at an earlier stage than 12 months.

