





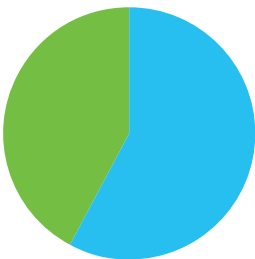
Harrow and Hillingdon service newsletter - September 2020

Welcome to our first Harrow and Hillingdon newsletter!
We are delighted to share our updates with you
and hope you will find it useful and interesting.

In this newsletter you will find details of how we have responded to Covid-19, ensuring that all service users remain safe and supported – whether through virtual appointments or new methods from our repairs team. We would love to gather any feedback or suggestions from you, please read on to discover how you can get involved.

Virtual appointments

-  No face to face assessment made
-  Face to face assessment required



We can now offer virtual assessments with OpCare, where clinically appropriate. That means you don't have to attend our clinic for an assessment when not absolutely needed, helping you stay safe and protected.



Since lockdown, 60% of our service users did not have to come to clinic for an assessment.

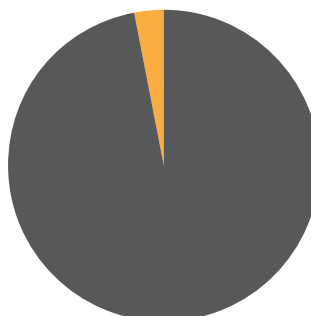
Virtual assessments can be conducted by phone or video call. Want to know more? Please contact us on **0208 427 2881** (select Option 1).

Wheelchair repairs

We know repairs to a wheelchair can have a huge impact on your day to day activities. Throughout lockdown and with social distancing measures in place, we have continued to carry out repairs adopting a 'No Contact' rule: we have worked in gardens and garages across Harrow and Hillingdon for over 97% of all repairs!

If you need a repair please contact us on **0208 427 2881** (select Option 2) or email us at harrowhilligdon.wheelchairs@opcare.co.uk

-  Repairs without service user contact
-  Repairs with service user contact



We would love to hear from you!

We really would! We have held some virtual feedback sessions with service users and would love to hear your feedback too. You can leave feedback on our website at www.opcare.co.uk/nhs-clinic-locations/harrow-hillingdon

Interested?

Please contact Shaban Siddik, Operations Manager, on shaban.siddik@opcare.co.uk



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Let us come to you

During Covid-19, we have been holding mini clinics in care homes and nursing homes to make sure we saw those who most needed help. If you work in a home and would like to hold a mini clinic for your residents, please contact us.

**Supporting our local hospitals**

With significant pressure on the NHS from Covid-19, Opcare was determined to support our local hospitals as much as possible. Our staff worked tirelessly with hospitals to help discharge wheelchair users, therefore freeing up hospital beds that were so critically needed for incoming patients. Some of our team across the country were even redeployed to the front line, assisting with the fight against Covid-19 in a whole host of different ways, from carrying out nursing responsibilities to assisting with testing facilities.

Service development

We are looking for people who want to be involved in further developing our service.

You can get involved in specific meetings about new initiatives we want to launch, surveys, phone interviews and more!



Don't like online meetings? Don't worry, we can set up a simple phone call.

Interested?

Please contact Shaban Siddik, Operations Manager, on shaban.siddik@opcare.co.uk

**How can we do better?**

If you think we could improve any aspect of your care, please do tell us - so we can make our service even better for the future.

You can contact us on harrowhillingdon.wheelchairs@nhs.net or email our complaints team on complaints@abilitymatters.com