

Engagement Assurance Committee Cover sheet

Title	Re-procurement of the wheelchair service in Bexley, Bromley and Greenwich					
Meeting date	25 March 2026	Agenda item Number	3	Paper Enclosure Ref	C	
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Executive lead	SEL ICB Director of Integrated Commissioning, Adults (HAS)					
Paper is for:	Assurance	✓	Decision	Information		
Purpose of paper	To provide assurance to the Engagement Assurance Committee that appropriate and proportionate public and patient engagement has been undertaken to inform the review and re-procurement of the community wheelchair service in Bexley, Bromley and Greenwich.					
Summary of main points	<ul style="list-style-type: none"> The Community Wheelchair Service provides assessments, equipment, and ongoing support for children and adults in Bexley, Bromley and Greenwich who require wheelchairs for mobility and independence. The service plays a critical role in enabling independence, mobility, safety and quality of life for adults and children. The current service contract is due to end in November 2026 and we are planning for the future, we want to ensure that the service continues to meet users' and carers' needs. We engaged with users and carers as part of the review of how the services were working to understand what was working well and what needed improving in the following areas:: <ul style="list-style-type: none"> Referral and assessment Waiting times Choice and suitability of equipment Delivery, repairs, and maintenance Support for growth or changing needs over time Communication and overall experience of the service We sought views through a survey and an easy read survey and focus groups. Feedback is directly informed the draft service specification. We have recruited three users / carers to continue to sit on the wheelchair service steering group which will provide oversight through the procurement, mobilisation, and implementation process to support service improvement. 					
Potential conflicts of Interest	None identified.					
Sharing and confidentiality	This paper is suitable for sharing. It contains no confidential, personal, or commercially sensitive information.					
Relevant to these boroughs	Bexely	✓	Bromely	✓	Greenwich	✓
	Lambeth		Lewisham		Southwark	
Equalities Impact						



	<p>Engagement identified long waits for assessments and equipment which impact on people's independence and quality of life. The proposed service model is being shaped to address assessment and review timescales, equipment provision, repairs and maintenance, as well as patient and carer experience. This will support more consistent and equitable access across Bexley, Bromley and Greenwich</p>
<p>Financial Impact</p>	<p>This paper has no direct financial impact. Engagement findings are informing the development of a value-for-money service model within existing commissioning envelopes.</p>
<p>Public Patient Engagement:</p>	<p>Outline timelines of engagement</p>
<p>Outline timelines of engagement</p>	<ul style="list-style-type: none"> • Initial scoping and identification of issues: Q3 2025 • Public, patient and stakeholder engagement: Q4 2025 – Q1 2026 • Analysis of feedback and refinement of service specification: Q1 & Q2 2026
<p>Outline key engagement mechanisms used</p>	<p>Outline key engagement mechanisms used</p> <ul style="list-style-type: none"> • Online engagement (engagement platform, surveys and focus groups) via ICB • Targeted engagement with service users and carers via publicising via providers and local authorities
<p>Outline engagement with diverse communities and / or people with lived experience</p>	<p>Outline engagement with diverse communities and / or people with lived experience</p>
<p>Outline key themes from insight gained</p>	<p>Engagement included users of the service and carers of people including children and young people who currently use the service. The survey was also available and published as an easy read survey</p>
<p>Outline how findings have influenced decision making</p>	<p>Outline key themes from insight gained include:</p> <ul style="list-style-type: none"> • Timeliness • Communication • Choice of equipment • Responsiveness to changing needs
<p>Outline how feedback to participants has taken place</p>	<p>Outline how findings have influenced decision making</p> <p>Engagement findings have directly informed the proposed service model and draft service specification, including assessment and review timescales, equipment provision, repairs and maintenance, and patient and carer experience.</p> <p>In addition to the wider engagement activity outlined in the attached engagement report, users and carers of the service have been recruited to join the Community Wheelchair Service monthly steering group. These members will play an ongoing role in shaping the service as it develops, providing insight throughout the procurement, mobilisation, and implementation phases.</p>



	<p>People with lived experience will also be involved in the procurement process, ensuring that service user perspectives continue to inform decision-making and provider evaluation, and supporting a person-centred and transparent commissioning approach.</p> <p>Outline how feedback to participants has taken place</p> <p>This report has been published on the project page on the let's talk on-line engagement platform at Help us improve Wheelchair Service in Bexley, Bromley and Greenwich Let's Talk Health and Care South East London.</p> <p>The report was highlighted in the February 2026 Get Involved newsletter. Updates will be added to the page and highlighted in the relevant Get Involved newsletter.</p>
<p>Committee engagement</p>	<p>This paper is submitted to the Engagement Assurance Committee for assurance that engagement activity is sufficient and appropriate prior to progression to formal procurement and subsequent governance approvals.</p>
<p>Recommendation</p>	<p>The Engagement Assurance Committee is asked to note the engagement undertaken and provide assurance that it is appropriate and sufficient to support the next stage of commissioning activity for the Community Wheelchair Service across Bexley, Bromley and Greenwich.</p>

