



Daniel has tried everything to return equipment he no longer needs but nobody seems to want it back

Over the past 2 years, Daniel and his dad have acquired a lot of equipment such as crutches and a hospital bed which are no longer needed. Daniel has tried his best to return the equipment so that it can be used by others but he has found this impossible to do.

We use people's stories to highlight problems, and encourage the NHS to change and improve its services.
Tell us your story today.

Following a series of accidents and planned operations over the past couple of years, Daniel and his dad have the following equipment at their home:

- 6 sets of crutches
- 1 wheelchair
- Ramps to get wheelchair in and out of house
- 1 hospital bed
- 2 zimmer frames
- 1 walker with wheels
- 2 neck braces

Some equipment is labelled saying that it belongs to Calderdale and Huddersfield Hospitals or Medequip (a company who issue this type of equipment to people who need it).

None of the equipment is needed now so Daniel attempted to return it to the right place. He told us that he's phoned Medequip twice but has been unable to arrange collection of their equipment.

- He phoned Calderdale Hospital to ask how to return the equipment labelled 'property of Calderdale Hospital'
- Calderdale hospital told him the equipment wasn't theirs and advised him to ring Calderdale Council
- Calderdale Council said the equipment wasn't theirs and said he should phone Huddersfield Royal Infirmary
- Huddersfield Royal Infirmary said they didn't want the equipment and signposted him to Locala
- Locala told Daniel to ring Calderdale Hospital, so he was right back where he started.

Daniel tried Calderdale Hospital again and they eventually agreed to take the equipment if he could bring it to them; this would have involved 3 bus trips, taking 2 hours there and 2 hours back, with a huge amount of equipment to carry - it was impossible to do. No further suggestions were made to help Daniel return the equipment which is why it still sits in his house.

Daniel contacted Healthwatch Kirklees during their amnesty of crutches, wheelchairs and walking aids in February 2018. The equipment will be collected and returned to the right place but this example highlights the difficulties people are faced with when they try to return equipment they no longer need.



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