



Why was it so difficult for Eileen to return her walking aid?

After having surgery in November 2016, Eileen was given a walker as an aid to use once she got home. Once Eileen no longer needed the walker she wanted to return it to the hospital so that someone else could use it. This was easier said than done!

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

Eileen had been in hospital for surgery on her hand and the physiotherapist said she would need to use a walker once she got home to make it safe to move around whilst carrying drinks and food from room to room.

After a few weeks, Eileen no longer needed the walker and wanted to return it to the hospital so that someone else could use it. She phoned the number on the walker to arrange collection but was told that the item wasn't registered on their system so they couldn't collect it.

Eileen called the physiotherapy department at Calderdale Hospital to ask if the walker could be put on the system; it took 2 or 3 attempts to get through to the right person who informed Eileen that she needed to speak to the occupational therapy team and they said a message would be passed on.

After a week, nobody from Occupational Therapy had contacted Eileen so she called them a couple of times and another week later was informed that the walker was now registered on the system.

Eileen then rang the collection service again and the walker was collected within 48 hours.

It appears that the situation was problematic from the start because the person who gave Eileen the walker didn't register it and didn't provide her with contact phone numbers for the physiotherapy and occupational therapy departments. This meant that Eileen had to make numerous phone calls so that the walker could be collected. Many people would have given up if it was so difficult to return a piece of equipment like this.



The Elsie Whiteley Innovation Centre
Hopwood lane
Halifax
HX1 5ER

Telephone: 01422 399433

www.healthwatchcalderdale.co.uk
info@healthwatchcalderdale.co.uk



Unit 11-12 Empire House
Wakefield Old Road
Dewsbury
WF12 8DJ

Telephone: 01924 450379

www.healthwatchkirklees.co.uk
info@healthwatchkirklees.co.uk

