

ReAction Report For Medical Adaptations Focus Group 20/07/09

Thank you for attending the above focus group. You should have received the notes from the meeting but if by some chance you did not and would like a copy, please contact our Customer Services Team on 0800 408 2000 or you can visit our web site www.gloscityhomes.co.uk.

When you attended the focus group meeting, we asked you to suggest ideas on how Gloucester City Homes could improve our service and also when the service delivery was not good. We can now respond to your suggestions and give you some details on what we intend to do in the future to address these:

You Said:	Our Reply:
I informed my OT on the post inspection that I would like grab rails fitted after my shower was finished and I am still waiting,	GCH have contacted this OT to advise of issues. OT will contact tenant to review needs and request necessary grab rails from GCH, who will then arrange for them to be fitted.
When my OT left the organisation I did was not informed of this	GCH to liaise with OT managers to ensure tenants are kept informed if of any future OT departures.
I had a minor problem with the shower and it was not fixed on the 1 st visit the engineer forgot to tighten the shower control unit and it came away from the wall fixing	GCH will speak to contractors and ensure quality checks are carried out on all completed medical adaptations, and any follow up repairs are checked also.
I think it would be good to have a joint visit from the contractor and OT when the work is complete to sort out any issues that may have occurred.	GCH will review their post inspections process and consult with the OT's a robust post inspection procedure is implemented in the future.
It would good if we were informed more about the waiting time and how the priority ratings are being managed.	GCH have already sent correspondence to all tenants currently on the waiting list. Once priorities have been confirmed, and a process for reviewing these is in place GCH will contact all tenants to keep them regularly informed.
The shower chairs that are provided do not have enough range sizes, there only seem to be a small or large choice there should be a chair size in-between to cater for people who are not just large or small.	This is not an issue that GCH can directly resolve, as we do not have control over the design of shower chairs, as Medical aids are ordered direct by OT's. GCH will pass comments onto the OT Department.

REACTION



If you have any further questions or comments please do not hesitate to contact us:

Gloucester City Homes
Atlantic Suite
Southgate House
Southgate Street
Gloucester
GL1 1UW

Customer Services Line: 0800 408 2000
Text: 0778 148 2656
Fax: 01452 396599
Minicom: 01452 396161
Email: customer.services@gloscityhomes.co.uk
Web site: www.gloscityhomes.co.uk