

Feedback Response Report – October 2025

Wiltshire Council and Medequip Response to the Findings of the Community Equipment Service Engagement Report (Voice It, Hear It, 2025)

1. Follow-Up Contact and Planned Maintenance

Engagement Findings

A significant proportion of respondents did not recall being contacted for follow-up after delivery, and nearly half were unaware of planned maintenance or servicing requirements for their equipment.

Wiltshire Council and Medequip Response

Medequip is **not contractually required** to conduct follow-up calls; this responsibility lies with the **prescriber** to ensure service user safety. However, as part of ongoing co-production and service improvement efforts, Medequip has introduced a **voluntary follow-up process**, with customer service staff completing three follow-up calls daily. Data from these calls is reviewed and **shared monthly with the contract team** to monitor outcomes and identify areas for improvement.

Regarding **planned preventative maintenance (PPM)**, all service users receive a **trifold leaflet** explaining which items require six-monthly or annual servicing. Medequip contacts service users directly to arrange these appointments. Users are reminded to keep their **contact details up to date** and to allow access when servicing is due.

2. Information on Returns, Faults, and Equipment Labelling

Engagement Findings

Some respondents reported uncertainty about how to return equipment or report faults, and noted inconsistency in whether equipment carried contact information. While these issues affected a minority, they highlight the need for greater consistency in communication.

Wiltshire Council and Medequip Response

All equipment delivered by Medequip is **labelled with a barcode** displaying the depot's phone number for returns and collections. Equipment **cannot be dispatched without this label**.

Every delivery also includes a **trifold leaflet** with clear instructions on repairs, returns, and contact details. The same information is available on both the **Wiltshire Council** and **Medequip** websites.

To strengthen awareness, Medequip has delivered several **“Return, Reuse and**

Recycle” campaigns across Wiltshire, encouraging users to return unwanted equipment promptly.

3. Appointment Systems, Customer Service and Complaints

Engagement Findings

Case studies revealed mixed experiences. One person praised staff for being kind and efficient but described the appointment system as outdated and frustrating. Another raised concerns about emergency responses and unresolved complaints.

Wiltshire Council and Medequip Response

Medequip acknowledges that appointment systems and communication can be challenging for some users, particularly those with complex needs or frequent interactions.

Under the current service specification, Medequip operates with a **four-hour delivery and collection window**. A two-hour window was considered but not implemented to maintain best value for public funds. To enhance flexibility, **SMS updates** are now provided on the day of delivery, helping users track expected arrival times more accurately.

For emergencies and complaints, Medequip has a **structured process** to ensure timely resolution. All complaints are logged and resolved within **five working days**.

Contact information for feedback and complaints is clearly displayed on the trifold leaflet supplied with each delivery. Service users are encouraged to raise issues directly with the **depot or their prescriber**, ensuring prompt investigation and response.

4. Equipment Adjustment and Personalisation

Engagement Findings

When asked whether equipment was adjusted or checked to meet their personal needs, **66%** of respondents confirmed this occurred, while **29%** said it had not, and a small number were unsure.

Wiltshire Council and Medequip Response

Medequip installs and sets up equipment **according to the instructions provided by prescribers**. If adjustments—such as height or positioning—are specified in the referral, these are carried out at the time of delivery.

Where no adjustments are included in the referral, equipment is provided in its **standard configuration**, in line with the service specification.

Wiltshire’s commissioned service **does not currently include a “trusted assessor” function**, meaning Medequip is not authorised to make independent adjustments

without prescriber instruction.

We recognise that some users may expect greater personalisation, and this feedback will inform future commissioning discussions.

5. Accessing Further Equipment and Information

Engagement Findings

A family member reported uncertainty about how to request additional equipment or return existing items, and suggested that a clear list of available equipment would be helpful.

Wiltshire Council and Medequip Response

Medequip provides equipment **only following assessment and referral** from a qualified health or social care prescriber, ensuring all items are clinically appropriate and safe.

If someone requires additional equipment, they should **contact their health or social care team** for a review and referral.

For those wishing to purchase their own items, Medequip operates [Manage At Home](#) — an online retail service offering a wide range of daily living aids and homecare products.

6. Summary and Next Steps

Wiltshire Council and Medequip recognise that while the service is broadly effective and well-regarded, there are opportunities to make it more user-friendly and consistent. Key improvement areas include:

- Clearer communication about maintenance and returns
- Enhanced engagement with carers and family members
- Continued monitoring of complaints and follow-up outcomes

Medequip continues to operate **beyond contractual requirements** to improve the user experience and remains committed to working collaboratively with Wiltshire Council and service users to ensure the Community Equipment Service remains responsive, safe, and accessible.

For more information:

- Visit Wiltshire Council – Community Equipment Service
- Visit [Medequip – Manage At Home](#)