

SCYPELS Therapy ACT Staff Focus Groups

Summary Report

Background

Two focus groups for Therapy ACT staff were run on Wed 29/10/08 (Swanson Plaza, Belconnen) and Wed 5/11/08 (Holder). A total of 35 staff and 2 students attended. All five clinical teams were represented. A full record of the discussion was kept by Virginia Mackenzie (SCYPELS Project Officer) and the groups were facilitated by Nedra Playford (SCYPELS Project Manager).

Key Issues

Client Information

Staff suggested the following information would assist clients;

- Open days for clients to look at a range of items in one category
- User guides for items on loan
- General loan guidelines, separate from loan form
- Include cost of item on loan
- Include comment on the physical condition of an item when loaned

Staff queried whether clients should make a deposit for the loan of items and whether they should recoup costs for any damage done to items on loan

Information for Staff (Referrers)

Staff would find the following would make it easier to use SCYPELS

- Checklist on what documents or guidelines need to be completed for any loan
- Items can be loaned directly to staff
- Information from SCYPELS staff on what is available for loan, how to use items. This could occur either
 - Individual appt at EATS with SCYPELS staff
 - Open days for Staff to visit EATS and talk to SCYPELS staff (twice/year)
- What is available for loan – probably by accessing SCYPELS data base (read only) and the SCYEPLS inventory
- Bulletins with information on items in the SCYPELS pool, possibly a feature a specific category (e.g. communication devices)
- Booking system for items available for loan, so that delivery to different sites is available.

Length of Loan

There was a difference in opinion concerning the length of loan for an item

Early Childhood Staff preferred

- Longer loans (6 – 24 months) to allow for growth
- Clients tend to outgrow items before the purchasing process is completed
- Concerns were raised about wear and tear on items loaned for longer
- Concerns raised about demand for items on longer loans eg if an item is on loan and another client requires it, how is this managed

School Aged Staff preferred

- Shorter loan periods (3 months with review and extension)
- Places pressure on Staff to organise funding to purchase items

Communication Devices

- Staff understood that most of these items were for assessment only
- Raised issue of longer loans for “low end items” eg Big Macs

Reviews of Loans

Staff preferred to review loans themselves to check fit, suitability, need for maintenance.

Staff would like a reminder via email with response buttons from SCYPELS

Equipment

Staff wanted to know what was available for loan quickly and easily

Staff asked about access to SCYPELS storeroom when SCYPELS staff not available

Staff at Swanson felt Staff found it hard to come to EATS for appointments to trial equipment. However it would be difficult to provide the range of equipment to trial off site

Discussed value of locating some equipment at Swanson for assessment only, not for loan.

Staff were interested to know where the equipment was to be stored

Staff asked if modifications to the equipment would be available

Staff also asked if setting up SCYPELS would affect the Equipment Loan Schemes budget. It was commented that currently ELS stocks very little paediatric equipment so the impact would be minimal.

Nedra Playford
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SCYPELS
6/11/08